



## Introduction

As required under the Accessible Canada Act, this document outlines CARAVAN / JOBS Training Centre Inc. feedback process. We welcome feedback regarding barriers experienced from employees, the public, and stakeholders, as well as comments regarding our Accessibility Plan and Progress Report. This feedback is valuable as it helps us identify accessibility barriers, improves and builds upon our efforts and commitment to accessibility and inclusion in all our services.

## Feedback Process

If you have an inquiry, comment or feedback, please use one of the contact methods below. If you would like to submit anonymous feedback, please call the contact number below and leave a voice message. Our designated accessibility representative will promptly respond to all feedback received.

### Contact Information:

Helene Bastille, Human Resources  
2284 Wyecroft Road, Oakville, ON L6L 6M1  
Telephone: 905-338-5885 x777  
Email: [Accessibility@caravangroup.com](mailto:Accessibility@caravangroup.com)  
Website: [www.caravangroup.com](http://www.caravangroup.com)

## Additional considerations

If you require assistance while submitting your feedback, please let us know and we will strive to accommodate your needs. You can also contact us to request a copy of this accessibility plan, progress report, or description of our feedback process in one of these alternate formats:

- Print
- Large print
- Braille
- Audio Format

For print and large print, we will send you the requested format within 15 days. Please note for Braille or audio formats may take up to 45 days.

Our employees are encouraged to share feedback on any of the platforms available.





## Your Feedback Matters

Your feedback will help us improve and build upon our efforts towards an accessible workplace. We will acknowledge receipt of any non-anonymous feedback, as soon as possible, in the same manner that it was received. All feedback will be carefully reviewed, and reported in our progress reports in the Feedback section. Some issues may be actioned immediately, while other will be address at our future accessibility planning.

All accessibility feedback is stored for seven years from the date we received it.