



Bridgewater Bank's accessibility feedback process

2023-2026





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Introduction

As required under the Accessible Canada Act and as described in the Accessible Canada Regulations, Bridgewater Bank must establish a process for receiving and responding to feedback on the implementation of its accessibility plans and on barriers encountered by persons with disabilities who work or deal with Bridgewater Bank.

Bridgewater Bank has established the following feedback process.

Feedback topics

Bridgewater Bank's employees and customers can provide feedback on the following:

- Accessibility barriers at Bridgewater Bank
- The implementation of Bridgewater Bank's accessibility plans
- Progress reports published by Bridgewater Bank on its accessibility plans
- Suggestions for improving accessibility at Bridgewater Bank

Designated person to receive feedback

Director, Employee Engagement

How to provide feedback

Please provide your feedback using one of the following options:

By Mail: Accessibility Officer

Director, Employee Engagement

926 5 Ave SW, Suite 150, Calgary, Alberta T2P 0N7

By Phone: 403-718-1733

By Email: JLeonard@BridgewaterBank.ca

Anonymous Feedback: To provide your feedback anonymously, please complete this [form](#).

Acknowledgement of feedback

Bridgewater Bank will acknowledge receipt of your feedback in the same manner it was received. If you send feedback anonymously, you will not receive an acknowledgement of receipt.

Retention of feedback

As required under the Accessible Canada Regulations, Bridgewater Bank will retain feedback on accessibility that it receives for seven years.

A note about feedback collected

The Accessible Canada Act and its regulations require Bridgewater Bank to establish a feedback process which allows employees and customers to provide feedback on Bridgewater Bank's accessibility plans. Accessibility plans outline Bridgewater Bank's actions to improve accessibility by preventing and removing barriers. Participation in our feedback process is voluntary, and we suggest you not provide personal or protected information. If you provide contact information, Bridgewater Bank will only use it to acknowledge receipt of your feedback and respond to your questions or comments. Feedback received by Bridgewater Bank will be held for seven years. Some or all of your feedback may be published anonymously in Bridgewater Bank's accessibility plans or progress reports.

