

Accessibility Standard for Customer Service

Turner and Porter Funeral Directors Limited is committed to providing an environment that follows the principles of dignity, independence, integration and equal opportunity as outlined by the *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Our goal is to create and maintain an atmosphere that everyone can feel comfortable and welcome in, regardless of a disability.

This policy shall;

- *Apply to premises owned and operated by Turner and Porter Funeral Directors Limited,*
- *Apply to all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Turner and Porter Funeral Directors Limited, including when the provision of goods and services occurs off the premises of Turner and Porter properties such as in deliveries.*
- *Apply to all persons who may participate in the development of policies, practices and procedures on behalf of Turner and Porter Funeral Directors Limited.*

General Principles

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Client/Guest Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The Provision of Goods and Services to Persons with Disabilities

Turner and Porter Funeral Directors Limited will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all clients and guests receive the same value and quality;
- allowing clients and guests with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that clients and guests with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the client or guest's disability.

B. Assistive Devices

Persons with disabilities may use their own assistive devices as required while visiting any site owned or operated by Turner and Porter Funeral Directors Limited.

In the event an assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure fair access to services at any of Turner and Porter's locations. These situations will be handled on a case by case basis.

C. Guide Dogs, Service Animals and Service Dogs

Any client or guest with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to the premises that are opened to the public, unless otherwise excluded by law. "No pet" policies do not apply to guide dogs, service animals and/or service dogs as outlined in this policy.

The client or guest with the disability requiring the guide dog, service animal or service dog will be responsible for maintaining care and control of the animal at all times.

Where it is not readily apparent that a client or guest is using an animal for reasons relating to a disability, Turner and Porter Funeral Directors Limited may request verification from the client or guest.

Acceptable forms of verification include;

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

Where a service animal may present a health and safety concern to another client or guest, such as a severe allergy, Turner and Porter Funeral Directors Limited will make every reasonable effort to accommodate both groups of guests.

D. Support Persons

Support persons are welcome on all premises owned and operated by Turner and Porter Funeral Directors Limited.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Turner and Porter Funeral Directors Limited, however we will do our best to minimize the impact these disruptions may have on clients or guests with disabilities.

In the event of any temporary disruption to our elevators, ramps, or other services that clients or guests with disabilities rely on to access or use, Turner and Porter Funeral Directors Limited will provide written notice, and

- post on the entrances to the facility,
- post at the source of the disruption (such as on the elevator)
- post on the website
- make reasonable efforts to contact clients or guests with appointments and advise them of the disruption in service.

Notifications of a disruption in service will include:

- the services that are disrupted or unavailable
- the reason for the disruption
- the anticipated duration
- a description of alternative services or options

F. Feedback Process

Turner and Porter Funeral Directors Limited shall provide clients or guests with the opportunity to provide feedback on the service provided to clients or guests with disabilities. Information about the feedback process will be readily available to all clients and guests and a notice of the process will be made available by postings throughout each facility. Clients or guests may also advise any staff member that they would like to provide feedback, and that staff member will provide them with options for doing so.

Submitting Feedback:

Feedback forms either hand written or typed may be submitted on site, by mail, through our website or via email and can be addressed to:

William F. Nixon
Manager of Operations
Turner and Porter Funeral Directors Limited
380 Windermere Avenue
Toronto, Ontario
M6S 3L4
bnixon@turnerporter.ca

Clients or guests wishing to provide verbal feedback may speak with a Funeral Director onsite, or may contact the Turner and Porter main office via telephone at 416-767-7452.

Clients or guests that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

G. Training

Turner and Porter Funeral Directors Limited will provide training to all staff, volunteers, contactors and agents working on behalf of the organization at hire or the onset of the respective contract.

Training will include;

- a review of this policy
- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing our services.

Training records will be maintained by Turner and Porter Funeral Directors as required by legislation.

H. Notice of Availability and Format of Documents

Turner and Porter Funeral Directors Limited will notify clients and guests that the documents related to the *Accessibility Standard for Customer Service* are available upon request and will be made accessible in a format that takes into account the client or guest's disability.

Notice that these documents are available will be posted throughout each location, and will be included in packages provided to clients.

This policy and its related procedures will be reviewed and updated as required in the event of legislative changes.