

Multi-Year Accessibility Plan

Statement of organizational commitment

Turner and Porter Funeral Directors Limited is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act, Ontario's accessibility laws and the Human Rights Code.

Application

This plan applies to all Turner and Porter Funeral Directors Limited facilities.

Accessible Emergency Information

Turner and Porter Funeral Directors Limited is committed to providing all clients with publically available emergency information in an accessible way upon request. Our emergency procedures are available in hard copy at each Chapel, and we will provide individual copies upon request to persons with disabilities in a manner that accommodates their disability.

All employees with disabilities (where we are aware) are provided with individual workplace accommodation plans, including emergency response plans.

Training

All employees and volunteers are trained on Ontario's Accessibility Laws and the Human Rights Code as they relate to people with disabilities. Employees and volunteers will be trained within 1 week of hire as part of their onboarding orientation, and will be trained within 1 month of policies being revised or updated.

Achievements

Turner and Porter Funeral Directors Limited has proudly completed the following achievements;

- Written and implemented our Policy complying with the Accessibility Standard for Customer Service
- Written and implemented our Policy for complying with the Integrated Accessibility Standard
- Implemented procedures to comply with all Integrated Accessibility standards during the recruitment, selection and hiring process.
- Implemented procedures to comply with all Integrated Accessibility standards for employment practices, including during the offer stage, job accommodation, accessible formats and communication supports, workplace emergency response plans, individualized accommodation plans, return to work, performance management, career advancement and redeployment
- Trained all staff on Ontario's Accessibility Laws and the Human Rights Code. This training has also been added to our orientation training.
- Implemented programs to provide accessible formats and communication supports to individuals who require them. Consulting with individuals to ensure plans are appropriate.
- Complied with the requirement for our website to be compliant with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

Turner and Porter Funeral Directors Limited will ensure our website is compliant with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA before January 1, 2021.

Turner and Porter Funeral Directors Limited currently has a process in place for receiving and responding to feedback that is accessible to people with disabilities. We will continue to receive this feedback via:

- Turner and Porter Funeral Directors Limited website (www.turnerporter.ca)
- In person at any Chapel
- By Phone: 416-767-7452
- By Fax: 416-767-7314
- Email: Bnixon@turnerporter.ca
- Mail: 380 Windermere Avenue, Toronto, Ontario M6S 3L4

Turner and Porter Funeral Directors Limited will ensure that our procedures for receiving and responding to feedback are accessible to people with disabilities by providing accessible formats and communication supports upon request. Turner and Porter Funeral Directors Limited will regularly review feedback received to look for ways to remove barriers to accessibility and improve customer service for people with accessible needs.

Turner and Porter Funeral Directors Limited will update this plan as requirements change, or every 5 years (whichever is sooner). This plan will be communicated to our employees, and will be posted on our website.