

Policy for Integrated Accessibility Standards

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.

Procurement

All accessibility criteria and features will be incorporated when procuring or acquiring goods or services.

Self-Service Kiosks

Turner and Porter Funeral Directors Limited does not have any self-service kiosks at any of its locations. This section is currently not applicable.

Information and Communications

Accessible Formats and Communication Supports

All documents, notices and communications will be made accessible through various formats to accommodate persons with disabilities. Forms of accommodation will vary depending on the situation, however they may include large print, electronic formats, and recorded audio where available. Turner and Porter Funeral Directors Limited shall consult the individual requiring the accommodation to identify the best solution.

Emergency Procedures, Plans or Public Safety Information

As identified in section 13(1) of the Integrated Standards Regulation, Turner and Porter Funeral Directors Limited will provide the emergency procedures of each location in accessible formats, with appropriate communication to all clients, guests, employees, volunteers and contractors. This includes emergency evacuation plans, and workplace emergency response plans.

Accessible Websites and Web Content

Turner and Porter Funeral Directors Limited will ensure our websites are in compliance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A, and Level AA by January 1, 2021.

Employment Practices

Turner and Porter Funeral Directors Limited is committed to providing persons with disabilities equal opportunities regarding all employment activities including;

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees

- Workplace emergency response information
- Documented individual accommodation plans
- Return to work process
- Performance management
- Career development and advancement
- Redeployment

Recruitment, Assessment and Selection

Turner and Porter Funeral Directors Limited includes the following wording on all job postings;

Turner and Porter Funeral Directors Limited is committed to providing persons with disabilities equal opportunities, including access to jobs and accommodations during employment as required, in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (the Act).

Applicants that are selected for the recruitment process will be asked if they require any accessibility accommodation, and accommodations will be implemented as necessary.

Turner and Porter Funeral Directors Limited includes the following wording on all job offers:

Turner and Porter Funeral Directors Limited is committed to providing persons with disabilities equal opportunities, including access to jobs and accommodations during employment as required, in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (the Act). If you require accommodation at any time during your employment, please speak with your manager.

Turner and Porter Funeral Directors Limited will notify all employees and volunteers that supports are available for those with disabilities, and will develop individual accommodation plans for employees or volunteers who may require supports.

Accessible Formats and Communication Supports for Employees

Turner and Porter Funeral Directors Limited will provide all policies, procedures, newsletters, emails, memos etc. in accessible formats to employees, volunteers, and contractors as requested.

Employees, volunteers or contractors requiring accommodation should speak with their manager so an individual accommodation plan can be developed. Once Turner and Porter Funeral Directors Limited has been made aware of an employee requiring accessible formats and communication supports, we will ensure we consult with those employees and determine suitability of accessible formats and communication supports for information the employee will need to complete their job, as well as information that is generally available to employees.

Workplace Emergency Response Information

As outlined above, all employees, volunteers or contractors requiring accommodation will be provided with individualized workplace emergency evacuation plans, and individualized workplace emergency response plans in an accessible manner. This will be developed as soon as we are made aware of an employee who requires accommodation.

Employees with disabilities will also be provided with a designated person to assist them during an emergency. The individualized workplace emergency evacuation plan, and individualized workplace emergency response plans will be communicated to the designated person so they are aware of their role(s) during an emergency.

These individualized emergency plans will be reviewed with the employee requiring accommodation, as well as the person designated to provide assistance when;

- The employee moves to a different location in the organization (this may require a different person being assigned as a designated person to provide assistance during an emergency, at which time the “new” person assigned will have the plan communicated to them)
- The employee’s overall accommodation needs or plans are reviewed; and
- When Turner and Porter Funeral Directors Limited reviews its general emergency response policies.

Documented Individual Accommodation Plans

Employees requiring individual accommodation plans can request one in writing or by speaking with their manager.

Once an employee has advised management that they require an individual accommodation plan (including accessible formats and communication supports), management will consult with the employee, and discuss suitable options.

Employees will be assessed on an individual basis. Information will be collected on the employee’s functional abilities, not the nature of the disability. Information will only be communicated/disclosed to those who require the information to assist in the accommodation process.

As noted above, the employee and management will work together to find the most appropriate accommodation for the employee. This may include Turner and Porter Funeral Directors Limited consulting with an external medical expert, at the employer’s expense, if required to assist in the accommodation plan.

The employee may ask for another workplace representative to participate in the process.

This accommodation plan will be written, and will include:

- What accommodations will be provided.
- How to make information accessible to the employee, including accessible formats and communication supports.
- Individualized workplace emergency information and/or emergency response plan if applicable.
- An outline of when the plan will be reviewed and updated. Most plans will be reviewed as the needs of the employee change or annually (whichever is sooner).

Employees will be provided with a copy of their accommodation plan in an accessible format that takes into account the employee’s accessibility needs.

All accommodation requests will be handled with discretion, and confidentiality. Only individuals who are required to have knowledge of the accommodation will be involved (including persons designated to assist in an emergency).

If for any reason a request for accommodation is denied, management will consult with the employee and will provide reasons for the denial. Employees will also be provided a written report as to why the request for accommodation was denied, in an accessible format if required.

Return to Work Process

Where an employee has been absent from work due to a disability, Turner and Porter Funeral Directors Limited will make every reasonable effort to maintain contact with the employee during their absence, facilitate their return to work, and develop an individual accommodation plan as necessary.

Employees returning to work, and who require disability related accommodation (if not already known by their manager) should speak with their manager. The manager will provide the employee with return to work information to support their return.

Turner and Porter Funeral Directors Limited will make every effort to assist the employee in;

- Returning to their original position
- Returning to their original position with accommodation on a temporary or permanent basis,
- Returning to an alternate position in the workplace on a temporary or permanent basis.

Turner and Porter Funeral Directors will consult with the employee and discuss suitable options and accommodations including analyzing demands of tasks, and position requirements. This process will be documented.

The management representative along with the employee will begin the process of an individual accommodation plan as identified above, and will follow all necessary steps outlined for the documented individual accommodation plan.

Information will be collected on the employee's functional abilities, not the nature of the disability. Information will only be communicated/disclosed to those who require the information to assist in the accommodation process.

The employee will be responsible to

- Follow their treatment plan as per their medical practitioner,
- Provide Turner and Porter Funeral Directors Limited with updates on their progress and functional abilities (or changes to their functional abilities) as it relates to their ability to perform their job.
- Provide their health care provider with return to work information.

Performance Management, Career Development, Advancement and Redeployment

Turner and Porter Funeral Directors Limited will take into account the accessibility needs of all employees with disabilities, as well as individual accommodation plans when assessing performance, career development/advancement and redeployment.

As changes occur, Turner and Porter Funeral Directors Limited will review all individual accommodation plans to ensure they are still suitable.

Design of Public Spaces

Any changes to public spaces, building structures, and related policies will include accessibility requirements as referred to in the Integrated Accessibility Standards Regulation, Part 4.1.

Turner and Porter Funeral Directors Limited is very proud of the space it owns and occupies. We will make every reasonable effort to ensure proper maintenance (and preventative maintenance) of accessible spaces including ramps, elevators, accessible washrooms, accessible parking areas etc.

Training

Turner and Porter Funeral Directors Limited will train all staff, volunteers and contractors who work on behalf of Turner and Porter Funeral Directors Limited on this policy within 1 month of this policy being issued or revised, and will include this policy in orientation moving forward for all new employees (within 1 week of hire). Training will include Ontario's accessibility laws, and the Ontario Human Rights Code that relates to persons with disabilities.

Training will be appropriate to the duties of the employees, volunteers and other persons.

All employees will also be required to complete the "Working together: The Code and the AODA" training which can be found at <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda> . Employees requiring accommodation for this training will be provided accommodation specific to their needs.

Re-training will reoccur as this policy is revised and updated (within 1 month), and as requirements change.

Employees requiring accommodation should advise management of the need for accommodation (if management is not aware already) and training will be provided with accommodation plans/supports in place as required.

Turner and Porter Funeral Directors Limited will maintain copies of all training records as required by legislation.