



Arbor
Memorial

Accessibility for Ontarians with Disabilities (AODA)

Multi Year Plan

2023 – 2027

Commitment

Arbor Memorial Inc. (“Arbor”) believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As a company, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and The Accessibility for Manitobans Act (“AMA”) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

This multi-year accessibility plan outlines the policies and actions that Arbor will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

Policy Review and Development

Arbor develops and maintains policy documents relative to how Arbor will achieve accessibility through meeting the requirements of the AODA and the AMA and the associated accessibility standards. Existing accessibility related documents and policies will be reviewed annually.

Training on Ontario’s Accessibility Laws and the Human Rights Code

Arbor provides training to employees on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training is provided in a way that best suits our employees. Arbor will take the following steps to ensure employees are provided with the training needed to meet Ontario’s accessible laws:

- provide training to our managers across Canada;
- provide training to our employees across Canada;
- include training into the onboarding process to all new employees are trained going forward;
- keep a record of the training provided including dates and names of employees trained;
- provide continuous training to all employees;
- post training information on Arbor Engage; and
- review accommodation policies on a yearly basis to ensure information is up to date.

Customer Service

Arbor is committed to providing accessible customer service to people with disabilities by providing goods and services to people with disabilities with the same high quality and timeliness as others.

- Arbor has created procedures for the Customer Service Standard on the following:
- Communicating with Customers with Disabilities;
- Support Person and Service Animals;
- Accommodating Assistive Devices;
- Alerting Customers of Service Disruptions;
- Notice and Availability of Alternative Format Documents;

- Alerting Customers of an Emergency; and
- Customer Feedback

Information and Communications

Arbor is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities and/or professionals in this area to determine the information and communication needs. The following steps are undertaken to ensure all new websites and content on those sites conform to WCAG 2.0 Level A:

- text alternatives are provided for non-text content upon request;
- captions are provided for all videos;
- content is presented in different ways without losing information or structure;
- created multiple ways for users to see and hear content; text, video, colour;
- all functionality is available from a keyboard;
- site will not induce seizures;
- provide users ways to navigate, find content and determine what part of the site the user is on;
- text content is both readable and understandable;
- text is available in English and French;
- site operates in an expected manner;
- site provides assistance where user input is required e.g., forms; and
- compatible with assistive technologies and can be set up upon request.

Arbor ensures that its existing feedback processes are accessible to people with disabilities upon request by:

- Monitoring current customer service feedback methods and reviewing existing practices to improve methods of receiving feedback.
- Ensuring feedback processes are accessible to persons with disabilities.

Arbor ensures that all publicly available information is accessible upon request by:

- Ensuring access to information in our Funeral Homes, Sales Offices and Head Office is available in accessible formats when requested.

Arbor will ensure to make all websites and content conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0), Level AA by January 1, 2021.

Employment Standard

Recruitment

Arbor is committed to fair and accessible employment practices by ensuring:

- A standard message will be developed for all recruitment notices stating that accommodation is available upon request; and
- Appropriate accommodation will be provided upon request.

Processes to Accommodate Employees

Arbor will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability by developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

Return-to-Work Program

Arbor is committed to taking the following steps when developing individual accommodation plans and return-to-work plans for employees that have been absent due to a disability:

- have the employee participate in the process;
- ensure proper medical information has been received;
- determine how the employee will be accessed;
- create the accommodation request based on medical information;
- have the manager involved in all stages of the process;
- determine how denied requested will be communicated;
- document the return-to-work process;
- provide the plan to the employee; and
- ensure follow-up is provided based on the timelines set out.

Performance Management

Arbor will include accessibility considerations in the performance management process.

Career Development

Arbor will include accessibility considerations in career development and advancement processes.

Emergency Response

Arbor will ensure that workplace emergency response information is provided in an accessible format upon request. Employee accommodation will also be provided upon request.

Built Environment

Arbor will meet the Accessibility Standards for the Design of Public Spaces when building or renovating public spaces. Operations and Development is responsible for creating building standards based on the building code and AODA. Public spaces include:

- Funeral Homes
- Sales Offices
- Mausoleums
- Home Office
- Cemetery grounds and gardens

If there are accessible parts of outdoor paths of travel that are not working or available due to preventative and emergency maintenance, Arbor will ensure that customers are informed of the service disruption in accordance with Arbor's Customer Service Standard.

Communication of the Plan

Arbor's Accessibility Plan will be posted on [Arbor Engage](#) and on [Arbormemorial.com](#). Hard copies will be available upon request. The plan can be made available in accessible formats. Please contact Human Resources at hr@arbormemorial.com for accessible format requests.