



Accessibility Annual Status Report

In our Multi-Year Accessibility Plan, 2019 to 2024, Smith's Funeral Homes is committed to providing annual updates on progress toward plan goals and milestones. The points below summarize key accomplishments in this calendar year.

In 2021, Smith's Funeral Homes:

- Has committed to creating a subsection of its Health & Safety Committee to address accessibility and disability needs; the team will meet quarterly and report annually to the Health & Safety Committee, starting in January 2020.
- Finalized an Action Plan for implementing the new Multi-Year Accessibility Plan 2019-2024;
- Began work on various components of internal resources to respond effectively to requests for alternate formats or accommodations;
- Prepared a list of training courses available to staff;
- Continued to follow AODA procedures with regard to hiring, recruitment and performance management;
- Continued to hold all corporate events in accessible venues, and include active offers of accommodation in all event invitations;
- Continued to comply with the Integrated Accessibility Standards Regulation;
- Continued to ensure that key documents are posted publicly and available in accessible formats;
- Consulted with lawyers and health care professionals to ensure proper steps taken to accommodate employees, as necessary;
- Sourced local businesses to manufacture accessible signage formats (Braille);
- Arranged for appropriate transportation for visitors, as required;
- Continued to encourage not only service animals but family pets to accompany families in an effort to decrease anxiety and stress during a difficult time;
- Installed power-operated doors at all locations.