



Multi-Year Accessibility Plan

Message from the President

Turkstra Lumber & Turkstra Industries is committed to providing excellent customer service to its employees and customers, including those with disabilities. The policy of Turkstra Lumber is to function within the guidelines set out in the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and/or the related Ontario Regulation 429/07, Customer Service Standard.

Any policy, practice or procedure that requires modification or removal will be done promptly and respectfully, in a way that promotes the principles of dignity, independence, integration and equal opportunity for people with disabilities. Our commitment is to review this plan at least every 5 years.

Our Multi-Year Accessibility Plan shows how Turkstra Lumber will play its role in making Ontario an accessible province for all Ontarians.

Jon Wagner, President

Introduction

Turkstra Lumber strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the work Turkstra Lumber has accomplished and the strategies planned to improve opportunities for people with disabilities. The current plan covers the five-year period from 2019 to 2024.

Section One: Past Achievements to Remove and Prevent Barriers

The following is a summary of the accessibility initiatives that Turkstra Lumber has completed.

Customer Service

- Turkstra Lumber has remained in compliance with the Customer Service Standard.
- Turkstra Lumber provides an opportunity to customers wishing to provide feedback, including complaints, on how we provide goods and services to people with disabilities. Customers may submit their input via email to hr@turkstralumber.com, by mail at 1050 Upper Wellington Road, Hamilton, Ontario, L9A 3S6 or by phone at (905)388-8222.
- Turkstra Lumber has not received any feedback to date from customers. To address potential barriers that may have prevented people from giving feedback, the Accessibility Standard for Customer Service Policy has been provided to customers in accessible formats such as our website and hard copies in Branch locations.

Information and Communications

Turkstra Lumber has begun creating new websites that take into account how those with disabilities may use them and offering accessibility features. The multi-year accessibility plan and other required policies are posted on TurkstraLumber.com.

Employment

Turkstra Lumber has made the following improvements:

- Created new AODA employment policies that highlight the procedure for accommodating disabilities. These new documents and communications are meant to make sure that all employees in need of support are aware of and supplied the assistance they need.
- Created the new position of Health and Safety Coordinator. This role includes any activity related to AODA.
- Hired a Training Coordinator whose role includes providing Orientation information in accessible formats and accessible transportation for Orientation tours.

- Guaranteed that new employees and volunteers complete training within 30 days of employment or placement.

Section Two: Strategies and Actions

The following is a summary of the accessibility initiatives that Turkstra Lumber has planned for 2019 - 2024.

Customer Service

Turkstra Lumber has committed to removing possible physical barriers at each of our 11 retail locations as we complete significant updates or renovations. Our plan is to:

- Renovate the façade and entrances of the Stoney Creek branch.
- Review and update accessible parking, entrances and washrooms as we renovate the Turkstra Lumber retail locations.
- Evaluate accessibility to parking lots across all retail branches.

Information and Communications

Turkstra Lumber has committed to removing possible information and communication barriers.

For 2020, we will continue to complete the accessibility features on our websites to make it easier for those with disabilities to access them.

Employment

Turkstra Lumber has committed to removing possible barriers to employment in our branches, offices and manufacturing facilities.

Our plan is to improve the quality of the recruitment strategy and hire a Human Resources Administrator to streamline the process. This position will spend approximately 45% of their time focused on recruitment. That time includes:

- Acting as the single point of contact for those that apply for and interview for jobs
- Actioning requests for accommodation throughout the interview process and

- Making sure the recruitment strategy is inclusive company wide.

Procurement

Turkstra Lumber is committed to keeping procurement processes accessible to all by implementing an internal process to request capital expenditures that includes allowance for accessibility features. We hope this process will remind and encourage those responsible to consider adding accessible features when required by law and proactively.

Training

Turkstra Lumber is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. We will:

- Improve the quality of the training by including the modules provided on the AODA website in every Orientation session.
- Continue to track the training database of the employee names and dates of completion.

Design of Public Spaces

Turkstra Lumber will meet accessibility laws when building or making major changes to public spaces (see Customer Service Section above for planned changes).

Turkstra Lumber will put procedures in place to prevent service disruptions to the accessible parts of our public spaces. In the event of a planned or unexpected disruption to accessible services, we will notify employees and customers promptly. Notices will be posted on the front door of the location, recorded on the voicemail greeting and website when required. It will include the reason for the disruption, anticipated length of time and a description of alternative facilities or services, if available.

For More Information

For more information on Turkstra Lumber's Multi-Year Accessibility Plan or the accessible formats of this document, please contact:

Human Resources via email
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