



**United Van Lines (Canada) Ltd. (UVL)  
Multi-Year Accessibility Plan – 2013 – 2025**

**Accessibility for Ontarians with Disabilities Act  
Integrated Accessibility Standards, Ontario Regulations 191/11 (IASR)**

IASR Section Requirement and Implementation Date	Action Required	Implementation Status
<b>GENERAL</b>		
(3) Establishment of Accessibility Policies December 12, 2011 <b>COMPLIANT</b>	<ul style="list-style-type: none"> <li>• Development, implementation and maintenance policies governing how the organization achieves or will achieve accessibility</li> <li>• Includes statement of organizational commitment to meet accessibility needs of persons with disabilities</li> <li>• The above documents are available to the public, and in an accessible format upon request</li> </ul>	UVL’s Accessibility for Ontarians with Disability Act (AODA) Policy; (AODA) The Accessibility Standards for Customer Service (ASCS) Policy and Plan; (ASCS) Communication Tips are posted on UVL’s website
(4) Accessibility Plans January 1, 2014 <b>COMPLIANT</b>	<ul style="list-style-type: none"> <li>• Establish, implement and maintain a multi-year accessibility plan which addresses strategies to prevent/remove barriers</li> <li>• Post multi-year plan on website</li> <li>• Review and update plan every 5 years</li> <li>• Post annual status report of progress</li> <li>• Documents to be available to the public, and available in an accessible format upon request</li> </ul>	Accessibility Plan to guide the organization in developing policies and programs; Multi-Year Accessibility Plan posted on UVL’s website
(5) Procuring or Acquiring goods, services or facilities January 1, 2014 <b>Not Applicable</b>	<ul style="list-style-type: none"> <li>• Incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities</li> </ul>	<b>Not applicable</b>
(6) Self-Service Kiosks January 1, 2014 <b>Not Applicable</b>	<ul style="list-style-type: none"> <li>• All private organizations are required to have regard to accessibility features for their kiosks</li> <li>• “Have regard” means that organizations must consider what accessibility features they could build-into their kiosks to best meet the needs of their customers and clients</li> </ul>	<b>Not applicable</b>
(7) Training January 1, 2014	<ul style="list-style-type: none"> <li>• Ensure training is provided on the requirements of the accessibility standards in regard to the</li> </ul>	Human Resources will lead implementation of training strategy which incorporates

<p><b>On going</b></p>	<p>AODA and the Human Rights Code as it pertains to people with disabilities</p> <ul style="list-style-type: none"> <li>• All employees will be trained on the standard</li> <li>• A record must be maintained of the training provided, including the training dates and the number of people who participated</li> <li>• Timing of Training, such as when new employees join organizations, or when accessibility policies change</li> </ul>	<p>Ontario Human Rights Commission eLearning modules Working Together the AODA and the CODE (on going with all new hires).  Training provided as follows: Town Hall Meetings (PowerPoint presentation): hand outs provided to all employees; New employee orientation hand outs provided  Presentation available on the Intranet; Head Office; Human Resources.  HR has a system in place for managing employee training history records  Sign off – hard copy to be scanned to a training metrics (ongoing with all new hires)</p>
<p>(8) Exemption from Filing Accessibility Reports  <b>Not Applicable</b></p>	<ul style="list-style-type: none"> <li>• Small organizations 1 – 49 employees</li> </ul>	<p><b>Not Applicable</b></p>
<p><b>Information and Communications Standards</b></p>		
<p>(11) Feedback  September 22, 2011  <b>COMPLIANT</b></p>	<ul style="list-style-type: none"> <li>• Ensure that any process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports</li> <li>• Notify the public about the availability of accessible formats and communication tips</li> </ul>	<p>AODA – Complaints/Feedback Policy and Procedure; available on UVL website</p>
<p>(12) Accessible Formats and Communication Supports  December 12, 2011  <b>COMPLIANT</b></p>	<ul style="list-style-type: none"> <li>• Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request</li> <li>• Consult with the person making the request to determine the suitability of an accessible format or communication support</li> <li>• Notify the public about the availability of accessible formats and communication supports</li> </ul>	<p>Communication Standards developed and implemented (December 2011) to ensure that UVL provides clear, accessible, appropriate and timely information and communication to the public. This includes providing alternate formats and communication supports upon request and wherever possible  UVL uses the website and printed materials to notify the public about the availability of alternate forms</p>
<p>(13) Emergency Safety Plan and Procedures  December 2, 2013  <b>COMPLIANT</b></p>	<ul style="list-style-type: none"> <li>• UVL Emergency Safety Plan and Procedures are available to the public, are to be provided in an accessible format with appropriate communication supports, upon request</li> </ul>	<p>UVL Emergency Safety Plan and Procedures are available on the intranet under the following folder: <b>Health &amp; Safety</b>  Emergency Safety Plan and Procedures are reviewed annually in accordance with the <i>Ontario Fire Code Regulations</i>  Emergency Exits and Fire Emergency Plan posted throughout the building  Employees with disabilities have been assigned a “Buddy” to assist them during an emergency</p>

		Visitors with disabilities will be assisted by the employee that they are meeting with during an emergency
(14) Accessible Websites and Web content WCAG 2.0 Level A January 1, 2014 <b>IN PROGRESS</b> WCAG 2.0 Level AA <b>January 2023</b> <b>IN PROGRESS</b>	<ul style="list-style-type: none"> <li>• Make internet websites and web content conform with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0</li> <li>• Level A initially and increasing to Level AA</li> <li>• Applies to websites and web content, including web-based applications that an organization controls directly or through a contractual relationship that allows for medication of the product</li> <li>• Applies to web content published on a website after January 1, 2012</li> </ul>	UVL IT Department will review the current web site. Determine the changes required to ensure web site meets the AODA requirements for WCAG 2.0 Level A ( <b>January 1, 2023 – IN PROGRESS</b> ) Level AA (January 1, 2021).  Our websites currently comply within the limits of our CMS software. Our sites within this software are contracted for rewrite by the end of 2021 into a new CMS that fully supports WCAG 2.0 AA guidelines.
Section (15) Educational and Training Resources and Materials Section (16) Training Educators		<b>Not Applicable</b>  <b>Not Applicable</b>
Section (17) Producers of Education or Training Material		<b>Not Applicable</b>
Section (18) Libraries of Education and Training Institutions		<b>Not Applicable</b>
Section (19) Public Libraries		<b>Not Applicable</b>
<b>Employment Standards</b>		
(22) (23) Recruitment and Selection Process January 1, 2014 <b>COMPLIANT</b>	<ul style="list-style-type: none"> <li>• Notify employees and the public about the availability of accommodation for applicants with disabilities during recruitment process</li> <li>• UVL shall, during the recruitment process, notify job applicants that accommodations are available upon request in relation to the materials or processes to be used</li> <li>• The employer will consult with the applicant and provide suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to their disability</li> </ul>	Requirements are met under current policies, programs and practices; Recruitment and Selection Policy has been updated to reflect the requirements under AODA legislation
(24) Notice to Successful Applicants January 1, 2014	<ul style="list-style-type: none"> <li>• Employer shall when making offers of employment, notify the successful applicant of its</li> </ul>	Requirements are met under current policies, programs and practices; Recruitment and Selection Policy has been

<p><b>COMPLIANT</b></p>	<p>policies for accommodating employees with disabilities</p>	<p>updated to reflect the requirements under AODA legislation</p>
<p>(25) Informing Employees of Supports January 1, 2014 <b>COMPLIANT</b></p>	<p>Employer shall:</p> <ul style="list-style-type: none"> <li>• Inform employees of its policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability; inform employees whenever there is a change to the policies for supporting employees with disabilities</li> <li>• Provide the information required to new employees as soon as practicable after they begin employment</li> <li>• Provide update information to its employees whenever there is a change to existing policies on the providing of job accommodations that take into account an employee’s accessibility needs due to a disability</li> </ul>	<p>Requirements are met under current policies, programs and practices; UVL will inform employees about their policies as follows: Staff meetings, staff memos, emails, provide hand outs</p>
<p>(26) Accessible Formats and Communication Supports for Employees January 1, 2013 <b>COMPLIANT</b></p>	<ul style="list-style-type: none"> <li>• Where an employee with a disability so requests it, the employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, <i>(a) information that is needed in order to perform the employee’s job; and (b) information that is generally available to employees in the workplace</i></li> <li>• Consult with the employee making the request in determining the suitability of an accessible format or communication support</li> </ul>	<p>Requirements met under current policies, programs, practices and Performance Development – HR meets with the affected employee and assist them in completing the employee’s section of the Performance Development; HR will provide the suitable accessible format or communication support</p>
<p>(27) Workplace Emergency Response Information January 1, 2014 <b>COMPLIANT</b></p>	<p>Employer shall:</p> <ul style="list-style-type: none"> <li>• Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability</li> <li>• Provide the workplace emergency response information to the person designated (“Buddy”) by the employer to provide assistance</li> <li>• Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability</li> </ul>	<p>Individualized workplace emergency response information, will be documented and shared with employee who has a disability and the person designated (“Buddy”) to provide assistance; Secondary measure - during an emergency the Dept. Fire Warden will coordinate during the sweep the safe assistance of the individual with disability Emergency Safety Plan and Procedures are reviewed annually in accordance with the <i>Ontario Fire Code Regulations</i></p>

	<ul style="list-style-type: none"> <li>Review the individualized workplace emergency response information, (a) when the employee's overall accommodations needs or plans are reviewed; and (b) when the employer reviews its general emergency response policies</li> </ul>	
(28) Documented Individual Accommodation Plans January 1, 2014 <b>COMPLIANT</b>		
(29) Return to Work Process January 1, 2014 <b>COMPLIANT</b>	<ul style="list-style-type: none"> <li>Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work;</li> <li>Document the process</li> </ul> <p>The return to work process will,</p> <ul style="list-style-type: none"> <li>Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work;</li> <li>Use documented individual accommodation plans</li> </ul> <p>The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute</p>	Existing Early and Safe Return to work Program and Claims Management and Temporary Assignment Policy address steps required to address accommodation needs. This includes transition plans for returning to work
(30) Performance Management January 14, 2014 <b>COMPLIANT</b>	<ul style="list-style-type: none"> <li>Employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as the individual accommodation plans, when using its performance management process in respect of employees with disabilities</li> </ul>	Requirements met under current policies, programs, practices and Performance Coaching activities Performance Coaching – HR meets with the affected employee and assist them in completing the employee's section of the Performance Coaching; HR will provide the suitable accessible format or communication support
(31) Career Development and Advancement January 1, 2014 <b>COMPLIANT</b>	<ul style="list-style-type: none"> <li>Employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities</li> </ul>	Requirements are met under current policies, programs and practices.
(32) Redeployment January 1, 2014 <b>COMPLIANT</b>	<ul style="list-style-type: none"> <li>Employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities</li> </ul>	Existing Early and Safe Return to work Program and Claims Management and Temporary Assignment Policy reviews steps required to address accommodation needs. This includes transition plans for returning to work

<b>Transportation Standards – Not Applicable</b>
<b>Design of Public Spaces Standard – Not Applicable</b>