Statement of Policy and Procedure			
Chapter:	Human Resources	SPP No:	HR – Employment 18
Section:	Health & Safety	Issued:	December 12, 2011
Subject:	Accessibility for Ontarians with Disabilities Act 2005 – (AODA) – *The Accessibility Standards for Customer Service ("ASCS") Policy on providing goods and services to people with disabilities*	Effective:	December 12, 2011
Issue to:	All Employees	Page	1 of 3
Issued by:	Human Resources	Revised:	

PURPOSE

The purpose of this Statement of Policy and Procedure establishes guidelines, which support the goals of the *Accessibility for Ontarians with Disabilities Act 2005(AODA*). United Van Lines (Canada) Ltd. (UVL) has developed policies, practices, and procedures, which are consistent with the accessibility standards established under the AODA, including accessible customer service, information and communication, employment, the built environment, and transportation.

SCOPE

This Statement of Policy and Procedures applies to all employees.

POLICY

United Van Lines (Canada) Ltd. (UVL) is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

- We will communicate with people with disabilities in ways that consider their disability.
- We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

- **Telephone services**
  - We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
  - We will communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

- We are committed to service people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Billing

- We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the following formats upon request:

- Hard Copy
- Large Print
- Email

- We will answer any questions customers may have about the content of the invoice in person, by telephone of email.

Use of Service Animals

- We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public.
- We will also ensure that all staff dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

Support persons

- We are committed to welcoming people with disabilities who is accompanied by a support person.
- Any person with a disability who is accompanied by a support person will be allowed to enter United Van Lines (Canada) Ltd.'s (UVL) premises with his or her support person.
- At no time will a person with disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.
- We will also ensure that all staff and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a service animal.
- No admission fees will be charged for support persons to United Van Lines (Canada) Ltd. (UVL)'s premises.
- We will notify customers of this through a notice posted on our premises.

Notice of temporary disruption

- United Van Lines (Canada) Ltd. (UVL) will provide customers with notice in the event of a planned or unexpected disruption to services or facilities usually used by people with disabilities.
- The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- The notice will be placed at the Main Entrance of the building.

Training of staff

United Van Lines (Canada) Ltd. (UVL) will provide training to employees and others who deal with the public or other third parties on their behalf. Individuals in the following positions will be trained:

- All UVL employees will be trained.
- Training will be provided to staff within one (1) month after the hiring date.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the requirement for the *Customer Service Standard (ASCS)*
- United Van Lines (Canada) Ltd. (UVL)'s plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

- What to do if a person with a disability is having difficulty in accessing United Van Lines (Canada) Ltd.'s goods or services.
- We will re-train all staff when any changes are made to our plan.

Feedback process

- Customers who wish to provide feedback on the way United Van Lines (Canada) Ltd. (UVL) provides goods or services to people with disabilities can email us at: generalinquiries@uvl.ca.
- All feedback will be directed to Human Resources.
- Customers can expect to hear back in fourteen (14) business days.
- Complaints will be addressed according to our organization's regular complaint management procedures.

Modification to this or other policies

- Any policy of United Van Lines (Canada) Ltd. (UVL) that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Record Keeping

- United Van Lines (Canada) Ltd. (UVL) will maintain accurate records of training delivered to our staff and make these records available for inspection as may be required.

ATTACHMENTS

Acknowledgement and Agreement
The Accessibility Standards for Customer Service (AODA) Plan
AODA - The Accessibility Standards for Customer Service (ASCS) – Communication Tips
Disruption of Service and Feedback Notices