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

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

IASR Section Requirements and Implementation Date	Action Required	Implementation Status
GENERAL		
(3) Establishment of Accessibility Policies & Procedures December 12, 2011 **COMPLIANT**	• Development, implementation and maintenance policies governing how the organization achieves or will achieve accessibility. • Includes statement of organizational commitment to meet accessibility needs of persons with disabilities. • The above documents are available to the public, and in an accessible format upon request.	The following are published on United Van Lines (Canada) Ltd's Website: • Accessibility for Ontarians with Disabilities Act 2005 – (AODA) – The Accessibility Standards for Customer Service ("ASCS") Policy Communication Tips. • 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. • AODA – Complaints Feedback Policy and Procedure. • AODA - Disruption Notice.
(4) Accessibility Plans January 1, 2014 **COMPLIANT**	• Establish, implement and maintain a multi-year accessibility plan which addresses strategies to prevent/remove barriers • Post multi-year plan on website • Review and update plan every 5 years • Post annual status report of progress • Documents to be available to the public, and available in an accessible format upon request	Accessibility Plan to guide the organization in developing policies and programs; Multi-Year Accessibility Plan posted on United Van Lines (Canada) Ltd.'s website.
(5) Procuring or Acquiring goods, services or facilities January 1, 2014 **Not Applicable**	Incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities.	Not applicable
(6) Self-Service Kiosks January 1, 2014 **Not Applicable**	• All private organizations are required to have regard to accessibility features for their kiosks. • "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.	Not applicable

(7) Training January 1, 2014 **Ongoing**	• Ensure training is provided on the requirements of the accessibility standards in regard to the AODA and the Human Rights Coode as it pertains to people with disabilities. • All employees will be trained on the standards. • A record must be maintained of the training provided, including the training dates and the number of people who participated. • Timing of Training, such as when new employees join organizations, or when accessibility policies change.	Human Resources will lead implementation of training strategy which incorporates 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): handouts provided to all employees; New employee orientation handouts. 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).
(8) Filing Accessibility Compliance Reports December 21, 2012 **COMPLIANT**	Monitor compliance with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR); maintain appropriate documentation and records; and file Accessibility Compliance Reports with the Government of Ontario by prescribed deadlines, where applicable.	United Van Lines (Canada) Ltd. will fulfill its obligations under the Integrated Accessibility Standards Regulation (IASR) by filing Accessibility Compliance Reports with the Government of Ontario as required. The organization will regularly review its accessibility practices, policies, and procedures to ensure ongoing compliance with the AODA and applicable accessibility standards.

Information and Communications Standards

(11) Feedback September 22, 2011 **COMPLIANT**	• 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 • Notify the public about the availability of accessible formats and communication tips	AODA – Complaints Feedback Policy and Procedure published on United Van Lines (Canada) Ltd.'s website.
(12) Accessible Formats and Communication Supports December 12, 2011 **COMPLIANT**	• Provision of accessible formats and communication support for persons with disabilities must be provided or arranged upon request • Consult with the person making the request to determine the suitability of an accessible format or communication support • Notify the public about the availability of accessible formats and communication supports	Communication Standards developed and implemented (December 2011) to ensure that United Van Lines (Canada) Ltd. 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 United Van Lines (Canada) Ltd. uses the website and printed materials to notify the public about the availability of alternate forms.
(13) Emergency Safety Plan and Procedures December 2, 2013 **COMPLIANT**	United Van Lines (Canada) Ltd.'s Emergency Safety Plan and Procedures are available to the public, are to be provided in an accessible format with appropriate communication supports, upon request	United Van Lines (Canada) Ltd.'s Emergency Safety Plan and Procedures are available on the intranet under the following folder: **Health & Safety** Emergency Safety Plan and Procedures are reviewed annually in accordance with the *Ontario Fire Code Regulations.* Emergency Exists and Fire Emergency Plan posted throughout the building. Employees with disabilities will be assigned a "Buddy" to assist them during an emergency.

(14) Accessible Websites and Web content WCAG 2.0 Level A January 1, 2014 **IN PROGRESS** WCAG 2.0 Level AA **January 2023** **IN PROGRESS**	• Make internet websites and web content conform with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 • Level A initially and increasing to Level AA • 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 • Applies to web content published on a website after January 1, 2012	United Van Lines (Canada) Ltd.'s 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 **(January 1, 2023 – IN PROGRESS)** 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		Not applicable
Section (17) Producers of Education or Training Material		Not applicable
Section (18) Libraries of Education and Training Institutions		Not applicable
Section (19) Public Libraries		Not applicable

Employment Standards

(22) (23) Recruitment and Selection Process June 1, 2012 **COMPLIANT**	• Notify employees and the public about the availability of accommodation for applicants with disabilities during recruitment process. • UVL shall, during the recruitment process, notify job applicants that accommodation is available upon request in relation to the materials or processes to be used. • The employer will consult with the applicant and provide suitable accommodation in a manner that considers the applicant's accessibility needs due to their disability.	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 June 1, 2012 **COMPLIANT**	• Employer shall when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Requirements are met under current policies, programs and practices. Recruitment and Selection Policy has been updated to reflect the requirements under AODA legislation.
(25) Informing Employees of Supports June 1, 2012 **COMPLIANT**	Employer shall: • Inform employees of its policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodation 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. • Provide the information required to	Requirements are met under current policies, programs and practices; United Van Lines (Canada) Ltd. will inform employees about their policies as follows: Staff meetings, staff memos, emails, and provide handouts.

	new employees as soon as practicable after they begin employment. • Provide update information to its employees whenever there is a change to existing policies on the providing of job accommodation that take into account an employee's accessibility needs due to a disability.	
(26) Accessible Formats and Communication Supports for Employees January 1, 2013 **COMPLIANT**	• 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, (*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.* • Consult with the employee making the request in determining the suitability of an accessible format or communication support.	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.
(27) Workplace Emergency Response Information January 1, 2014 **COMPLIANT**	Employer shall: • Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. • Provide the workplace emergency response information to the person designated ("Buddy") by the employer to provide assistance. • Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability. • 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.	Individualized workplace emergency response information will be documented and shared with employees who have 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 *Ontario Fire Code Regulations.*
(28) Documented Individual Accommodation Plans January 1, 2014 **COMPLIANT**		
(29) Return to Work Process January 1, 2014 **COMPLIANT**	• 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; • Document the process The return-to-work process will, • Outline the steps the employer will take to facilitate the return to work of employees who were absent because	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.