



United Van Lines (Canada) Ltd. (UVL)

Multi-Year Accessibility Plan – 2013 – 2017

United Van Lines (Canada) Ltd. (UVL) strives at all times to provide equal treatment and equitable services in a manner that respects the dignity and independence of people with disabilities.

United Van Lines' (UVL) affirms its commitment to meet the requirements of the Ontarians with Disabilities Act, 2001 (AODA), Accessibility for Ontarians with Disabilities Act, 2005 (AODA), as well as, UVL's policies to identify, remove and prevent barriers to people of all abilities.

In 2011, UVL developed and posted the *Accessibility for Ontarian with Disabilities Act (AODA) Statement of Policy and Procedure*, on UVL's website, which is consistent with the principles of the AODA. This statement of policy affirms UVL's commitment to meeting the requirements of existing legislation and to its own polices and goals related to the identification, removal and prevention of barriers to people with disabilities and becoming a barrier free organization. In addition, UVL implemented the *Customer Service Standard*, established under the AODA; and filed a compliance report with the *Accessibility Directorate of Ontario* on meeting the requirements of the Standard on accessible customer service.

AODA Accessibility Standards

The Accessibility for Ontarians with Disabilities Act (AODA) is legislation, which allows the Ontario government to develop, implement and enforce standards for accessibility related to goods, services, facilities, employment, accommodation and buildings. The target date for reaching the goal of a fully accessible Ontario is January 1, 2025.

The AODA establishes accessibility standard in the following areas:

- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment

The Integrated Accessibility Standard Regulation, enacted in 2011 brought together three (3) standards into one integrated regulation also included accessibility requirements in procurement. Requirements for the Information and Communication, Employment and Transportation Standards will be phased in over time. The last standard for the Built Environment, related to facilities and

outdoor spaces, is currently under review by the Ontario government and will be released for public review and comment before becoming law.

About UVL's Multi-Year Accessibility Plan

The newly legislated multi-year plan outlines the overall strategies of how UVL will meet accessibility standards in the following four key areas:

- [Information and Communication](#)
- [Employment](#)
- [Transportation](#)
- Incorporation of [accessibility requirements](#) when acquiring goods, services or facilities

UVL's multi-year accessibility plan (posted January 1, 2014) covers the period from 2013 – 2017. It is a living document, which will be reviewed and updated once every 5 years.