



Statement of Policy and Procedure			
Chapter:	Human Resources	SPP No:	
Section:			
Subject:	Accessibility for Ontarian with Disability Act (AODA) Policy	Effective:	September 22, 2011
Issue to:	All Employees	Page	1 of 3
Issued:	Anne Martin, President	Issued:	September 22, 2011

**SCOPE:**

This policy applies to all United Van Lines (Canada) Ltd. (UVL) Employees.

**Policy Statement:**

United Van Lines (Canada) Ltd. (UVL) is committed to preventing, indentifying and removing barriers that impede the ability of people with disabilities to access services. UVL is committed to excellence in serving all customers including people with disabilities.

**Purpose**

The purpose of this policy is to outline practices and procedures in place at UVL to help identify and remove barriers that impede a person’s ability to access services.

**Definitions**

**Disability**

According to the Ontario Human Rights Code, a “Disability” is defined as:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoke language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed and/or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

This definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.

### **Assistive devices**

We will ensure that all our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **Support persons**

A person with disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- Fees will not be charged for support persons for admission to United Van Lines (Canada) Ltd.'s premises.

We will notify customers of this through a notice posted on our premises.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customer with disabilities United Van Lines (Canada) Ltd. will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, 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 hiring date.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the requirement for the *Customer Service Standard*
- United Van Lines (Canada) Ltd. '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.

Staff will also be trained when changes are made to our plan.

### **Feedback process**

Customers who wish to provide feedback on the way United Van Lines (Canada) Ltd. provides goods or services to people with disabilities can email us at: [generalinquiries@uvl.ca](mailto:generalinquiries@uvl.ca).

All feedback will be directed to Human Resources.

Customers can expect to hear back in three (3) 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. that does not respect and promote the dignity and independence of people with disabilities will be modified.