



| | |
|---|---------------------------|
| AODA Information and Communication Policy | |
| EFFECTIVE DATE: November 2014 | REVIEWED ON: July 2015 |

Purpose

The purpose of this policy is to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11 \(IASR\)](#) for the Information and Communications Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) . This policy applies to the provision of information and communications services and materials for people who require accessibility.

All information and communications materials and services provided by United Services Group shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – An electronic or digital format that facilitates conversion into an acceptable format.

General Principles

In accordance with the Integrated Accessibility Standards, Ontario Regulation 191/11, this policy addresses the following:

- A. General Requirements
- B. Feedback Process
- C. Accessible Formats and Communication Supports
- D. Review



| | |
|---|---------------------------|
| AODA Information and Communication Policy | |
| EFFECTIVE DATE: November 2014 | REVIEWED ON: July 2015 |

A. General Requirements

General requirements that apply across two of the four standards, Information and Communications and Employment, are outlined as follows.

Establishment of Accessibility Policies and Plans

United Services Group will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

Procuring or Acquiring Goods and Services, or Facilities

United Services Group will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

United Services Group Limited will provide training for its employees and subcontractors regarding the IASR and the [Ontario Human Rights Code](#) as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing United's policies, and all other persons who provide goods, services or facilities on behalf of the Company.

Training will be provided as soon as is reasonably practicable, but no later than the Compliance Deadline. Training will be provided on an ongoing basis to new employees and as changes to United's accessibility policies occur.

Records

United Services Group will maintain records on the training provided, when it was provided, and the number of employees that were trained.



| | |
|--|----------------------------------|
| AODA Information and Communication Policy | |
| EFFECTIVE DATE: November 2014 | REVIEWED ON: July 2015 |

B. Feedback Process

United Services Group will ensure that all feedback processes (both internal and external) are made accessible to customers, employees, or subcontractors upon request.

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, United Services Group will make the availability of accessible feedback formats publicly known.

United has available a Feedback/Suggestion Box and Feedback Form located at our Reception area. An electronic version of this feedback form is located on the company's website www.ucsl.com.

C. Accessible Formats and Communication Supports

Unless deemed unconvertible, United Services Group will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

United Services Group will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

United Services Group will make the availability of accessible formats and communication supports publicly known.

D. Review

This policy will be reviewed annually by United's AODA committee to ensure that it is reflective of United's current practices and legislative requirements.