

SUMMARY

UNITED SERVICES GROUP recognizes that the Government of Ontario supports the full inclusion of persons with disabilities as set out in the Ontario Human Rights Code (the "Code"), and the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA"). It is the goal of the Ontario government to make Ontario accessible by 2025.

Under the AODA and its Regulations, the following accessibility standards set requirements that are applicable to UNITED SERVICES GROUP:

- Customer Service;
- Information and Communications;
- Employment;
- Proposed Accessibility Standards for the Built Environment

COMMITMENT

UNITED SERVICES GROUP is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities will benefit from the same goods and services, in the same place and in a similar way as other customers.

UNITED SERVICES GROUP is committed to ensuring that every employee and customer receives equitable treatment with respect to employment and services, without discrimination, and receives accommodation where required, in accordance with the provisions of the Code and the AODA and its Regulations. UNITED SERVICES GROUP will meet the accessibility needs of persons with disabilities in a timely manner.

POLICY APPLICATION

This policy applies to all individuals entitled to the protections set out in the AODA and its Regulations, including customers and employees of the UNITED SERVICES GROUP

- United Services Group is committed to implementing, maintaining and enhancing accessibility with respect to delivery of services to customers and employees and for the use of all United's goods and services, programs and facilities by the persons

with disabilities in a manner that:

- Respects each person's dignity and independence and is sensitive to their individual needs.
- Ensures reasonable efforts are made to provide service outcomes that would be the same for persons with disabilities as for those without disabilities.
- Allows persons with disabilities to benefit from the same services, in the same place, in a similar way to others, and in a timely manner, considering the nature of the service and accommodations required.

DEFINITION OF DISABILITY

The AODA defines "disability" as:

"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;

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

Where required, the UNITED SERVICES GROUP will consult with the disabled individual to understand his or her specific accessibility needs, and then make all reasonable efforts to meet those individual needs in a timely manner.

MEANS OF ACHIEVING UNITED SERVICES GROUP'S ACCESSIBILITY OBJECTIVES

This policy, related policies and the UNITED SERVICES GROUP – Multi-Year Accessibility Plan outlines UNITED SERVICES GROUP'S strategies and actions to prevent and remove barriers to accessibility and to meet the requirements under AODA and its Regulations.



POLICY STATEMENTS

Staff shall utilize this policy to ensure that United Services Group meets the accessibility needs of its employees during their employment life cycle and ensure that accessibility is considered in its delivery of services.

ACCESSIBLE FORMATS

All of the aforementioned documents are available in accessible formats upon request.