



# AODA - Multi-Year Accessibility Plan

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2022-2027



U-Haul Co (Canada) Ltd.



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#### **Section 1 - Commitment to Remove and Prevent Barriers**

U-Haul Co. (Canada) Ltd. ("U-Haul") Strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

U-Haul is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA"). This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

The plan is reviewed and updated at least once every 5 years.

#### **Section 2. Strategies and Actions**

##### **Kiosks**

U-Haul will consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks. U-Haul will identify areas of its business in which kiosks are used and coordinate with its vendors and suppliers to ensure that appropriate accessibility features (technical, structural, access path, etc.) are included in the design of any future purchased kiosks.

Implementation Timeframe:

January 1, 2012, and ongoing



## Customer Service

U-Haul is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services, and facilities to people with disabilities with the same high quality and timeliness as others.

U-Haul's customer service plan has achieved the following:

- Provided our staff with training and understanding on the use of various assistive devices, including also on the respectful and effective ways of communicating with customers with disabilities that take into account their disabilities.
- Notifying customers in the event of planned or unexpected temporary disruptions to services or facilities for customers with disabilities, such as elevator maintenance. This clearly posted notice includes information about the reason for disruption, its anticipated length of time, and a description of alternative services.
- Committing to modify or remove any policy, practice or procedure that does not adequately respect and promote the dignity and independence of people with disabilities that U-Haul has in place.

U-Haul also supports customers with disabilities wishing to use their own assistive devices when on the company's premises for the purposes of obtaining, using or benefiting from U-Haul's goods and services. If there is a physical, technological or other type of barrier that prevents the use of an assistive device on U-Haul's premises, we will make best efforts to remove that barrier.

Customers with disabilities may enter premises owned and/or operated by U-Haul with a support person and have unobstructed access to the support person while on the premises. Customers with disabilities that are accompanied by a guide dog or service animal will be given the same access to U-Haul's premises that are open to the public and permitted to keep the guide dog or service animal with them at all times, unless excluded by law.

Implementation Timeframe:

January 1, 2012, and ongoing

## Training

U-Haul trains:

- team members and volunteers,
- all persons who participate in developing U-Haul's policies, and
- all other persons who provide goods, services, or facilities on behalf of U-Haul,



on the requirements of the accessibility standards referred to in the Integrated Accessibility Standards Regulation (“IASR”) and on the Human Rights Code as it pertains to persons with disabilities, as well as any changes to the Company’s accessibility policies. The training shall be appropriate to the duties of team members, volunteers, and other persons.

U-Haul will provides training to associates within 30 days of hire.

To ensure U-Haul is in full compliance with the IASR, U-Haul will provide additional training to team members, volunteers and other persons as required by the IASR and will keep a training record including training dates and the number of individuals training was provided to.

Implementation Timeframe:

January 1, 2012, and ongoing

### **Information and Communications**

U-Haul will continue to

- assess current forms of company communication,
- consider accessibility requirements when creating new forms of communication,
- make appropriate changes and accommodations, and
- ensure customers and associates are aware of how to participate in providing and receiving a response to feedback.

U-Haul will continue to make sure all publicly available information is made accessible upon request and ongoingly assess all forms of information provided to the public and determine if there is anything that would make it hard for people/those with a disability to read, see, hear or understand and establish processes for ensuring alternate formats are available in a timely manner.

Upon request, we will provide or arrange for the provision of accessible formats and communication supports (such as large print, recorded audio and electronic formats) for persons with disabilities in a timely manner that takes in account the person’s accessibility needs.

Implementation Timeframe:

January 1, 2015, and ongoing

### **Employment**



U-Haul is committed to fair and accessible employment practices.

U-Haul will accommodate people with disabilities during the recruitment, assessment and hiring processes and during employment. Job postings and advertisements will inform prospective candidates that accommodation is available in the hiring process. Offers of employment will notify successful candidates of U-Haul policies for accommodating people with disabilities.

U-Haul will review current recruitment policies, job descriptions, processes and communications and amend them as necessary and as required by the AODA and IASR.

Upon the request of an employee with a disability, U-Haul will consult with the associate to provide or arrange for the provision of reasonable accommodations, including, but not necessarily limited to, accessible formats and communication supports, needed in order to perform the employee's job. U-Haul will also arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job, and information that is generally available to employees in the workplace.

U-Haul will develop or revise, as required, individual accommodation plans and return-to-work policies for associates who have been absent due to a disability.

U-Haul will review performance management, career development and re-deployment processes and amend as required to ensure the accessibility needs of associates with disabilities are taken into account in connection with these processes.

U-Haul will take the opportunity to identify and take any necessary steps to prevent and remove other accessibility barriers impacting employment.

Implementation Timeframe:

January 1, 2015, and ongoing

Individualized emergency response information will be provided to employees with disabilities which reasonably require the provision of such information for emergency preparedness.

Implementation Timeframe:

January 1, 2012, and ongoing

### **Design of U-Haul Centres**

U-Haul will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, which can include accessible off-street parking,



ramps, sidewalks, entrances and service-related elements like service counters, check-out lines, waiting areas and washrooms.

Implementation Timeframe:

January 1, 2012, and ongoing

### **Feedback**

For more information on this accessibility plan, please contact us by email at [AODA@uhaul.com](mailto:AODA@uhaul.com), by phone at 1-800-682-3525, by mail at AODA: 526 Grays Rd. Hamilton, Ontario, L8E 2Z4 or in person at any U-Haul Corporately owned centres . Accessible formats of this document are also available free upon request.