



AODA MULTI-YEAR ACCESSIBILITY POLICY AND PLAN- 5 Years (2021-2026)

The following policy and plan have been established by Unisync (Unisync) to govern the provision of services with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005 (the "Act").

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment. Unisync is governed by this policy and the Accessibility for Ontarians with Disabilities Act, 2005 in meeting the accessibility needs of persons with disabilities. This plan and policy will cover a five-year period from 2021-2026.

Commitment

Unisync is committed to treating all people in an equitable way to maintain their dignity and independence. We believe in integration and equal opportunity for both the public and its employees. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. This policy and plan will be implemented in accordance with the time frames established by the Regulation.

Accessibility Plan

Unisync will develop, maintain and document an Accessibility Plan outlining our strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Accessibility Plan will be reviewed and updated at least once every five years and will be posted on the Unisync website. Upon request, Unisync will provide a copy of the Accessibility Plan in an accessible format. This accessibility plan outlines that Unisync is meeting the requirements and has a goal to improve opportunities for persons with disabilities.

Training

Unisync ensures that training is provided on the requirements of the accessibility and customer service standards of the Act and provide training on the Human Rights Code as it pertains to persons with disabilities. All staff complete this training within the first three months of employment. Unisync provides additional information on tips for interacting with persons with disabilities. Unisync will keep a record of the training it provides including dates and specific training completed.

Assistive Devices

Persons with disabilities may use their personal assistive devices when accessing our goods, services or facilities. As part of the training an overview will be provided on assistive devices. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Service Animals

Unisync welcomes people with disabilities and their service animals. Service animals are allowed on our premises. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons related to their disability. A service animal can be easily identified through visual indicators, such as an animal wearing a harness or vest, or when the animal helps the person perform certain tasks.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. For any notice of temporary disruption in the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Unisync will notify the public promptly. A notice will be clearly posted at the entrance of the office notifying the public.

Self-Service Kiosks

Unisync will have consideration for accessibility when designing, procuring or acquiring our self-serve kiosks to better serve persons with disabilities.

Accessible Formats and Communication Supports

Upon request, Unisync will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. Unisync will consult with the person making the request in determining the suitability of an accessible format or communication support. Unisync will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

Unisync ensures that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

Employment

Unisync policies and practices are intended to build an inclusive and accessible work environment free from discrimination and harassment. We communicate to employees, job applicants and the public that accommodations can be made during the recruitment and hiring process, during their employment with Unisync and in the case of the employee returning to work from a leave due to a disability. We work with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- Information that is needed in order to perform the employee's job
- Information that is generally available to employees in the workplace where needed, we will ensure that information is provided to health and safety representatives, with the employee's consent, to ensure their safety, in case of a workplace emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to an employee's disability. We will review and update employee's information as required.

Feedback

Unisync will continue to ensure that its process for receiving and responding to customer feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request. If there are any questions about the policy, or if the purpose of this policy is not understood, please contact:

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