



# Accessibility for Ontarians with Disabilities Act

## Multi-year accessibility plan

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EXECUTIVE SUMMARY: This plan exists to fulfill the AODA requirements of providers of goods and services in Ontario.

<b>Multi-year accessibility plan (WUBS)</b>	<b>Policy ID:</b> <b>Effective Date:</b> 01-Jan-2014 <b>Revision Date:</b> <b>Last Reviewed Date:</b> <b>Policy Owner:</b> Scott Smith <b>Approving Authority:</b> Richard Williams
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### 1. PURPOSE:

- This 2014-2021 accessibility plan outlines the policies and actions that **Custom House ULC** (“WUBS”) will put in place to improve opportunities for people with disabilities.

### 2. PLAN SCOPE:

- This Plan applies to WUBS operations in Ontario, Canada, and to employees, contractors and agents of WUBS operations in Ontario as required by legislation.

### 3. PLAN STATEMENT:

WUBS is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people 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.

#### **Accessible Emergency Information**

WUBS is committed to providing its customers with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

#### **Training**

WUBS will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. WUBS will review its current training programs to determine if any modifications are required to ensure employees are provided with the training needed to meet Ontario’s accessible laws by January 1, 2015.

## **Information and communications**

WUBS is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. WUBS will review its existing websites and content to develop a plan to conform those sites and content with WCAG 2.0, Level A. WUBS will also develop a plan to make all of its websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

## **Employment**

WUBS is committed to fair and accessible employment practices. We will review our recruitment and assessment processes, process for developing individual accommodation plans and return-to-work policies to ensure that they are compliant with AODA and the future deadlines pursuant to the Employment Standard.

We will review our performance management, career development and redeployment processes to ensure the accessibility needs of employees with disabilities are taken into account.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

## **Feedback process**

Customers who wish to provide feedback on the way WUBS provides goods and services to people with disabilities can email [aodafeedbackwubs@westernunion.com](mailto:aodafeedbackwubs@westernunion.com), or call 1-866-887-5766.

All feedback, including complaints, will be reviewed internally and WUBS will make reasonable efforts to respond to customers within seven (7) business days from the date in which the feedback was received. WUBS will review its existing feedback processes to confirm that such processes are accessible to people with disabilities upon request by January 1, 2015.

## **Notice of availability**

WUBS will notify the public that our policies are available upon request by posting the policies on our website. Accessible formats of this document are available free upon request.

For more information on this accessibility plan, please contact WUBS by email at [aodafeedbackwubs@westernunion.com](mailto:aodafeedbackwubs@westernunion.com), or call 1-866-887-5766

## **Modifications to this or other policies**

Any policy of WUBS that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### **4. Exceptions to Policy – None**