

United Refrigeration of Canada Accessibility Policy

Our Commitment

United Refrigeration of Canada Ltd. ('United') is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence while ensuring equal access to our goods, services, and facilities. United is committed to excellence in serving and providing goods, services, and facilities to all customers, including people with disabilities.

The Company will provide and promote equal opportunity for all, and will comply fully with the spirit, as well as the letter, of all applicable local, provincial, and federal laws and regulations. United does not discriminate on the basis of race, ancestry, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by law.

Training

United is committed to training all staff who provide goods, services, and facilities on behalf of the organization. This includes training on accessible customer service.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards;
- our policies related to the Customer Service Standards;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities. These include: Carts, lifts, and other material handling devices.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services, or facilities.

We train every person as soon as practicable after being hired and provide follow-up training in respect to any changes to the policies. We maintain records of the training provided, including the dates of training and the names of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services, or facilities. 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.

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United Refrigeration of Canada Accessibility Policy

Communication

We will attempt to communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works best for them.

Service Animals

Service animals are allowed on the parts of our premises that are open to the public. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities under (name of law/act).

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. In certain cases, United might require a person with a disability to be accompanied by a support person for the health or safety of the person with a disability and/or others on the premises.

Before making a decision, this organization will:

- consult with the person with a disability to understand their needs;
- consider health or safety reasons based on available evidence; and

United Refrigeration of Canada Accessibility Policy

- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption and its anticipated length of time, and a description of alternative facilities or services (if available).

Feedback Process

United welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns regarding our accessibility measures.

Feedback may be provided in the following ways:

Toll Free: 888-479-9220
Admin: 905-479-6950
Branch Operations: 905-479-1212
Fax: 905-479-7229
branch98@uri.com

All feedback, including complaints, will be directed to the General Manager.

Customers should expect to hear back within five business days.

United ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

United notifies the public that documents related to accessible customer service are available upon request by posting a notice at all of our locations

United will attempt to provide these documents in an accessible format or with communication support upon request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and at no additional cost.

Information and Communications

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

United Refrigeration of Canada Accessibility Policy

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- an explanation as to why the information or communications are unconvertible; and
- a summary of the unconvertible information or communications.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation. We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that takes into account an employee's accessibility needs due to a disability. We will consult 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; and
- information that is generally available to employees in the workplace.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- when the employee moves to a different location in the organization;
- when the employee's overall accommodations needs or plans are reviewed; and
- when the employer reviews its general emergency response policies.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

United Refrigeration of Canada Accessibility Policy

- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queueing lines, and waiting areas

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.