

# **Ultimate Security Services Inc Multi-Year Accessibility Plan**

## **Our Accessibility Commitment**

Ultimate Security Services Inc (“Ultimate Security”) is committed to providing an accessible and inclusive environment for all individuals as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

We are committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of the people with disabilities in a timely manner. We will do so by removing and/or preventing barriers to accessibility and by meeting our accessibility requirements under Ontario’s accessibility law.

Ultimate Security will review and update the plan at least every 5 years.

We will train staff as soon as practicable after being hired and provided training in respect of any changes to the policies.

We maintain records of training including the dates on which the training was done.

## **Customer Service**

Ultimate Security is familiar with the Customer Service Standard and will ensure it meets the principal of treating individuals with dignity, independence, integration and equal opportunity. We are committed to training our staff on persons with disabilities to provide them the same opportunity of services being offered.

We welcome feedback on how we provide accessible customer service and feedback will help us identify barriers and respond to concerns.

## **Information and Communications**

Ultimate Security will communicate information and ensure it is accessible and available to people with disabilities in accessible formats or as supported in a timely manner.

Ultimate Security has updated our website to meet the Web Content accessibility guidelines.

## **Employment**

Ultimate Security is an inclusive environment and will accommodate employees, potential hires, and the public of employment opportunities during our recruitment and hiring process. Giving the opportunities and reviewing any barriers in our current practices to ensure that job posting, and interview processes are adjusted when requested to accommodate.

We will consider the accessibility needs of all employees. We will establish a written documented individual accommodation plan for employees with disabilities as needed.

## **Training**

Ultimate Security Services is committed to making sure all employees are trained as required by AODA and Ontario Human Rights Code as it applies to people with disabilities.

Training will include:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Customer Service Standards.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - i. use assistive devices;
  - ii. require the assistance of a guide dog, service dog or other service animal; or
  - iii. require the use of a support person

## **NOTICE OF TEMPORARY SERVICE DISRUPTION**

In the event of a planned or unexpected disruption to services for persons with disabilities (scheduled interviews, training classes and/or meetings) we will notify promptly. We will send email as needed, post on company website and post at all entrances to our facility. The notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

## **FEEDBACK PROCESS**

Feedback is welcomed on the way Ultimate Security provides services to people with disabilities. This can be done through our individual branch's website contact details or email.

## **CONTACT INFORMATION**

If you have any questions regarding this multi-year plan or wish to provide feedback, please contact us:

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Mail sent to AODA Feedback

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