



GLOBAL CHILD
CARE SERVICES

SERVICES GLOBAUX
POUR ENFANTS

www.gccs.ca

Multi-Year Accessibility Plan

Our Commitment

Global Child Care Services is committed to providing services in a manner which respects the dignity and independence of all persons, including persons with disabilities.

We are also 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* (AODA).

This plan will be reviewed every five years.

Next Multi-Year Accessibility Plan Review: March 2020

Customer Service Standard

- Requirement: Accessibility Policy - Client Service Standard
Compliance: January 2012
- Requirement: Training of Staff on the Customer Service Standard
Compliance: January 2012 (and incorporated into our new hire orientation)
Details:
 - May 2011: Staff training on Accessibility Policy – Client Service Standard and “*Breaking Barriers Together*” booklet
 - January 2012: Staff training on video module “*Serve-ability: Transforming Ontario’s Customer Service*”

Integrated Accessibility Standards Regulation

- Requirement: Updating of Accessibility Policy to ensure compliance with the Integrated Accessibility Standards Regulation (IASR)
Compliance: October 2014
- Requirement: Training of Staff on the IASR
Compliance: December 2014
Details:
 - Staff training on updated Accessibility Policy
 - Staff training on video module “*Working Together: The Code and the AODA*”

➤ **Information and Communications Standard**

- Requirement: Accessible Feedback Process
Compliance: January 2012
Details: Established in policy
- Requirement: Accessible Emergency Response Plan
Compliance: January 2012
Details: Notice of Temporary Disruption established in policy
- Requirement: Accessible Information Available to the Public
Compliance: January 2012; updated under IASR October 2014
Details: Established in original policy; updated in revised policy
- Requirement: Accessible Websites and Web Content – WCAG 2.0 Level A
Compliance: November 2014
Details: New website launched April 2014; additional accessibility-related refinements implemented November 2014 following an accessibility audit

➤ **Employment Standard**

- Requirement: Accessible Recruitment Process
Compliance: November 2014
Details: Statement of accommodation in our hiring process is included in all internal and external postings.
- Requirement: Processes to Accommodate Employees
Compliance: November 2014
Details:
 - Implementation of an Accommodation Process for employees
 - Inclusion of language in our employment contracts referencing our Accommodation Process
 - Implementation of a Return to Work Process to support employees who have been absent from work due to a non-work-related disability and who require an accommodation in order to return to work.
- Requirement: Accessible Workplace Emergency Response Information
Compliance: October 2014
Details: Established in policy

