



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 2028

### 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: Staff training on video module *Customer Service Standard*

### 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

