



AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This 2017 to 2022 accessibility plan outlines the policies and actions that Good Beginnings Day Nursery Woodstock In will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

Statement of Commitment

Good Beginnings believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Questions or concerns regarding Good Beginnings Accessibility Policy and Multi-Year Accessibility Plan are to be directed to Human Resources or submitted via the company's AODA Feedback Process found on our website. We encourage any individual interested in providing feedback to do so by any of the following means:

- **Online:** Please visit our website Accessibility page. A fillable PDF is available, please submit the Feedback Form by hitting “send” on the fillable PDF
- **By Email:** Please email the Feedback Form as an attachment to hr@goodbeginningsday.com
- **In Person:** Please drop off your Feedback Form at our head office located at 971 Dundas Street Woodstock ON. Hard copies of the Feedback and accessible formats of the form will be available to you at this time.
- **By Mail:** Please mail the form to 871 Dundas Street, Woodstock ON N4S 1G8

About our multi-year plan:

Good Beginnings understands that accommodation is not a onetime commitment, but rather requires the ongoing commitment of assessing new barriers and developing as we learn. The status of many requirements for this reason are listed as “complete/ongoing” rather than just “complete.”

MULTI- YEAR ACCESSIBILITY PLAN: 2017-2022

GENERAL REQUIREMENTS

Establishment of Accessibility Policies

Status: Complete/Ongoing

Compliance Date: January 1, 2014

- Good Beginnings has created and made public, a statement of commitment. The statement of commitment is available on our website and is available in accessible formats upon request.
- Good Beginnings has created multiple written policies governing how we achieved or will achieve accessibility. Many of these policies are available on our website and are available in accessible formats upon request.

Multiyear Accessibility Plan

Status: complete/ ongoing

Compliance Date: January 1, 2014

- Good Beginnings has established a multiyear accessibility plan to be reviewed at minimum every 5 years. This plan is available at our office as well as on our website.
- The plan was last reviewed June 1, 2021 to assess progress as well as update/amend any applicable fields to ensure accurate and current information.
- This plan is available to the public at each of our locations and is available to the public on our website.

Training on IASR and the Human Rights Code

Status: Complete/ongoing

Compliance date: January 1, 2015

- Good Beginnings ensures that training is provided on the requirements of the accessibility standards on the Human Rights Code as it pertains to persons with



disabilities to all employees, students, volunteers, and all other persons who provide goods, services or facilities on behalf of Good Beginnings.

- This training is required during the orientation process for all new employees and volunteers.
- Training will be made available in alternative formats upon request
- Good Beginnings updates this training as needed, or when we believe a review of the training is necessary.
- Good Beginnings has completed a companywide refresher training of AODA throughout the month of May 2021.
- All certifications and training records are retained by Good Beginnings in the employee's individual training folder.

INFORMATION AND COMMUNICATION STANDARD

Feedback Process

Status: complete/ongoing

Compliance Date: January 1, 2015

- Good Beginnings has established an Accessibility and Customer Service Feedback process. This written process outlines what steps Good Beginnings will take upon receiving feedback and where we track feedback and actions taken.
- This feedback form is available to the public upon request at each of our locations and as of June 30, 2021, this Feedback form will be available for completion on our website.
- The feedback form can be submitted in variable ways including by email, online and mail.
- The feedback form is available in accessible formats upon request.

Accessible Formats and Communication Supports

Status: Complete/ongoing

Compliance Date: January 1, 2016

- Good Beginnings ensures that, upon request, we provide accessible formats and communication supports for persons with disabilities in a timely manner, at a cost no



more than the regular cost charged to other persons, and that takes into account the personal accessibility needs due to disability.

- Any accessibility requests can be made directly to Human Resources at HR@goodbeginningsday.com or by using our Feedback Form.

Emergency procedures, plans or public safety information

Status: Complete/ongoing

Compliance Date: January 1, 2012

- As of June 2021 Good Beginnings has updated the New Hire Contact/Emergency Information Form to allow employees to identify any emergency planning requirements they may need. Based on the information provided we will be able to create better individualized emergency plans.
- Good Beginnings will provide accessible emergency information in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan.
- Human Resources will, in consultation with the requester, help develop an individualized plan. This plan will be reviewed for accuracy when the employee is transferred to a new location, when Good Beginnings updates our Emergency response procedures, or as otherwise needed.

Accessible websites and web content

Status: Incomplete/Ongoing

Compliance Date: January 1, 2021

- Good Beginnings is committed to ensure that our website and web content conforms to WCAG 2.0 Level AA, unfortunately due to unforeseen circumstances there has been a delay in having our website fully compliant. At this time our website provider is working diligently to accomplish this as soon as possible. It is projected that our website will be fully compliant by end of July 2021.

EMPLOYMENT STANDARD

Recruitment, assessment and selection processes

Status: Complete/ongoing

- Good Beginnings ensures that all job postings, both internal and external, notify applicants that we are dedicated to providing an inclusive and barrier-free recruitment and selection process, and to advise Human Resources if any accommodation is required.
- If the applicant is selected for an interview, they are also notified by email, that accommodations are available upon request.
- Good Beginnings also ensures that when an offer of employment is made, we notify the successful applicants of our accommodation policies through email with the offer of employment.
- Should a candidate request accommodation at any point during the recruitment, assessment and selection process, Good Beginnings will, in consultation with the individual, developed reasonable and suitable accommodations to support them.
- Our accommodation policies are provided to all new employees during the orientation process.

Informing Employees of Supports

Status: Complete/Ongoing

- Good Beginnings has developed a policy on accommodating employees with disabilities.
- Good Beginnings ensures that all new employees are provided with our Accommodation Policies during the onboarding and orientation process
- Any time a revision to our policies is made, Good Beginnings will update and review the changes with all staff

Accessible formats and communication supports for employees

Status: Ongoing/ Complete

- Through our accessibility policies, Good Beginnings ensures that all employees are aware that accessible formats and communication supports are available.
- All new employees are informed of these policies during the onboarding process.



- Upon receiving a request, Good Beginnings will work with the employee to establish a suitable accessible format or communication support.

Documented individual accommodation plans

Status: Complete/ Ongoing

Date of Compliance: January 1, 2016

- Good Beginnings has developed a written process for the development of documented individual accommodation plans for employees with disabilities.
- This written process includes:
 - The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
 - The means by which the employee is assessed on an individual basis.
 - The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.
 - The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
 - The steps taken to protect the privacy of the employee's personal information.
 - The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
 - If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
 - The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Return to Work Process

Status: Complete/Ongoing

Compliance Date: Jan 1, 2016

- Good Beginnings has developed a written return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work.



- This process is documented by Good Beginnings' HR department.
- This process works in consultation with the individualized accommodation plan

Performance management process/ Career development and advancement/ Redeployment

Status: Complete/ Ongoing

Compliance Date: Jan 1, 2016

- Good Beginnings takes into consideration the accessibility needs and individual plans of employees to ensure our Performance Management process is barrier free and inclusive.
- Good Beginnings will evaluate on an ongoing bases our performance management process to identify any barriers
- During any Career development or redeployment, Good Beginnings will work in consultation with the individual to ensure their Individual accommodation plan is updated to suit the needs in the new role, position or location.

CUSTOMER SERVICE STANDARDS

Status: Complete/ Ongoing

Compliance Deadline: Jan 1, 2012

- Good Beginnings has developed, implemented, and maintained written policies regarding the provisions of goods, services, or facilities to persons with disabilities
- These are written documents that include Good Beginnings' Policies on:
 - Service Animals
 - Support Persons
 - Temporary Disruption of services that may affect persons with disabilities
 - Accessible customer service training for all staff and training records
 - Training Policy
 - Feedback process and forms
 - Documents/ Information in accessible formats or communication supports