Accessibility Policy

Statement of Commitment

Global Village Toronto is committed to providing English as a Second Language (ESL) Training to all students in a way that respects their individual dignity and independence.

We are committed to ensuring that people with disabilities have full access to our products, services and facilities, through the provision of integrated accessible customer service, and/or modified classroom equipment and learning materials where requested.

For access to our policies under the Accessibility for Ontarians with Disabilities Act, or to make a suggestion, comment or complaint, please contact us at toronto@gvenglish.com.

Opportunities

Global Village Toronto will give people with disabilities the same opportunity to access our products and services, allowing them to benefit from the same products and services, in the same place and in a similar way as other clients.

Policy Development & Availability

Global Village Toronto will maintain our accessibility policies in a written format, and make them available on our website. They will be available to the public and will be provided in an accessible format if it is requested.

Multi-year Accessibility Plan

Global Village Toronto will maintain a multi-year accessibility plan. The plan will be reviewed and updated at least once every five years. It will show our organization's commitment to removing barriers and preventing new ones. We will make it available to the public and provide it in an accessible format when requested.

Information and Communications

When providing information to, or communicating with, a person with a disability, we will provide, on request, the information and communication in an accessible format or with a communication support. We will work in consultation with the person with the disability to provide them with the information in a manner that takes into account the person's disability.

Accessible Website

We are committed to working towards an accessible website and website content that will comply with the World Wide Web Consortium Web Content Accessibility Guidelines initially at Level A and moving towards Level AA standards.

Employment

Our employment practices will include notification of the availability of accommodation for applicants with disabilities, as well as supports for staff with disabilities. Where employee needs dictate, we will provide individualized workplace emergency response information to employees who have a disability. Our performance management and career development processes will take into account the accessibility needs of its employees with disabilities.

Documented Individual Accommodation plans

A process for the development of documented individual accommodation plans will be developed for employees with disabilities. These plans will be developed with the input of the employee in question and any experts as requested/required, while ensuring that the employee's right to privacy is maintained. The plan will be provided in a format that is accessible to the individual.

Return to Work Process

Our process for the development of a return to work process for employees with disabilities who have been absent due to their disability and require accommodations to return to work will outline the steps we will take to facilitate the employee's return to work, using their individual accommodation plan, where it exists, as part of the process.

Training

Global Village Toronto will provide training to all employees as soon as practical. Training covers accessibility requirements from the Integrated Accessibility Regulation and Accessibility Standards for Customer Service, and how the Human Rights Code pertains to persons with disabilities. Training will be appropriate to the duties of the employee receiving the training. Global Village Toronto will maintain a record of training provided, including dates of accessibility training for each employee.

Design of Public Spaces

Global Village Toronto will incorporate accessibility requirements under the IASR when building or redeveloping a public space identified under Accessibility Standard for the Design of Public Spaces.

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Multi-Year Accessibility Plan 2013-2018

IASR Requirement	Target Date	Deliverables	Staff Responsible	Status
Where provided, make emergency and public safety information accessible upon request	January 1, 2012	Emergency plans and procedures will be made available in accessible formats as soon as possible, upon request.	Director of Programs	Complete
Provide individualized emergency workplace information to employees with disabilities when necessary	January 1, 2012	Individual workplace emergency response plans are developed for new employees as needed, including: • Emergency response information procedures • Evacuation assistance to employees (as requested) Plans are communicated to supervisors on a need-to-know basis, and reviewed regularly to ensure accessibility issues are addressed.	Director of Programs	Complete
Create accessibility policies and make them publicly available	January 1, 2014	Accessibility policies created and posted to the website. Hard copies in accessible formats made available upon request.	Information Systems Manager	Complete
Make Accessibility Plan publicly available	January 1, 2014	Accessibility Plan created and posted to the website. Hard copies in accessible formats made available upon request.	Information Systems Manager	Complete
Make all new websites and content on those sites conform with WCAG 2.0, Level A	January 1, 2014	New websites will be compliant with WCAG 2.0 Level A accessibility standards. All web content will be compliant with WCAG 2.0 Level AA accessibility standards by January 1, 2021.	Information Systems Manager	Ongoing
Consider accessibility when designing, procuring, or acquiring self-service kiosks	January 1, 2014	N/A	N/A	N/A

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IASR Requirement	Target Date	Deliverables	Staff Responsible	Status
Train individuals providing goods, service and facilities on behalf of our organization on the IASR and the Human Rights Code as it relates to persons with disabilities	January 1, 2015	Appropriate training on the standards of the IASR and Human Rights Code as pertaining to persons with disabilities will be developed and delivered to all staff members in 2014. Training will be provided to new employees as soon as practical on hiring. Records of all training will be maintained with other training records.	Director of Programs, Assistant Director of Studies Director of Accounting all trainers and hiring managers	in progress
Make existing feedback processes accessible upon request	January 1, 2015	Existing and new processes for receiving feedback on programs, courses, services and facilities will be made accessible to all candidates on request, through accessible formats and communication supports. Responses to feedback will be provided in an accessible manner as required.	Assistant Director of Studies	
Make public information accessible upon request	January 1, 2016	Information available to the public, including but not limited to registration documents, results information, websites, and signage, will be provided in accessible formats upon request.	Information Systems Manager, Head Registrar	
Notify public, employees and potential candidates with disabilities that accommodations can be made in recruitment and assessment processes	January 1, 2016	Existing recruitment policies, procedures and processes will be reviewed and modified as necessary. All job postings will specify that accommodation is available for employees upon request.	Director of Programs, all hiring managers	
Notify new hires and employees of our policies for accommodating employees with disabilities	January 1, 2016	Existing onboarding policies, procedures and processes will be reviewed and modified as necessary. All current employees, and new employees upon hiring, will be notified that accommodation for disabilities is available upon request.	Director of Programs, all trainers and hiring managers	

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IASR Requirement	Target Date	Deliverables	Staff Responsible	Status
Put in place a written process to develop individual accommodation plans for employees with a disability	January 1, 2016	The process for the development of individual accommodation plans will include: • How the employee will participate in plan development, • How the employee's needs will be assessed, • Procedures for evaluation by medical or other experts, • Privacy considerations, • The frequency of reassessments/updates to the plan. Individual accommodation plans will be documented, provided in a format accessible to the employee, and will include: • Individualized workplace emergency response information • Information regarding accessible communication and supports to be provided for information required to perform the employee's job, and information generally available to all employees • Information regarding any other accommodation to be provided. The employee will be informed of the reasons if their individual accommodation plan is denied.	Director of Programs	
Put in place a return to work process for employees that have been absent due to a disability	January 1, 2016	The return-to-work process for employees who have been absent due to a disability will resemble an individual accommodation plan, as above, with the steps the company will take to support the employee returning to work. The individualized return-to-work plan will be documented.	Director of Programs	
Take into account the accessibility needs of employees with disabilities if: - Using	January 1, 2016	Existing performance management, development/advancement and redeploying policies, procedures and processes will be reviewed and modified as necessary.	Director of Programs	

IASR Requirement	Target Date	Deliverables	Staff Responsible	Status
performance management - Offering career development or advancement - Redeploying employees		Accessibility needs of employees and individualized accommodation plans (where applicable) will be considered when assessing or managing performance, offering career development or advancement, or redeploying employees.		
Incorporate accessibility requirements under the Accessibility Standard for the Design of Public Spaces	January 1, 2018	Provide design professionals, planners, developers and persons in charge of procurement with the Accessibility Standard for the Design of Public Spaces. Where possible, incorporate requirements into development contracts.	Director of Programs	