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GCW Custom Kitchens & Cabinetry Inc.
Accessibility Plan

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Message from the President

Our GCW Multi-Year Accessibility Plan (MYAP) for 2014–2021 outlines how we will continue to remove and prevent accessibility barriers to our customers and employees. This new plan builds on our previous commitments to making GCW an accessible employer.

Ontario's population and workforce are changing. Right now, almost one in seven Ontarians has a disability. As the proportion of Ontarians age 65 and older increases over the next 20 years, that number could reach one in five. These facts only underscore the importance of providing inclusive and accessible services.

The needs of our customers are always changing. Understanding our diverse customer base and how we can adapt our product and service to provide them with the maximum value will always be at the core of our success.

While we still have a lot of work to do to make the GCW a more accessible and inclusive organization, I am proud of our achievements to date and our ongoing commitment to show leadership as an accessible and respectful employer and service provider.

Ron DeWeger,
President of GCW Custom Kitchens and Cabinetry Inc.

Introduction

Under the Accessibility for Ontarians with Disabilities Act (AODA), Ontario organizations, including the GCW, are required to develop multi-year accessibility plans to help make Ontario accessible by 2025.

The new GCW Multi-Year Accessibility Plan (MYAP) builds on previous accomplishments and reaffirms the company's commitment to accessibility.

An accessible GCW means...

- Persons with disabilities receive quality goods and services in a timely manner.
- Information and communications are available in accessible formats to all GCW employees, clients and customers.
- Persons with disabilities are able to participate fully and meaningfully as GCW employees.

- There is greater accessibility into, out of, and around GCW facilities and public spaces.
- GCW employees are able to continually identify barriers to accessibility and actively seek solutions to prevent or remove them.

The 2017–2021 GCW MYAP is based on best practice research, as well as input from GCW employees and accessibility stakeholders. It is organized around the following standards and general requirements of the AODA.

The five standards are:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

The general requirements are:

- Procurement
- Training

Past Accomplishments and Future Commitments

Customer Service Standard

The Accessible Customer Service Standard under the Integrated Accessibility Standard Regulation requires **GCW** to provide accessible public services for persons with disabilities and to ensure that policies and procedures are in place to support this requirement.

Outcome:

- An accessible GCW that includes ensuring persons with disabilities receive quality goods and services in a timely manner, supported by effective policies, procedures, tools and resources that promote accessibility in customer service.

Accomplishments:

- By December 31, 2019 all GCW employees received online training to educate them on the Human Rights Code and Ontario's accessibility laws.

- By December 31, 2019 all GCW employee have received training on best practices when servicing customers with disabilities.

Future Commitments:

- Develop a training plan to ensure that all employees receive ongoing training as well as ensure our policies and training materials are made part of our orientation package by June 30, 2020.
- Review our process for taking in customer feedback to ensure that we are receiving and properly responding to customers concerns regarding the accessibility of our services. June 30, 2020.

Information and Communications

- The Information and Communications Standard under the Integrated Accessibility Standard Regulation requires that GCW communicate and provide information in ways that are accessible to persons with disabilities.

Outcomes:

- Enhanced accessibility as it relates to communication supports, formats, and websites and web content.
- GCW employees have the tools and resources to effectively develop information and communications in accessible formats.

Accomplishments:

- Deliver policies that ensure employees understand the commitment GCW has made to making the workplace more accessible to employees with disabilities.
- Ensure that policy updates and pertinent company information are provided in multiple formats to reach individuals who may require accommodation.

Future Commitments:

- Web platform – GCW commits to updating its website to conform with WCAG 2.0 accessibility requirements by January 1, 2021.
- Consult with GCW employees members about enhancing our communication processes to continually improve the accessibility of our company information and communications. Announcement planned during March 2020 companywide meeting.

Employment

The Employment Standard under the Integrated Accessibility Standard Regulation sets out accessibility requirements that GCW must follow to support the recruitment and accommodation of employees. This includes preparing individualized emergency response information for persons with disabilities and making employment practices and workplaces more accessible for new and existing employees with disabilities.

Outcomes:

- Accommodation practices will be reviewed to ensure persons with disabilities are able to participate fully and meaningfully as GCW employee

Accomplishments:

- GCW has developed policies and procedures that ensure our commitments under the IASR are being met:
 - We notify candidates under consideration for employment regarding the availability of accommodation for applicants with disabilities during the recruitment process.
 - GCW will notify applicants that accommodations are available upon request in relation to the materials or processes to be used during the recruitment process.
 - When making offers of employment, GCW will notify either verbally or via email to the successful applicant of its policies for accommodating employees with disabilities

Future Commitments:

- As part of its future commitment to the full participation of employees with disabilities in our work place, GCW commits to:
 - Implementing its new policy “communicating with employees regarding supports”, as detailed in part 3.2.7(iv) of GCW’s AODA policy as of February 28th, 2020.
 - Consult with GCW employees about the clarity and effectiveness of this policy. Announcement planned during June 2020 companywide meeting.

Training

The Employment Standard under the Integrated Accessibility Standard Regulation sets out the training requirements that GCW must adhere to.

Outcomes:

- GCW promotes principles and practices of respectful workplaces through training and resources that help create the awareness and skills to foster an environment where everyone can succeed. Our goal at GCW is to continue to build accessibility awareness through e-courses and in-class training for employees and managers, such as training to respond to the needs of employees with an illness, injury, and/or disability.

Accomplishments:

- All current employees have been trained on:
 - Our duty to accommodate
 - Understanding human rights principles
 - Compliance and enforcement
 - Our customer service standards and how to communicate with, identify and accommodate individuals with a disability.

Future Commitments:

- Expand our training to include skills such as:
 - Improve managers' ability to intervene in workplace conflict, including potential harassment and discrimination
 - Promote employee responsibilities for contributing to respect in the workplace
 - Support employees to address low intensity rude or disrespectful behaviours that erode productivity, engagement, teamwork, diversity and service

We aim to have this tested and implemented by 12-31-2020.



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Design of Public Spaces

The Design of Public Spaces Standard under the Integrated Accessibility Standard Regulation requires that GCW ensure that newly-constructed or significantly renovated public spaces (e.g., beach access routes and accessible parking) are accessible.

Also, it is required that GCW complies with the Ontario Building Code's requirements for accessibility in the built environment.

Outcome:

- Greater accessibility into, out of and around GCW's facilities and public spaces. This includes incorporating accessibility retrofits where possible during renovations.

Accomplishments:

- Both GCW locations are wheel chairs accessible and have barrier free entries

Future Commitments:

- Any retro fits or future renovations will enhance the accessibility of our facilities to our customers and employees.
 - For example:

For More Information

Please email us at info@gcwkitchens.com or call us directly at 519-631-8373