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Grand Challenges Canada®  
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## **MULTI-YEAR ACCESSIBILITY PLAN**

**2025/26 – 2029/30**

**BOLD IDEAS WITH BIG IMPACT®**



## **Accessibility for Ontarians with Disabilities Act: Message from the CEO**

Grand Challenges Canada (“GCC”) is committed to ensuring equal access and participation for people with disabilities. We are committed to accommodating people with disabilities in a timely manner and in a way that allows them to maintain their dignity and independence by providing a respectful, accessible, and inclusive environment for all employees and visitors. We are committed to meeting the standards outlined in the Province’s Accessibility for Ontarians with Disabilities Act and Regulations (the “AODA”), as well as applicable human rights legislation across Canada.

Guided by our respect for human dignity and the core principles of the AODA, including respect for dignity, individualization, integration and equal opportunity, our goal is to progressively work to eliminate barriers to the services and employment opportunities provided by GCC.

Karlee Silver

Chief Executive Officer  
GRAND CHALLENGES CANADA/ GRANDS DÉFIS CANADA

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## **A. Introduction**

GCC strives to meet the needs of its employees and guests with disabilities and is working hard to remove and prevent barriers to accessibility. GCC is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005 and Regulations* (“AODA”). This Accessibility Plan (“Plan”) outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will help make Ontario an accessible province for all Ontarians. All terms used in this Plan shall have the meanings set out in the AODA.

## **B. Objectives of GCC’s Accessibility Plan**

GCC’s Accessibility Plan will:

- Support GCC in meeting the requirements of the AODA.
- Identify how GCC can remove barriers for persons with disabilities who access services, provide service, work, and learn at GCC.
- Integrate the principles of inclusion, diversity and equity with accessibility to ensure that the identities, realities and needs of persons with disabilities, are accommodated in a manner that is person-centered, respectful, supports the dignity and independence of the individual.
- Ensure that education, training, policy, procedure and practice promote inclusion and learning to eliminate physical, informational, technological, attitudinal, and policy barriers.

## **C. Accessibility at GCC**

- Persons with disabilities can expect to be supported in the matter in a manner that takes their disability, identity and individual needs into consideration.
- Persons with disabilities can physically access the interior premises.
- Persons with disabilities who work and seek work at, or visit, receive services, and learn at GCC are able to participate fully and experience equal opportunity in the environment.
- Information and communication are available in accessible formats to all persons accessing services at GCC.
- All persons, including persons with disabilities, are able to provide feedback including compliments and complaints based on their experience related to issues of accessibility.

## **D. Accessibility Multi-year Plan: Fiscal Year 2025/26 to 2029/30**

The Plan identifies the actions applicable to GCC that have been taken and in progress to address accessibility in accordance with the requirements of the AODA or the following:

- Policies
- Plan
- Procurement
- Training
- Information and Communication

- Accessible Websites and Web Content
- Employment
- Customer Service

**The Multi-year Plan is available at Appendix A.**

## **E. Ready and Responsive to Feedback**

GCC is open and ready to respond to any feedback or recommendations for improvement related to accessibility deliverables under the AODA from all sources. If required, GCC may investigate further, provide recommendations, and escalate issues to address any Barrier to accessibility.

## **F. Communication of the Plan**

The GCC multi-year accessibility plan is available on GCC's internal system and external website. The plan will be readily available upon request in an accessible format including hard copy and large print from: [info@grandchallenges.ca](mailto:info@grandchallenges.ca). Additional formats may be available based on the individual merit of the request.

We are committed to providing equal treatment and opportunity and strive to ensure that persons with disabilities access GCC's office, programs, supports, and services. We welcome your comments and questions as we strive to make continual improvements with your input, insights and feedback at [info@grandchallenges.ca](mailto:info@grandchallenges.ca).

## Appendix A: Fiscal Year 2025/26 – 2029/30 Accessibility Plan

AODA Requirement <i>Ontario Regulation 191/11 Integrated Accessibility Standards</i>	GCC Plan	Responsibility Within GCC	Status
<b>S. 3(1) Policies</b> Develop and maintain policies governing how GCC will achieve accessibility. The policies are publicly posted and available in an accessible format upon request.	<ul style="list-style-type: none"> <li>• AODA policies (the “Policy”) established since 2025</li> <li>• CEO Commitment Statement</li> <li>• Review and update the Policy</li> <li>• Policy posted publicly and internally</li> <li>• Policy available in accessible format upon request</li> </ul>	<b>Human Resources, Legal</b>	Ongoing
<b>S. 4 Plan</b> Develop a multiyear accessibility plan, outlining strategies to prevent and remove barriers to accessibility. Maintain accessibility plans.	<ul style="list-style-type: none"> <li>• Fiscal 2025/26 to 2029/30 multiyear accessibility plan developed and approved in 2025</li> <li>• Remain open to feedback from internal and external stakeholders.</li> <li>• Plan developed and posted publicly and internally</li> <li>• Plan available in accessible format upon request</li> </ul>	<b>Human Resources, Legal</b>	Ongoing
<b>S. 5(1) Procurement</b> When procuring goods, services and facilities on behalf of GCC every consideration to incorporate accessibility criteria as required by the AODA. Incorporate accessibility criteria and features when procuring or acquiring goods, services and	<ul style="list-style-type: none"> <li>• Incorporate accessibility criteria into applicable RFPs and services agreements and other contracts, where practicable to do so.</li> </ul>	<b>Human Resources, Legal</b>	Ongoing



facilities unless it is not practicable to do so.			
<p><b>S.7 Training</b></p> <p>Ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to employees, and persons who provide goods, services or facilities on behalf GCC.</p>	<ul style="list-style-type: none"> <li>• Review and revise GCC training programs as required</li> <li>• Update training programs to reflect changes to Policy</li> <li>• The AODA training is a mandatory required learning</li> <li>• GCC electronically tracks the completion of the AODA training</li> <li>• Records are maintained and alerts sent to the department Leadership where the course has not been completed</li> <li>• Remedial priority training is delivered to departments where complaints and/or trends identify a need for training.</li> </ul>	<p><b>Human Resources and Information Technology (in support)</b> are responsible for:</p> <ul style="list-style-type: none"> <li>• Orientation</li> <li>• E-Learning</li> <li>• Third Party</li> <li>• Awareness</li> <li>• Remedial training, if required</li> </ul> <p>Tracking and maintenance of training records</p>	Ongoing
<p><b>Information and Communication</b></p> <p><b>S. 11 Feedback</b> GCC is committed to providing feedback mechanisms that are accessible to persons with disabilities and provide information in Accessible Formats upon request.</p> <p><b>S.12(1) Accessible Formats and Communication Supports</b> GCC upon request will arrange to provide Accessible Formats and communication supports</p>	<ul style="list-style-type: none"> <li>• Contact information including e-mail and a phone number is posted on the external and internal accessibility webpages.</li> <li>• Communications responds to all feedback, including triaging and escalating issues to Human Resources as required.</li> <li>• External Interpretation and Translation services provide resources to convey feedback services including plain language guidance</li> </ul>	<b>Communications, Information Technology</b>	Ongoing



<p>for persons with disabilities.</p> <p><b>S. 13(1) Emergency Procedure, Plans or Public Safety Information</b> GCC is committed to providing emergency procedures, plans or public safety information available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<ul style="list-style-type: none"><li>• Standardize PDF documents to ensure that posted documents adhere to accessibility guidelines</li><li>• Printed Material to incorporate the CNIB Clear Print Guidelines where possible</li><li>• Information is available online, posted across GCC in highly conspicuous areas and available in accessible format upon request</li></ul>		
<p><b>S.14(1) Accessible Websites and Web Content</b> GCC is required to meet the criteria for accessibility.</p>	<ul style="list-style-type: none"><li>• The requirement for the websites and web content to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, have been applied to the intranet and extranet in accordance with the AODA where practicable.</li></ul>	<b>Communications, Information Technology</b>	Ongoing
<p><b>S.20 - 32 Employment</b> GCC is committed to providing equal opportunity within a safe and respectful environment for persons with disabilities. The Employment Standard sets out accessibility requirements to ensure that all phases of the employment cycle including; recruitment, the selection process, notice to successful applicants, informing employees of supports, accessible communication supports</p>	<ul style="list-style-type: none"><li>• Finalize accommodation policy</li><li>• Review and update employment related policies including individualized emergency plans for people with disabilities for when in office. Note: Most employees work remotely.</li><li>• Interpret any information related to the reported experience of people with disabilities gathered from employee surveys, employee complaints,</li></ul>	<b>Human Resources, Legal</b>	Ongoing



for employees, individualized workplace emergency response information, individual accommodation plans, return to work process, performance management, career development and career advancement are followed to support persons with disabilities.	grievances, and exit interviews, where and when possible.		
<b>S.80.46 Customer Service Standards</b> In addition to the requirements in section 3 (Policy), GCC will develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.	<ul style="list-style-type: none"><li>• GCC's policies are consistent with the following principles listed in the AODA.</li><li>• GCC will prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person.</li><li>• GCC will notify persons to whom it provides goods, services or facilities that the documents are available on request.</li><li>• The notice will be posted at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website.</li></ul>	<b>Human Resources, Legal</b>	Ongoing