

**1 Intent**

This 2020 to 2024 accessibility plan outlines the policies and actions that Ross Video 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](#).

**2 Statement of Commitment**

Ross Video 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.

Ross Video’s Multi-Year Accessibility Plan will be reviewed and updated by the company at least once every five (5) years, and as required.

**3 Section One: Past Achievements to Remove and Prevent Barriers**

Ross Video has worked diligently over the past five years to include accessibility in our growth plans in Ontario. We have ensured that all new buildings or leases have accessible entrances and accessible workspaces. We have ensured that all employees and managers have been trained in AODA best practices.

This document includes a summary of the accessibility initiatives Ross Video has completed.

**3.1 Customer Service**

- Ross Video has remained in compliance with the Customer Service Standard and our internal Accessible Customer Service Policy.
- We have received no customer feedback between 2014 and 2020. Therefore, we have not had to use our procedure on how we will handle a complaint.
- We list how to contact the company on our website.

**3.2 Information and Communications**

Met our goal of having our website conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A prior to 2021 deadline. We are currently implementing further tools with the goal of conforming to WCAG 2.0 Level AA by the second quarter of 2022.

Since we have had no customer or employee requests, we have not needed to provide information in alternate accessible formats. We continue to train our Reception team and Managers on the process to request alternate formats in accordance with our Accessibility Policy.

Contents

1 Intent..... 1

2 Statement of Commitment..... 1

3 Section One: Past Achievements to Remove and Prevent Barriers..... 1

    3.1 Customer Service..... 1

    3.2 Information and Communications..... 1

    3.3 Employment..... 2

    3.4 Procurement..... 2

4 Section Two: Strategies and Actions..... 2

5 Closely Related Procedures ..... 3

6 Revision History..... 3

### 3.3 Employment

#### 3.3.1 Recruitment

- Ross Video states on our Careers page that accommodations are available for applicants with disabilities;
- Upon request we provide accommodations during the recruitment process in consultation with the applicant and arrange for suitable accommodation
- Notify the successful applicant, when making offers of employment, of its policies for accommodating associates with disabilities.

#### 3.3.2 Informing New Employees of Supports

- We inform new employees of Ross Video's policies to support employees with disabilities and keep them up to date on changes to these policies.
- Mandatory AODA training is required as part of New Hire Orientation program.
- Upon request from an employee with a disability, and further to consultation with the employee, we provide for suitable accessible formats and communication supports for information needed by the employee to perform their job, and information that is generally available to employees.

#### 3.3.3 Documented Individual Accommodation Plans / Return to Work Process

- Ross Video is still in the process of developing a written process for the development of individual accommodation plans. We currently do this on an ad hoc request basis.
- Ross Video accommodates accessibility requirements in return-to-work plans when an employee is returning from a short-term or long-term disability leave.

### 3.4 Procurement

- In 2019, Ross Video renovated most of our employee workspaces. As part of that process we ensured that all spaces were accessible with common areas, individual workspaces, and flooring considerations.
- Ross Video supports the purchase of assistive devices required by employees (with medical authorization).

## 4 Section Two: Strategies and Actions

Ross Video will be starting a major building expansion of our factory in 2021. We have plans to ensure there is an elevator installed. We currently have a freight elevator that is used by employees requiring accommodation. We will also be working with our builder to ensure we have followed our Accessibility Policy in the design of the new space.

#### **For More Information**

For more information on this accessibility plan, please contact Director, HR Operations at 613-652-4886 or [solutions@rossvideo.com](mailto:solutions@rossvideo.com).

Website: [www.rossvideo.com](http://www.rossvideo.com).

## 5 Closely Related Procedures

[POL-HR-HS-001-Health and Safety Policy](#)

[POL-HR-COM-001-Accessible Customer Service Policy](#)

## 6 Revision History

Version	Date	Author	Approval	Sections Modified	Details of Revision
1	Dec 20, 2019	Ryan Gilligan	Hannah Barkley	All	Draft Plan
2	June 8, 2021	Chris Stone	Hannah Barkley	3.2	WCAG 2.0 AA