
ACCESSIBILITY PLAN AND POLICIES

STATEMENT OF COMMITMENT

ROSSCLAIR Contractors Inc is committed to providing equal access and participation for people with disabilities. We commit to treating those with disabilities in a way that allows them to maintain dignity and their independence. We are committed to removing and preventing any barriers to accessibility and meeting our accessibility requirement under the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario's accessibility laws.

TRAINING

ROSSCLAIR is committed to training all employees, volunteers and all other staff members on Ontario's disability laws and Human Right code as they pertain to persons with disabilities and as it relates to their specific roles.

ROSSCLAIR will also:

- Provide ongoing training to all employees, volunteers and other staff members by means of online, in-person and self-directed materials.
- Develop a training plan to ensure that all staff receive ongoing training as well as ensure our policies and training materials are made part of our orientation package.

INFORMATION AND COMMUNICATIONS

ROSSCLAIR will take a person's disability in account when communicating with them. We will provide information about ROSSCLAIR and its service, including health and safety information, in accessible formats or with communication support.

ROSSCLAIR will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request.

- Encourage feedback about our accessibility, including customer service, website, and employment practices.

ROSSCLAIR

CONTRACTORS & CONSTRUCTION MANAGERS

SINCE 1975

- Feedback can be submitted using an online 'Contact Us' form, which is available at: <https://rossclair.ca/contact-us/>. Feedback may also be made in writing, by telephone, fax, or email to:

ROSSCLAIR Contractors
59 Comstock Road, Suite 1
Toronto, ON M1L 2G6
Tel: 416-285-0190
Fax: 416-285-0192
Email: info@rossclair.ca

- A delegate will review the customer feedback, investigate the situation, try to resolve it and provide a response within 2 business days of receiving the information.

ROSSCLAIR has taken steps to make our website and content conform with WCAG 2.0, Level AA. We will continue to review website accessibility with external organizations to maintain the required levels of accessibility for users with disabilities.

EMPLOYMENT

ROSSCLAIR will make known to its employees, potential new hires and the public that accommodations can be made during the recruitment and hiring process.

- List on our website that accommodations can be made available to those that request it.
- Advise on all job postings and recruitment efforts that accommodations are available upon request
- Review and monitor whether hiring managers tell prospective employees that accommodations are available throughout the interview process.

All staff will be notified that supports are available for those with disabilities and we will put in place processes to develop individual accommodations plans for employees.

ROSSCLAIR

CONTRACTORS & CONSTRUCTION MANAGERS

SINCE 1975

ROSSCLAIR will:

- Work to identify those staff that require an individual accommodation plan and involve them in the development of said plan which outlines the accommodations we will provide.
- Provide plans in accessible formats.
- Keep all individual accommodation plan information private

If ROSSCLAIR is implementing performance management, career development and redeployment processes, we will take the following steps to ensure the accessibility needs of employees with disabilities needs are considered.

- Performance plans can be provided in large print or can be read aloud to an employee with low vision
- Review an employee's accommodation plan to understand the needs and determine whether it needs adjusting to improve his or her performance on the job.
- Adjust the accommodation plan, with the employee's participation, to meet any new role or responsibilities in the event of a promotion or re-employment.
- Return-to-work policies for employees has been adjust to include those that have been absent due to a disability.

ACCESSIBLE EMERGENCY INFORMATION

- If needed, customized emergency information will be provided to help an employee with a disability during an emergency.
- Customers and clients can also be provided with emergency information in an accessible format upon request

CHANGES TO EXISTING POLICIES

ROSSCLAIR is committed to removing or modifying any existing policy that does not promote the dignity and independence of people with disabilities.