

## FP CANADA MULTI-YEAR ACCESSIBILITY PLAN

FP Canada is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

This 2021-2026 accessibility plan outlines the AODA policies and corresponding action plans that FP Canada will put in place to improve opportunities for people with disabilities.

Accessible formats or communication supports are available upon request.

AODA Compliance Report (June 30, 2021)	ACT Section and Description	Brief Description of ACT request	Actions	Status	Responsibility
<b>1. Does your organization have written accessibility policies and a statement of commitment?</b>	<u><a href="#">O. Reg. 191/11: s.3 INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a></u>	Organizations must: <ul style="list-style-type: none"> <li>develop, implement, and maintain an AODA policy, including a statement of commitment;</li> <li>make it available to the public; and</li> <li>provide in an accessible format.</li> </ul>	<ul style="list-style-type: none"> <li>Establish accessibility policy and statement of commitment.</li> <li>Post on website.</li> <li>Provide in accessible format upon request.</li> <li>Review at least every three years.</li> </ul>	<ul style="list-style-type: none"> <li>Compliant. Last reviewed – June 2021</li> </ul>	Human Resources
<b>2. Has your organization established,</b>	<u><a href="#">O. Reg. 191/11: s4: INTEGRATED</a></u>	Organizations must:	<ul style="list-style-type: none"> <li>Establish, implement, maintain, and document a multi-year accessibility plan.</li> </ul>	<ul style="list-style-type: none"> <li>Compliant. Last reviewed – June 2021</li> </ul>	Human Resources

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implemented, and maintained a multi-year accessibility plan and posted it on your organization’s website?	<a href="#">ACCESSIBILITY STANDARDS (ontario.ca)</a>	<ul style="list-style-type: none"> <li>▪ establish, implement, and maintain a multi-year accessibility plan;</li> <li>▪ make it available to the public;</li> <li>▪ provide in an accessible format upon request; and</li> <li>▪ review and update at least once every five years.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Post on website.</li> <li>▪ Provide in accessible format upon request.</li> <li>▪ Review at least every five years.</li> </ul>		
3. Does your organization provide appropriate training on the AODA Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to people with disabilities?	<a href="#">O. Reg. 191/11: s.7(2) INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	<p>Organizations must</p> <ul style="list-style-type: none"> <li>▪ provide training (as soon as practicable and appropriate to the duties of the role) to employees, volunteers, individuals who participate in developing policies and all other individuals who provide goods, services or facilities on behalf of the organization;</li> <li>▪ provide training in respect of any changes to the policies on an ongoing basis; and</li> <li>▪ maintain records of the training provided.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide AODA training to employees, volunteers and other individuals during onboarding and as required (includes online training module and Acknowledgement Form upon hire and annually thereafter).</li> <li>▪ Maintain records of completion.</li> </ul> <p><b>Action Plans</b></p> <ul style="list-style-type: none"> <li>▪ Develop tailored PD/training plans for employees who develop policies, develop websites/web content, or provide goods, services, or facilities – leverage SiteImprove Academy</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compliant and ongoing</li> </ul>	Human Resources and applicable departments for tailored training

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			courses and incorporate into 2021/22 personal objectives. <ul style="list-style-type: none"> <li>▪ Select a relevant speaker to educate staff, at least once a year.</li> </ul>		
<b>4. Other than the requirements cited in the above questions, is your organization complying with all other applicable requirements in effect under the General section of the Integrated Accessibility Standards Regulation?</b>	O. Reg. 191/11: <a href="https://www.ontario.ca/integrated-accessibility-standards">INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	No further requirements applicable to FP Canada	<ul style="list-style-type: none"> <li>▪ No further requirements applicable to FP Canada</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compliant</li> </ul>	Human Resources
<b>5. Is your organization complying with all applicable requirements under the Customer Service Standards?</b>	O. Reg. 191/11: <a href="https://www.ontario.ca/integrated-accessibility-standards">INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	Organizations must <ul style="list-style-type: none"> <li>▪ develop, implement, and maintain policies governing provision of goods, services, or facilities, consistent with the four principles outlined in Act;</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensure publicly available accessibility policy (on website) meets the Customer Service Standards outlined in the Act.</li> </ul> <b>Action Plans</b> <ul style="list-style-type: none"> <li>▪ Develop and formalize internal procedure document</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compliant. Last reviewed - June 2021</li> </ul>	Human Resources

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		<ul style="list-style-type: none"> <li>▪ post on the public website; and</li> <li>▪ provide in an accessible format upon request.</li> </ul> <p>Organizations must comply with the customer service standards related to:</p> <ul style="list-style-type: none"> <li>▪ assistive devices;</li> <li>▪ use of service animals and support persons;</li> <li>▪ notice of temporary disruptions;</li> <li>▪ training for employees;</li> <li>▪ feedback processes; and</li> <li>▪ format of documents.</li> </ul>	<p>to outline accommodation-related accountabilities and processes and review at least every three years.</p> <ul style="list-style-type: none"> <li>▪ Develop tailored PD/training plans for employees who provide goods, services, or facilities – leverage SiteImprove Academy courses and incorporate into 2021/22 personal objectives.</li> </ul>		
<p><b>6. Does your organization ensure that its feedback processes are accessible to people with disabilities by providing or arranging accessible formats or communication supports, upon request, and do you notify</b></p>	<p><u><a href="#">O. Reg. 191/11:11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a></u></p>	<p>Organizations must:</p> <ul style="list-style-type: none"> <li>▪ ensure that feedback processes are in place;</li> <li>▪ post on the public website; and</li> <li>▪ provide in an accessible format or with communication supports upon request.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensure publicly available accessibility policy (on website) includes feedback processes and indicates that FP Canada will provide or arrange for accessible formats or communication supports upon request.</li> </ul>	<p>Compliant</p>	<p>Human Resources</p>

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the public of this accessible feedback policy? *					
7. Does your organization have a process to provide accessible formats and communication support to people with disabilities in a timely manner and at no extra cost? *	<a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	Organizations must upon request provide or arrange for the provision of accessible formats and communication supports: <ul style="list-style-type: none"> <li>▪ that take into account the person’s needs;</li> <li>▪ in a timely manner; and</li> <li>▪ at no extra cost.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensure publicly available accessibility policy (on website) indicates this requirement.</li> </ul> <b>Action Plans</b> <ul style="list-style-type: none"> <li>▪ Update online applications to notify users that accessible formats or communication supports are available upon request.</li> </ul>	Compliant	Human Resources and applicable departments who provide goods, services, or facilities.
8. Does your organization make its emergency procedures, plans or safety information available to the public?	<a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	Organizations must: <ul style="list-style-type: none"> <li>▪ if applicable, prepare emergency procedures, plans or safety information; and</li> <li>▪ make it available to the public.</li> </ul>	<ul style="list-style-type: none"> <li>▪ If applicable, ensure emergency procedures and plans are posted on the public website</li> </ul>	Compliant	Human Resources and Marketing/Comms
8.a. Does your organization provide its publicly available emergency procedures,	<a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY</a>	Organizations must: <ul style="list-style-type: none"> <li>▪ if applicable, provide publicly available emergency procedures,</li> </ul>	<ul style="list-style-type: none"> <li>▪ If applicable, emergency procedures and plans will be made available in an accessible format or with</li> </ul>	Compliant	Human Resources and Marketing/Comms

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plans or safety information in accessible formats to people with disabilities upon request?	<a href="#">STANDARDS (ontario.ca)</a>	plans or safety information in an accessible format or with communication supports as soon as practicable, upon request.	communication supports as soon as practicable, upon request.		
9. Other than the requirements cited in the above questions, is your organization complying with all other applicable requirements in effect under the Information and Communications Standards? *	<a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	Organizations must: <ul style="list-style-type: none"> <li>Make internet websites and web content conform with Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA by June 30, 2021</li> </ul>	<ul style="list-style-type: none"> <li>Ensure publicly available accessibility policy (on website) indicates this requirement.</li> <li>Ensure websites and web content meet AODA requirements (currently WCAG 2.0 Level AA by June 30, 2021)</li> </ul> <p><b>Action Plans</b></p> <ul style="list-style-type: none"> <li>Fill vacancy for Digital Assets Specialist.</li> <li>Engage external firm to provide guidance to meet current and future requirements.</li> <li>Implement requirements to conform with WCAG 2.0 Level AA.</li> <li>Develop tailored PD/training plans for employees who develop websites or web</li> </ul>	<p>Note: FP Canada only recently crossed the threshold from a small organization (1-49 employees) to a large organization (50+ employees) according to the AODA.</p> <p>Currently not compliant, however FP has taken several steps to become compliant by June 30, 2022, including:</p> <ul style="list-style-type: none"> <li>hiring a digital assets specialist;</li> <li>engaging an external firm to</li> </ul>	Marketing/Comms and IT

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			content - leverage SiteImprove Academy courses and incorporate into 2021/22 personal objectives.	support FP Canada in achieving compliance; and ▪ developing a detailed work plan.	
<p><b>10. Does your organization prepare individualized workplace emergency response information for employees with disabilities? *</b></p>	<p><u><a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a></u></p>	<p>Organizations must:</p> <ul style="list-style-type: none"> <li>▪ prepare individualized workplace emergency response information for employees with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensure publicly available accessibility policy (on website) indicates this requirement.</li> <li>▪ Discuss with new employees and volunteers during onboarding.</li> </ul> <p><b>Action Plans</b></p> <ul style="list-style-type: none"> <li>▪ Review staff and volunteer onboarding processes, forms, and checklists at least once every three years, and update as required.</li> </ul>	Compliant	Human Resources
<p><b>11. Does your organization develop and have in place a written process for the</b></p>	<p><u><a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a></u></p>	<p>Organizations must:</p> <ul style="list-style-type: none"> <li>▪ Have a written process in place to develop individual accommodation plans</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensure a written process to develop documented IAPs for employees with disabilities is in place (included in publicly</li> </ul>	Compliant	Human Resources

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<p>development of documented individual accommodation plans for employees with disabilities? *</p>		<p>(IAP) for employees with disabilities.</p>	<p>available accessibility policy on website).</p> <ul style="list-style-type: none"> <li>▪ Discuss requirements with new employees and volunteers during onboarding.</li> <li>▪ Ensure IAP processes are in place for employees who have been absent from work due to a disability ((through external benefits provider for cases of short-term disability or long-term disability).</li> </ul> <p><b>Action Plans</b></p> <ul style="list-style-type: none"> <li>▪ Review staff and volunteer onboarding processes, forms, and checklists at least once every three years, and update as required.</li> <li>▪ Review FP Canada IAP template at least once every three years and update as required.</li> <li>▪ Review IAP processes coordinated by external benefits provider, at least once every three years.</li> </ul>		



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<p><b>12. Other than the requirements cited in the above questions, is your organization complying with all other applicable requirements in effect under the Employment Standards?</b></p>	<p><u><a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a></u></p>	<p>Organizations must:</p> <ul style="list-style-type: none"> <li>▪ notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</li> <li>▪ notify job applicants that accommodations are available upon request and consult with the applicant to provide suitable accommodation.</li> <li>▪ notify successful applicants and employees of accommodation policies, as soon as practicable and upon any changes in policies and consult with the application/employee to provide information in an accessible format or with communication supports as soon as practicable, upon request.</li> <li>▪ ensure performance management, career</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensure publicly available accessibility policy on website addresses all applicable requirements.</li> <li>▪ Ensure job postings and recruitment/onboarding/annual policy acknowledgement processes include notification about accommodation policies.</li> <li>▪ Ensure performance management, career development and redeployment processes take into account accessibility needs of employees.</li> </ul> <p><b>Action Plans</b></p> <ul style="list-style-type: none"> <li>▪ Review job posting and employment offer templates at least once every three years and update as required.</li> <li>▪ Review staff and volunteer onboarding processes, forms, and checklists at least once every three years, and update as required.</li> </ul>	<p>Compliant</p>	<p>Human Resources</p>

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		development and redeployment processes take into account the accessibility needs of all employees			
13. Since your organization submitted its most recent accessibility compliance report, has your organization constructed new or redeveloped existing exterior paths of travel that it intends to maintain? *	<a href="http://ontario.ca">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	▪ Not applicable to FP Canada	▪ Not applicable to FP Canada	Not applicable to FP Canada	Not applicable to FP Canada
13.a. Where applicable, do your newly constructed or redeveloped exterior paths of travel meet the technical and general requirements outlined in the Design of Public Spaces Standards? *	<a href="http://ontario.ca">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	▪ Not applicable to FP Canada	▪ Not applicable to FP Canada	Not applicable to FP Canada	Not applicable to FP Canada

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<p><b>14. Since your organization submitted its most recent accessibility compliance report, has your organization constructed new or redeveloped existing outdoor public use eating areas? *</b></p>	<p><u><a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a></u></p>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	<p>Not applicable to FP Canada</p>	<p>Not applicable to FP Canada</p>
<p><b>14.a. Where applicable, do your newly constructed or redeveloped outdoor public use eating areas meet the general requirements outlined in the Design of Public Spaces Standards? *</b></p>	<p><u><a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a></u></p>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	<p>Not applicable to FP Canada</p>	<p>Not applicable to FP Canada</p>
<p><b>15. Since your organization submitted its most recent accessibility compliance report, has your organization</b></p>	<p><u><a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a></u></p>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	<p>Not applicable to FP Canada</p>	<p>Not applicable to FP Canada</p>

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constructed new or redeveloped existing outdoor play spaces? *					
15.a. Where applicable, do your newly constructed or redeveloped outdoor play spaces meet the accessibility in design and consultation requirements outlined in the Design of Public Spaces Standards? *	<a href="http://ontario.ca">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	▪ Not applicable to FP Canada	▪ Not applicable to FP Canada	Not applicable to FP Canada	Not applicable to FP Canada
16. Since your organization submitted its most recent accessibility compliance report, has your organization constructed new or redeveloped existing off-street parking? *	<a href="http://ontario.ca">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	▪ Not applicable to FP Canada	▪ Not applicable to FP Canada	Not applicable to FP Canada	Not applicable to FP Canada
16.a. Where applicable, does your newly constructed or	<a href="http://ontario.ca">O. Reg. 191/11: INTEGRATED ACCESSIBILITY</a>	▪ Not applicable to FP Canada	▪ Not applicable to FP Canada	Not applicable to FP Canada	Not applicable to FP Canada

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redeveloped off-street parking meet the requirements outlined in the Design of Public Spaces Standards? *	<a href="#">STANDARDS (ontario.ca)</a>				
17. Since your organization submitted its most recent accessibility compliance report, has your organization constructed new service counters, (which includes replacing existing service counters)? *	<a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	Not applicable to FP Canada	Not applicable to FP Canada
17.a. Where applicable, do your newly constructed service counters meet the requirements outlined in the Design of Public Spaces Standards? *	<a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	Not applicable to FP Canada	Not applicable to FP Canada
18. Since your organization submitted	<a href="#">O. Reg. 191/11: INTEGRATED</a>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	Not applicable to FP Canada	Not applicable to FP Canada

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its most recent accessibility compliance report, has your organization constructed new fixed queuing guides? *	<a href="#">ACCESSIBILITY STANDARDS (ontario.ca)</a>				
18.a. Where applicable, do your newly constructed fixed queuing guides meet the requirements outlined in the Design of Public Spaces Standards? *	<a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	▪ Not applicable to FP Canada	▪ Not applicable to FP Canada	Not applicable to FP Canada	Not applicable to FP Canada
19. Since your organization submitted its most recent accessibility compliance report, has your organization constructed new or redeveloped existing waiting areas? *	<a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	▪ Not applicable to FP Canada	▪ Not applicable to FP Canada	Not applicable to FP Canada	Not applicable to FP Canada
19.a. Where applicable, do your newly constructed waiting	<a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY</a>	▪ Not applicable to FP Canada	▪ Not applicable to FP Canada	Not applicable to FP Canada	Not applicable to FP Canada

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areas meet the requirements outlined in the Design of Public Spaces Standards? *	<a href="#">STANDARDS (ontario.ca)</a>				
20. Other than the requirements cited in the above questions, is your organization complying with all other applicable requirements in effect under the Design of Public Spaces Standards? *	<a href="#">O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS (ontario.ca)</a>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	<ul style="list-style-type: none"> <li>▪ Not applicable to FP Canada</li> </ul>	Not applicable to FP Canada	Not applicable to FP Canada