



## **Multi-Year Accessibility Plan**

This 2021 – 2025 plan outlines the policies and actions that Fern Resort will put in place to improve opportunities for people with disabilities.

Fern Resort is committed to treating people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **Accessible Emergency Information**

Fern Resort is committed to providing customers with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### **Emergency Evacuation Procedures for People with Disabilities**

- 1) Compile a list of people with disabilities who are employees or guests of Fern. This should include people with asthma etc. since smoke from a fire can cause them to be disabled.
- 2) Ensure the office and night office staff know who the guests are with disabilities so that if there is an emergency they can go and assist them immediately.
- 3) Interview each person to see what plan best works for them.
- 4) Practice the evacuation procedure and keep the plan up to date.

### **Training**

Fern Resort provides and will continue to provide training to employees and other staff members on the Accessibility Laws and Human Rights Code as it relates to people with disabilities. Training is provided to new employees and each year to existing employees.

### **Information and Communications**

Fern Resort is committed to continuing to communicate the needs to people with disabilities. We will continue to consult with our disabled staff and guests to ensure the proper communication needs are being met.

The feedback processes are listed on our website and people with disabilities can request this information at anytime. This process is listed on our website in full detail.

All publicly available information is available in accessible formats and communications supports are also available upon request.

The requirement for content posted on the website to conform with WCAG2.0, level AA is still under way. Due to the many challenges that COVID presented, the development for the website has not all been completed. Where other companies were enhancing their web presence for online commerce during the pandemic, our full-service destination required much more face-to-face and in person service and less focus on our online presence. As our web presence also needs an overhaul we have retained Raesgo Creative to review and enhance our web presence including ensuring full AODA compliance. This is scheduled to be completed by September 15, 2023.

### **Barriers Fern Resort has identified**

Fern Resort has identified building entrance doorways as a major barrier. We installed an actuator (automatic door opener) to our Fireside accommodation building and we will be working on adding actuators to the Main Inn as well as our Conference Center, by January 1, 2024. The sidewalks have also been identified as a barrier and we have begun the process of trying to get them to be as even as possible when they start to heave etc. This is an ongoing process, which due to winter weather will always be on the forefront of our accessibility barriers. These will be ongoing and completed by January 1, 2025.

### **Employment**

Fern Resort is committed to fair and accessible employment practices. We will take steps to ensure that our application process suits all potential employees and that the interview process is open to developing individual accommodation plans. Our Return to Work policies already incorporate accommodation due to injury and we will continue to ensure the plan is followed. Steps will also be taken to ensure that performance reviews, career development and advancement processes include all employees and their needs.

Fern Resort will also take steps to ensure that when a job is not accessible to that potential employee we will do our best to ensure that they will have everything they need to do their job to the best of their ability.

## **Design of Public Spaces**

When re-designing or building any new public spaces Fern Resort will meet the accessibility Standards for the design of Public Spaces which will include:

- Recreational trails/beach access routes
- Outdoor play spaces
- Outdoor paths of travel like sidewalks, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible street parking
- Service-related elements like counters, queuing lines, and waiting areas.

Fern Resort has an area allotted on the website to ensure that any service disruptions are communicated to the public and what alternatives are available.

For More Information please Contact Scott Collens at:

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If an accessible format of this document is needed please contact the person named above and we will get the information in the format that is needed.