

MULTI-YEAR ACCESSIBILITY PLAN

2026–2030

1. Our Commitment to Accessibility

Fern Resort is committed to treating all people in a manner that allows them to maintain their dignity and independence.

We believe in integration and equal opportunity and are committed to meeting the accessibility needs of people with disabilities in a timely manner. We will work to prevent and remove barriers to accessibility and to meet our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and applicable accessibility standards.

Accessibility is an ongoing commitment. We will continue to identify, prevent and remove barriers in our workplace, facilities, communications, services and public spaces.

2. Purpose of This Plan

This Multi-Year Accessibility Plan outlines the actions and commitments that Fern Resort will undertake from 2026 through 2030 to identify, prevent and remove barriers for people with disabilities.

The plan builds on the Company's previous 2021–2025 Multi-Year Accessibility Plan and identifies areas for continued improvement.

The Company will review this plan regularly and update it at least once every five years, or sooner where circumstances or legislative requirements warrant an update.

The plan will be made available to the public through the Company's website and will be provided in an accessible format upon request.

3. Responsibility and Accountability

Scott Collens, with support from management and Human Resources, will oversee the implementation and ongoing review of this Multi-Year Accessibility Plan.

Department managers and supervisors are responsible for implementing accessibility requirements applicable to their areas of responsibility.

All employees are expected to support the Company's commitment to accessibility and to follow applicable accessibility policies and procedures.

The Company will monitor progress on the commitments contained in this plan and will identify outstanding or emerging accessibility barriers as part of its ongoing review.

4. Training

Fern Resort will continue to provide accessibility training to employees and other individuals who provide goods, services or facilities on the Company's behalf, as applicable.

Training will address:

- the purposes of the AODA and applicable accessibility standards;
- the Ontario Human Rights Code as it relates to people with disabilities; accessible customer service;
- how to interact and communicate with people with different types of disabilities;
- how to interact with people who use assistive devices, service animals or support persons;
- the accessibility requirements relevant to an employee's duties;
- the Company's accessibility policies and procedures; and
- any changes to accessibility policies and requirements.

Training will be provided to new employees as soon as practicable after they begin their applicable duties and when changes are made to relevant accessibility policies.

The Company will maintain appropriate records of accessibility training, including dates and the number of individuals trained.

5. Customer Service

Fern Resort is committed to providing accessible goods, services and facilities to customers and guests with disabilities.

The Company will:

- provide services in a manner that respects the dignity and independence of people with disabilities;
- communicate with people with disabilities in a manner that takes their disability into account;
- permit the use of assistive devices where appropriate;
- welcome service animals in accordance with applicable requirements;
- welcome support persons in accordance with applicable requirements;
- provide notice of temporary disruptions to accessible services or facilities;
- provide accessible formats and communication supports upon request, where required; and
- maintain an accessible process for receiving and responding to feedback.

Employees who interact with guests will be trained on accessible customer service requirements.

6. Information and Communications

Fern Resort is committed to providing information and communications in accessible formats and with appropriate communication supports when requested.

The Company will:

- provide publicly available information in an accessible format upon request;
- consult with the person making the request to determine an appropriate accessible format or communication support;
- consider accessibility when developing new communications materials;
- work toward improving the accessibility of digital content;
- ensure that accessibility considerations are incorporated into website development and updates; and
- make information about the Company's accessibility feedback process readily available.

The Company will continue to review its website and digital communications to identify and address accessibility barriers.

The Company will ensure its public website content will be maintained in accordance with the applicable WCAG 2.0 Level AA requirements.

7. Employment

Fern Resort is committed to fair and accessible employment practices throughout the employee lifecycle.

The Company will continue to:

Recruitment

- notify applicants that accommodations are available during the recruitment process;
- provide accessible formats and communication supports where requested;
- consider accessibility when developing job postings and recruitment materials; and
- ensure that applicants are assessed based on their qualifications and ability to perform the essential requirements of the position, with accommodation provided where required.

Employment Supports

Fern Resort will inform employees of available accessibility supports and will work with employees who require accommodation.

Where an employee identifies a disability-related need, the Company will work with the employee to identify appropriate accommodation, subject to applicable legislation.

Workplace Emergency Response

Where an employee's disability creates a need for individualized workplace emergency response information, the Company will work with the employee to develop an appropriate individualized plan.

The plan will be developed with the employee and will only include information necessary to assist with the employee's safe response to an emergency.

The employee's consent will be obtained before sharing individualized emergency information with people who need it to provide assistance.

The Company will review individualized emergency response information when:

- the employee changes work location;
- the employee's accommodation needs change;
- the Company's emergency procedures change; or
- the plan otherwise requires updating.

Return to Work

Fern Resort will continue to maintain a return-to-work process for employees who have been absent from work due to disability.

The return-to-work process will include appropriate accommodation and consideration of the employee's individual circumstances.

Performance Management and Career Development

Fern Resort will consider accessibility and accommodation needs when conducting performance management, career development, or advancement.

8. Emergency Information

Fern Resort is committed to providing publicly available emergency information in an accessible format or with appropriate communication supports upon request.

The Company will also provide individualized workplace emergency response information to employees with disabilities where necessary.

Emergency procedures will be reviewed periodically to identify potential barriers and opportunities to improve accessibility.

9. Physical Accessibility and Removal of Barriers

Fern Resort operates facilities that include guest and employee accommodation, public areas, conference facilities, self-service kiosk, outdoor areas and other spaces used by employees, and guests.

The Company recognizes that physical accessibility is an ongoing process.

The Company will continue to identify and address barriers relating to:

- building entrances and doorways;
- automatic door operators;
- accessible routes between buildings;
- sidewalks and uneven surfaces;
- parking areas;
- washrooms;
- guest and employee accommodation;
- conference and meeting spaces;
- procuring, or acquiring self-service kiosks
- recreational areas;
- beach and water access;
- outdoor pathways;
- other areas identified through accessibility feedback or facility inspections.

Where accessibility barriers are identified, the Company will assess the barrier and determine appropriate corrective action based on the nature of the barrier, applicable requirements, available solutions and operational circumstances.

10. Accessible Design of Public Spaces

When constructing or redeveloping applicable public spaces, the Company will consider the applicable accessibility requirements under the AODA and Ontario's accessibility standards.

This may include, as applicable:

- recreational trails and beach access routes;
- outdoor paths of travel;
- sidewalks;
- stairs and ramps;

- curb ramps;
- accessible parking;
- service counters;
- outdoor recreational areas; and
- other applicable public spaces.

The Company will incorporate accessibility considerations into planning and design at the earliest practical stage.

11. Maintenance of Accessible Elements

Accessibility does not end when an accessible feature is installed.

Fern Resort will establish and maintain procedures for the preventative and emergency maintenance of accessible elements in public spaces.

This includes, as applicable:

- automatic door operators;
- ramps and accessible routes;
- sidewalks and pathways;
- accessible parking areas;
- accessible washrooms;
- signage;
- beach or recreational access routes; and
- other accessibility-related features.

The Company will also respond to temporary disruptions affecting accessible elements and will provide appropriate notice and alternatives where required.

12. Accessibility and Service Disruptions

Fern Resort recognizes that temporary disruptions may occasionally affect an accessible service, facility or route.

Where an accessibility feature or service is temporarily unavailable, the Company will make reasonable efforts to:

1. identify the disruption;
2. determine the reason for the disruption;
3. determine the expected duration;
4. identify available alternatives; and

5. communicate the information to affected customers, guests and employees in a timely manner.

Information regarding significant accessibility-related service disruptions may be communicated through appropriate methods, including on-site notices, the Company's website or other reasonable means.

13. Accessibility Feedback

Fern Resort welcomes feedback from employees, and guests regarding accessibility.

Feedback may be provided through:

Scott Collens, General Manager

705-325-2256

scottac@fernresort.com

Feedback may also be provided in person or through another communication method requested by the individual.

The Company will make reasonable efforts to ensure that the feedback process is accessible.

Feedback will be reviewed by the appropriate member of management and may be used to identify barriers, improve services and inform future accessibility planning.

Individuals who provide feedback will be contacted where a response is requested and where contact information has been provided.

14. Accessibility Action Plan 2026–2030

The following priorities will guide Fern Resort’s accessibility work during the 2026–2030 planning period.

Accessibility Area	Commitment	Responsibility	Timing
Training	Provide required accessibility training to new employees and applicable staff	Human Resources / Management	Ongoing
Policies	Review accessibility policies and procedures and update as required	Human Resources / Management	Annual review
Recruitment	Review recruitment and interview processes for accessibility	Human Resources	Annual review
Workplace Accommodation	Continue to provide accommodation and individualized support as required	Human Resources / Management	Ongoing
Emergency Response	Review individualized emergency response plans when required	Human Resources / Management	Ongoing
Website	Review website accessibility and address identified barriers	Management / Marketing / Website Provider	Ongoing
Communications	Provide accessible formats and communication supports upon request	All Departments	Ongoing
Building Access	Inspect entrances, doors and accessible routes	Facilities / Management	Annual and as needed
Sidewalks & Pathways	Monitor and address uneven or deteriorated accessible routes	Facilities / Management	Seasonal / Ongoing
Parking	Review accessible parking areas and signage	Facilities / Management	Annual
Recreational Areas	Identify and address accessibility barriers affecting recreational and outdoor areas	Management / Facilities	Ongoing

Service Disruptions	Maintain procedures for communicating temporary accessibility disruptions	Management / Department Managers	Ongoing
Feedback	Review accessibility feedback and identify recurring barriers	Management / Human Resources	Ongoing
Plan Review	Review progress and update accessibility priorities	General Manager / Management	Annual
Multi-Year Plan	Review and update the plan	General Manager / Management	At min. every 5 years
Provincial Compliance Reporting	Complete, verify, and formally file the mandatory AODA Accessibility Compliance Report through the Ontario government portal	Management / Human Resources	Complete by December 31, 2026 (and every 3 years thereafter)

15. Monitoring and Review

Fern Resort will monitor progress against this plan on an ongoing basis.

Management will consider:

- completed accessibility initiatives;
- outstanding accessibility barriers;
- accessibility-related feedback;
- employee accommodation needs;
- guest accessibility concerns;
- changes to facilities or services;
- changes to applicable legislation or standards; and
- opportunities for further improvement.

Fern Resort will use this information to update priorities and identify new accessibility initiatives.

The Multi-Year Accessibility Plan will be formally reviewed and updated at least once every five years, and sooner where appropriate.

16. Public Availability

This Multi-Year Accessibility Plan will be made publicly available on the Company's website.

Upon request, Fern Resort will provide the plan in an accessible format.

Requests for an accessible format or communication support should be directed to:

Scott Collens, General Manager

Fern Resort

705-325-2256

scottac@fernresort.com

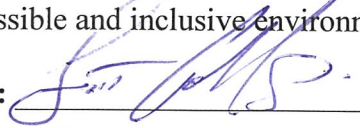
The Company will consult with the person requesting the document to determine a suitable accessible format or communication support.

17. Commitment to Continuous Improvement

Fern Resort recognizes that accessibility is an ongoing process.

Our goal is not simply to comply with accessibility legislation, but to continually identify and remove barriers that may prevent people with disabilities from fully participating as employees, guests, customers and members of the community.

Through ongoing training, consultation, facility improvements, accessible communication, accommodation and regular review of our practices, Fern Resort will continue working toward a more accessible and inclusive environment.

Signature: 

Position: *General Manager*

Date: *10/08/2026*

Plan Period: 2026–2030

Next Formal Review: 2030