



## **Multi-Year Accessibility Plan**

**January 1, 2021, to December 31, 2025**

## Accessibility at Futurpreneur

In 2005, the province of Ontario enacted the Accessibility for Ontarians with Disabilities Act. This sweeping legislation mandated accessibility standards in 5 areas: information and communication, customer service, employment, the built environment, and transportation. These standards which are being phased in are intended to ensure a fully accessible province by 2025. Since the enactment of the AODA in 2005, the five standards have been harmonized into two secondary laws, the Customer Service Standard in 2007 and the Integrated Accessibility Standards Regulation (IASR) in 2011.

Futurpreneur is committed to providing a barrier-free environment for all stakeholders, including entrepreneurs, mentors, partners, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations.

Futurpreneur understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, and/or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner. Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality.

## The AODA Multi-year Plan

In accordance with the Integrated Accessibility Standards Regulation (IASR), the Senior Leadership team of Futurpreneur presents the Futurpreneur AODA 2021-2025 Multi-Year Plan.

The 2021-2025 Multi-Year Plan focuses on the main theme: to provide a barrier-free environment for all stakeholders, including entrepreneurs, mentors, partners, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. This theme directly corresponds to the Futurpreneur mission and its core values of a Mission-driven, Collegial & Collaborative, Diverse & Inclusive, Accountable & Transparent culture.

The overarching goal of this plan is to ensure Futurpreneur remains barrier-free and continues to be a leader in accessibility in the Ontario non-for-profit sector and across Canada.

It includes accessibility standard requirements and identifies further refinement of accessibility goals and anticipation of emerging new requirements under the AODA.

## Futurpreneur's Commitment to an inclusive, accessible learning and working environment

Futurpreneur is committed to ensuring that all people are provided with a barrier-free environment that affords them independence and, where they are treated with dignity. Futurpreneur believes all people have the right to experience inclusion, diversity, and equal opportunity in all aspects of Futurpreneur's

journey. Futurpreneur is committed to meeting the needs of persons with disabilities in a timely manner and to being proactive in identifying and removing possible barriers to accessibility and stigma.

Feedback and questions are welcomed and can be directed by mail or in person to:

Email: [accessibility@futurpreneur.ca](mailto:accessibility@futurpreneur.ca)

Phone: 416-408-2923

Mail:

Attention: Talent & Culture Department

33 Yonge Street, Suite 1100

Toronto, Ontario, M5E 1G4

**Year 1,2,3 – (January 1, 2021 – December 31, 2023)**

Theme	Deliverables	Actions	Responsibility	Status
<p><b>Customer service</b></p>	<ul style="list-style-type: none"> <li>- Introduction of accessible service standards, including clear signage, closed captioning, compliant web pages, assistive listening devices, screen readers, and ergonomic furniture.</li> </ul>	<ul style="list-style-type: none"> <li>- Implement regular accessibility training for client-facing staff to ensure they can provide assistance effectively, as per the training section below.</li> </ul>	<ul style="list-style-type: none"> <li>-Talent &amp; Culture</li> <li>-Programs team</li> <li>-IT team</li> <li>-DEI Council (where relevant)</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>- All new employees trained on accessibility best practices, offering AODA training in their first week of onboarding.</li> </ul>	<ul style="list-style-type: none"> <li>- Offer alternative communication methods for individuals with disabilities, such as email or text messaging.</li> </ul>		Ongoing
	<ul style="list-style-type: none"> <li>- All customer feedback on accessibility barriers addressed and implement solutions if needed.</li> </ul>	<ul style="list-style-type: none"> <li>- Research the opportunity to provide different formats for our resources open to all YEs and public</li> </ul>		To implement
		<ul style="list-style-type: none"> <li>- Ensure that all Futurpreneur public webinars and events (in person or virtual) indicates a process for the public to communicate accessibility requirements or accommodations.</li> </ul>		To implement
		<ul style="list-style-type: none"> <li>- Conduct annual audits of service accessibility for clients.</li> </ul>		To implement
		<ul style="list-style-type: none"> <li>- Make all tools and resources accessible to all employees.</li> </ul>		Ongoing
		<ul style="list-style-type: none"> <li>- Develop and deliver ongoing accessibility training for new staff based on new regulations.</li> </ul>		Done in 2021 Accessibility email created Addressing feedback.
<p><b>Information and Communications</b></p>	<ul style="list-style-type: none"> <li>- Continuously improve accessibility of information and communication materials</li> </ul>	<ul style="list-style-type: none"> <li>- Conduct accessibility testing on the website and mobile app to identify and address any accessibility barriers.</li> </ul>	<ul style="list-style-type: none"> <li>-IT team</li> <li>- Marcomm Team</li> </ul>	Ongoing

	<ul style="list-style-type: none"> <li>- Ensure all documents (internal &amp; external) are accessible (e.g., use of clear language, large print, audio descriptions for video)</li> <li>- Develop and implement a strategy for accessible communication channels (e.g., website with screen reader compatibility)</li> </ul>	<ul style="list-style-type: none"> <li>- Provide training for content creators on accessible writing and design principles.</li> <li>- Conduct annual accessibility review of communication materials (website).</li> <li>- Develop and implement guidelines for accessible document creation.</li> <li>- Integrate accessibility in new technology solutions.</li> <li>- Ensure Futurpreneur' s website is conformed to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A, WCAG 2.0, Level AA and WCAG 2.1.</li> </ul>		<p>To implement</p> <p>Ongoing</p> <p>Done</p>
<b>Employment</b>	<ul style="list-style-type: none"> <li>- Sustain fair and accessible recruitment practices (e.g., using inclusive job postings, avoiding discriminatory language, using plain language).</li> <li>- All reasonable requests for accommodations during the interview process and beyond addressed. ( e.g. extended time for tests, use of assistive technologies)</li> <li>Promote a culture of inclusion within the workplace. (Core values)</li> </ul>	<ul style="list-style-type: none"> <li>- Offer flexible work arrangements to accommodate the needs of employees with disabilities.</li> <li>- Continuously review and update recruitment practices for inclusivity.</li> <li>- Develop and implement a process for providing reasonable accommodations.</li> <li>- Organize accessibility awareness workshops for staff.</li> <li>- Accommodate persons with disabilities and their service animals.</li> </ul>	T&C	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>To implement</p> <p>Ongoing</p>
<b>Training</b>	<p>All new employees trained on accessibility best practices, offering AODA training in their</p>	<ul style="list-style-type: none"> <li>- Offer comprehensive accessibility training program. E-learning module to make it more inclusive.</li> </ul>	T&C	<p>Ongoing</p>

	<p>first week of onboarding + Have refresher training on emerging AODA regulations.</p> <p>- Train on accessibility best practices for all staff</p>	<ul style="list-style-type: none"> <li>- Conduct refresher training sessions for all staff</li> <li>- Keep records of training completion rates</li> </ul>		<p>Ongoing</p> <p>Ongoing</p>
<b>Design of Public Spaces</b>	<p>- Have specific accessibility features in the office spaces (e.g., accessible washrooms, ramps, elevators with audio announcements).</p>	<ul style="list-style-type: none"> <li>- Futurpreneur new office spaces to be compliant with accessibility requirements (Toronto and Montreal)</li> <li>- Specify procedures for reporting and addressing accessibility concerns in existing spaces (e.g., maintenance for Out of service elevators)</li> <li>- Conduct regular audits of the physical workplace to identify and address accessibility barriers.</li> <li>- Implement a system for employees to report accessibility concerns or issues in public spaces.</li> <li>- Ensure any new construction or renovations comply with accessibility standards.</li> </ul>	<ul style="list-style-type: none"> <li>-Office coordinator</li> <li>-Health and Safety committee</li> <li>-Talent &amp; Culture</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

**Year 4 - (January 1, 2024 – December 31, 2024)**

Theme	Deliverables	Actions	Responsibility	Status
<p><b>Customer service</b></p>	<p>Continue to monitor and address accessibility barriers</p>	<p>-Review the effectiveness of the process for collecting and addressing customer accessibility feedback.</p> <p>-Determine how well the process is being promoted to clients.</p> <p>-Analyze and respond to the feedback received.</p> <p>-Continue conducting annual audits of service accessibility for clients and expand the scope of these audits to include our new website, mobile app, and other digital content.</p> <p>Continue to think about different formats for our resources open to all YEs and public</p>	<p>T&amp;C IT RTL</p>	
<p><b>Information and Communications</b></p>	<p>Continuously improve accessibility of information and communication materials</p>	<p>-Stay up to date on the technologies that evolve and proactively incorporate accessibility features into any new technologies we adopt.</p> <p>-Look for opportunities to raise awareness of accessibility among the broader community we serve.</p>	<p>IT</p>	
<p><b>Employment</b></p>	<p>Continuously review and update our recruitment practices for inclusivity</p>	<p>-Outline specific strategies such as using inclusive job postings, avoiding discriminatory language, and using plain language.</p> <p>-Implement a formal process for providing reasonable accommodations.</p>	<p>T&amp;C DEI council</p>	

		-Outline how employees can request accommodations and how these requests will be assessed and addressed.		
<b>Training</b>	Expand our accessibility training to include all staff	-Offer more in-depth training on specific topics, such as accessible communication, accessible document creation, and using accessible online tools.  -Explore alternative training methods, e.g.: online training courses, in-person workshops, or lunch and learn sessions.	T&C L&D committee	
<b>Design of Public Spaces</b>	Develop a plan for maintaining the accessibility of our building.	-Create procedures for addressing accessibility concerns that arise between audits, such as a malfunctioning elevator or a damaged accessible washroom for example.	All Joint Health & Safety Committee	



**Year 4 - (January 1, 2025 – December 31, 2025)**

Theme	Deliverables	Actions	Responsibility	Status
<p><b>Customer service</b></p>	<p>Monitor and address accessibility barriers</p>	<p>Based on the actions on Q1-4, track:</p> <p>Look into the potential of measuring Customer Satisfaction Rating regarding accessibility of services.</p> <p>Number of accessibility feedback received and addressed.</p> <p>Percentage increase in accessibility audit scores over time.</p>	<p>T&amp;C IT RTL</p>	
<p><b>Information and Communications</b></p>	<p>Continuously improve accessibility of information and communication materials</p>	<p>Based on the actions on Q1-4, track:</p> <p>Percentage of information and communication materials that meet accessibility standards.</p> <p>Number of accessibility features implemented in new technologies.</p> <p>Community Engagement Metrics (e.g., attendance at accessibility awareness webinars)</p>	<p>IT</p>	
<p><b>Employment</b></p>	<p>Continuously review and update our recruitment practices for inclusivity</p>	<p>Based on the actions on Q1-4, track:</p> <p>Percentage of job postings using inclusive language.</p> <p>Employee Satisfaction with the accommodation process.</p> <p>Number of reasonable accommodations provided to employees.</p>	<p>T&amp;C DEI council</p>	

<p><b>Training</b></p>	<p>Expand our accessibility training to include all staff</p>	<p>Based on the actions on Q1-4, track:</p> <p>Participation Rate in accessibility training sessions</p> <p>Pre- and Post-Training Knowledge Assessment Scores</p> <p>Number of employees utilizing accessibility knowledge in their roles</p>	<p>T&amp;C L&amp;D committee</p>	
<p><b>Design of Public Spaces</b></p>	<p>Develop a plan for maintaining the accessibility of our building.</p>	<p>Based on the actions on Q1-4, track:</p> <p>Percentage of accessibility concerns addressed within specified timeframes.</p> <p>Feedback from individuals with disabilities regarding the accessibility of public spaces</p>	<p>All</p>	