

Multi-Year Accessibility Plan for Fusion Homes

The following plan has been established by Fusion Homes to govern the provision of its goods and services in accordance with the Ontario Regulation 191/11, "Integrated Accessibility Standards" ("IASR") under the Accessibility for Ontarians with Disabilities Act ("AODA"), 2005. These standards have been developed to break down barriers and increase accessibility for persons with disabilities. This plan is a continually expanding and fluid document that will be updated at least every 5 years, as Fusion Homes' accessibility strategy evolves.

Fusion Homes endeavors to regularly ensure and implement accessibility standards in all of its practices.

Training

Fusion Homes will train its staff and other individuals who provide services to the public on Fusion Homes' behalf on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members.

In accordance with the IASR, Fusion Homes has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015 and will continue to take these steps:

- Determine the training requirements of the IASR and the Ontario Human Rights Code as it pertains to people with disabilities and ensure it is provided to all team members, volunteers and persons developing organizational policies;
- Utilize company training resources to determine appropriate training methods and delivery for both Fusion Homes site and office employees, and volunteers;
- Ensure individuals who provide goods, services or facilities on Fusion Homes' behalf have received appropriate training;
- Ensure training is provided to the above noted individuals as soon as practicable, including onboarding of new employees and/or when company policies change;
- Maintain detailed records of the individuals who are trained and the dates training was received; and
- Ensure training is provided on any related policy changes.

Status: Ongoing

Information and Communication

Fusion Homes is committed to meeting the communication needs of people with disabilities. When communicating with a person with a disability, individuals working on behalf of Fusion Homes will do so in a manner that considers the person's disability and will make a reasonable effort to have the person with a disability understand both the content and intent of the communications. When asked, we will provide information and communications materials in accessible formats or with communication supports. We will consult with people with disabilities to determine their information and communication needs.

Company Websites

Fusion Homes has taken steps to make all new websites and new content on those sites conform with WCAG 2.0, Level A, for websites posted between January 1, 2014 and January 1, 2021.

Status: Completed

Fusion Homes will take steps to ensure compliance is incorporated into the Company's website project management and that all websites and content conform with the WCAG 2.0 Level AA by January 1, 2021.

Status: Ongoing

Feedback, Accessible Formats and Communication Supports:

Fusion Homes has taken the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- Identified all existing feedback processes and accessibility barriers pertaining to these processes;
- Made available the policy and process to customers, employees and third parties for requesting accessible formats of the feedback process;
- Posted on our Company website the Accessible Feedback Process;
- Responded to all requests for alternate accessible formats of feedback processes in a timely manner; and
- Upon request, our Accessible Customer Service Policy and related documents will be provided to a person with a disability in a format that takes the person's disability needs into account.

Status: Completed

Fusion Homes has taken the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- We will respond to requests in a timely manner and we will consult with persons with disabilities to take into account their accessibility needs appropriate to their disabilities;
- We will consult with the person making the request in determining the suitability of an accessible format or communication support;
- We have notified the public about the availability of accessible formats and communication supports.

Status: Ongoing

Employment

Fusion Homes is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility through all stages, practices and policies of the employment cycle by January 1, 2016.

We will take the following steps to notify the public and employees that, when requested, Fusion Homes will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Let the public and employees know through our career page on our website and job postings that we will accommodate disabilities during the recruitment and assessment processes, upon request;
- If an applicant selected to participate in an assessment or selection process requests accommodation, we will consult with them to understand and make arrangements to accommodate their needs in relation to the materials or processes to be used, where practicable;
- We will notify new hires in our offers of employment of our policies for accommodating employees with disabilities;

- The Company will ensure employees know of its policies used to support its employees with disabilities through posting of our policies to our internal drive and new hire orientation, and will update employees whenever there is a change made to existing policies; and
- We will consult with individual employees with disabilities when requested, to provide accessible formats and communication supports for resources needed for the employee to perform their job.

Status: Completed

Individual Accommodation Plans

Fusion Homes will take the following steps to develop and put in place a process for developing Individual Accommodation Plans ("IAPs") and return-to-work plans policies for employees that have been absent due to a disability by January 1, 2016:

Develop an IAP and process that includes the following:

- The employee's participation in the development of the IAP;
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- Fusion Homes may request an evaluation by outside medical or other expert, at the Company's expense, to assist with determining accommodation and how to achieve accommodation;
- Steps taken to protect the privacy of the employee's personal information;
- Frequency or applicable review dates with which the IAP will be reviewed and updated and the manner in which it will be done;
- If denied, the reasons for denial are to be provided to the employee;
- A format that takes into account the employee's disability needs;
- Identification of any other accommodation that is to be provided, including but not limited to, individualized workplace emergency response information.

Status: Completed

Performance Management, Career Development and Redeployment

Fusion Homes will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management processes, providing career development/ advancement, or when redeploying employees. Fusion Homes has and will continue to review internal policies and procedures to ensure they are in compliance with the IASR

Status: Completed

Notice of Temporary Disruption

Should any aspects of our facilities that are used by persons of disabilities face an unexpected disruption, a notice will be publicly posted including information about the reason for the disruption, anticipated duration, and a description of alternative facilities or services if available.

Design of Public Spaces

Fusion Homes will meet the Accessibility Standards for the Design of Public Spaces that are newly constructed or redeveloped on and after January 1, 2017 as follows:

- We will ensure that we follow the existing requirements stated under the Design of Public Spaces Standards for all public spaces; and
- We shall also provide maintenance and restoration of Fusion Homes owned public spaces by ensuring procedures are in place for preventative and emergency maintenance of accessible elements in public spaces and that procedures are in place for dealing with temporary disruptions when accessible elements required under this section are not in working order.

We will put the following procedures in place to prevent service disruptions to Fusion Homes' accessible parts of its public spaces.

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Status: Ongoing

For more information, please contact us at accessibility@fusionhomes.com.