



Freshwater Fish Marketing Corporation

ACCESSIBILITY PLAN

Progress Report – December 31, 2023

Accessible Canada Act

General

The Freshwater Fish Marketing Corporation (FFMC, the Corporation, or Freshwater) is a federal Crown corporation established in 1969 under the [Freshwater Fish Marketing Act \(FFMA\)](#), for the purpose of marketing and trading in fish, fish products, and fish by-products in and outside Canada. The Corporation must conduct its operations on a financially self-sustaining basis, without parliamentary appropriations.

The Corporation purchases all fish legally caught and offered for sale in its mandate regions, which encompass Alberta and the Northwest Territories. These jurisdictions participate under agreements with the Government of Canada. The Corporation also purchases fish from outside its mandate regions from individual fishers or fisher cooperatives—specifically, from Saskatchewan and Manitoba, which were signatories to agreements with the Government of Canada until those jurisdictions withdrew from the *FFMA*. For more information on the Corporation, please visit our website: www.freshwaterfish.com.

FFMC's Accessibility Plan supports the [Accessible Canada Act \(ACA\)](#) and is focused on making informed and incremental changes to improve accessibility across the Corporation. The priority areas and goals of FFMC's Accessibility Plan are:

- Employment – Improve recruitment, retention, and promotion of persons with disabilities;
- The built environment – Enhance accessibility;
- Information and communication technology (ICT) – Make information and communications technology usable by all;
- Communications other than ITC – Ensure that communications both internal and external are accessible;
- Procurement of goods, services, and facilities – Engage with suppliers who have high standards of accessibility;
- Design and delivery of programs and services – Design and deliver accessible programs and services;
- Transportation – FFMC does not provide transportation services to employees or customers. No goals have been created for transportation.

Each priority area is considered in its current state. Barriers are then identified for each priority, with changes and improvements considered to improve the current state.

Feedback Mechanism

If you have any questions, feedback, or suggestions, please contact us:

ATTN: Diversity and Inclusion, Human Resources
Address: Freshwater Fish Marketing Corporation, 1199 Plessis Road, Winnipeg MB, R2C 3L4
Telephone: 204.983.6601
Email: hr@freshwaterfish.com

Feedback Process:

1. Feedback will be received by either telephone (and transcribed to an accessible Word document), mail (and scanned to a pdf) or e-mail.
2. All feedback will be saved in a designated "Accessibility Plan Feedback" electronic folder.
3. The sender of any feedback will be notified that it has been received and suggested modifications to the Accessibility Plan will be reviewed.

Alternate formats of this Accessibility Plan are available upon request. Please contact FFMC for information and support.

The following status outlines progression made to December 31, 2023.

Progress in Priority Areas identified by the ACA

1. Employment

FFMC is committed to removing and preventing barriers to recruitment, retention, and the promotion of persons with disabilities. Employees will be given access and insight on accessibility resources and information needed in completing their responsibilities.

Actions and progress to December 31, 2023:

1. Benchmark against ACA standards for employment and update relevant FFMC policies, guidelines and programs as needed.
 - Through consultations with subject matter experts, during 2023 FFMC determined that its operations have compelling structural, safety and physical accessibility barriers when working in processing areas and using equipment. FFMC is reviewing jobs in its processing and support/office areas with an accessibility lens to provide accessibility for employees to the safest extent practical;
 - FFMC has provided locks for lockers that are accessible to employees who are unable to read fine print;
 - FFMC is including a walk through of the processing plant as part of new employee orientation upon hiring to assist with wayfinding.
2. Provide additional accessibility training for employees on topics as identified by their role. i.e., training on creating accessible documents for communications employees; and training on accessible recruitment for employees.
 - Where visuals are used, including images and charts that are provided in training, FFMC has ensured that visuals are well described verbally or replaced with text.

2. Built Environment

FFMC recognizes the importance of an accessible built environment. As such, FFMC will continue to collaborate with all stakeholders to consider levels of accessibility within current facilities.

Actions and progress to December 31, 2023:

1. Benchmark against ACA standards published for Built Environment and update relevant FFMC policies, guidelines, and programs as needed.
 - Through consultations with subject matter experts, during 2023 FFMC determined that its Winnipeg processing facility, constructed in 1971, has significant structural accessibility barriers. FFMC has set a goal to increase built environment accessibility within the existing constraints of its Winnipeg processing facility;
 - Where possible, indicating slip and trip areas with high contrast.
 - The Corporation is benchmarking ACA standards compliance at its remote processing facilities with planned completion by December 31, 2024.
2. Ensure alternative arrangements are made available to anyone needing accessibility accommodations prior to attending a site or office.
 - FFMC ensures alternative arrangements are made available to anyone needing accessibility accommodations prior to attending an FFMC facility.

3. Information and Communication Technologies (ICT)

The public interacts with FFMC through its website (www.freshwaterfish.com). FFMC employees use a variety of technology hardware, software systems and communication devices in the conduct of their work. FFMC is dedicated to improving the accessibility and inclusivity of its technologies. As digitalization increases in the work environment, considerations of accessibility and usability will increase.

Actions and progress to December 31, 2023:

1. Update the website to ensure compliance with the Treasury Board Secretariat (TBS) Web Accessibility Standard (WAS)

2. Assess all software solutions for compliance with the TBS WAS.
3. Develop a technology architecture standard for accessibility.
 - Existing barriers to FFMC's website have not been fully tested to determine compliance with TBS WAS standards. Testing of the website, software compliance and technology architecture for accessibility is planned for 2024.

4. Communications other than ICT

FFMC is dedicated to ensuring that its communications, whether internal or external, are accessible. This includes ensuring that communications are written in plain language.

Actions and progress to December 31, 2023:

1. Benchmark against ACA standards for Communication and update relevant FFMC policies, guidelines and programs as needed.
 2. Create standards for public-facing communications to be in plain language where necessary.
 3. Evaluate current public-facing documents for clarity and plain language and provide plain language versions where necessary.
- FFMC is working towards ensuring all internal and external communications are provided in multiple formats;
 - When staff are required to work overtime, or their shifts are changed, communication is provided in multiple formats;
 - Providing all training materials electronically as well as in-person;
 - Responding to the attendance line by email as well by phone;
 - Ensuring all communications and employee policies are provided in pdf format, and locked Microsoft Word format, in addition to hard copies;
 - Some forklifts and devices, such as saws and jiggers, that currently have visual and audible indicators will be extended to all forklifts and devices;
 - Ensure that any health and safety and human resource documentation is provided in multiple formats.

5. The Procurement of Goods, Services, and Facilities

FFMC strives to engage with suppliers who have high standards of accessibility. The procurement guidelines for FFMC will be reviewed, as necessary.

Actions and progress to December 31, 2023:

1. Benchmark against ACA standards for Procurement.
 2. Review accessibility requirements and consider adding to FFMC's Procurement Policy.
- FFMC has assigned a resource to collaborate with contractors to ensure that any software or training meets an accessibility framework.

6. The Design and Delivery of Programs and Services

FFMC's stakeholders are diverse and so are their needs. FMC's services need to be accessible so that anyone who needs the Corporation's help can access it.

Actions and progress to December 31, 2023:

1. Benchmark against ACA standards for Design and Delivery of Programs and Services and update relevant FFMC policies, guidelines, and programs as needed.
 2. Build a culture where universal design is used to guide the design and delivery of FFMC's policies, guidelines, and programs.
- FFMC's primary focus is processing freshwater fish. FFMC's products do not fall within the ACA, however, labelling of products to meet ACA standards is being reviewed. It is unclear what actions may need to be taken at this time and will be considered in 2025.

7. Transportation

FFMC's main processing facility is located in an area that can create barriers as a result of lack of public transportation available. The processing facility does abide by Municipal Codes which ensures that there are the appropriate number of accessible parking spots at the building.

Actions and progress to December 31, 2023:

- While forklifts are used at Freshwater Fish, FFMC does not provide transportation services to employees nor to customers. No goals have been created for transportation.

Consultations

Methodology

FFMC's Accessibility Plan was prepared through consultation with subject matter experts at FFMC. FFMC consults regularly with persons with disabilities to hear from them on the Accessibility Plan.

Subject Matter Experts at FFMC were interviewed through focus groups. Internal stakeholders with knowledge of employment practices, procurement, facilities, digital resources, communications, and the design and delivery of goods and services were consulted. Questions regarding accessibility barriers, current accommodation practices, and priorities for remediation were discussed and responses have been used to inform this Plan.

ACA Review Committee

The Accessibility Plan is supported by The Manitoba League of Persons with Disabilities. Consultation group members are individuals with a variety of lived experience with disabilities, and knowledge of a range of accessibility issues. The committee consists of members who self-identify with a disability including mobility, vision, learning disability, mental health disability and hearing loss. Committee members were provided an overview of the functions at FFMC and an advance copy of the draft FFMC Accessibility Plan. Members provided comments on the Plan format and readability, accessibility actions as outlined in the Plan, suggested timelines for actions, and specific barriers that could be encountered. Committee feedback continues to be incorporated into this Plan.