



Multi-Year Accessibility Plan (2022-2025) Progress Report 2024



WDBA  **APWD**
Windsor-Detroit Bridge Authority Autorité du pont Windsor-Détroit

Canada 

Windsor-Detroit Bridge Authority Multi-Year Accessibility Plan (2022-2025) Progress Report 2024

*In accordance with the Accessible Canada Act,
Accessible Canada Regulations and
WDBA Accessibility Policy*

This document is available in alternate formats, upon request.
Please contact Windsor-Detroit Bridge Authority at: 1-844-322-1733
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Table of Contents

- Part 1: General4
 - 1.0 The Legislated Framework 5
 - 1.1 Vision on Accessibility 5
 - 1.2 WDBA’s Commitment to Accessibility..... 5
 - 1.3 Progress Report Summary 6
 - 1.4 Consultation and Feedback 7
- Part 2: Areas Described under Section 5 of the Act: Programs and Services for 2022-2025..8
 - 2.0 Employment 9
 - 2.1 Built Environment 14
 - 2.2 Communications, other than ICT..... 17
 - 2.3 Design and Deliver of Program and Services..... 19
 - 2.4 Consultation and Feedback 21
 - 2.5 Procurement of Goods, Services and Facilities 24
 - 2.6 Transportation..... 25
- Part 3: Consultations and Communications 26
 - 3.0 Consultation Summary..... 27
 - 3.1 Communication of the Multi-Year Accessibility Plan and Progress Report 28
- Part 4: Feedback..... 29
 - 4.1 Introduction..... 30
 - 4.2 Feedback Process..... 30
 - Receiving feedback..... 30
 - Managing and responding to feedback 30
- Part 5: Training 32
- Acknowledgements..... 33
- Definitions 33



Part 1: General



1.0 The Legislated Framework

The [Accessible Canada Act](#) (“An Act to ensure a barrier-free Canada”) or the Act was enacted in 2019, with the purpose being to enhance the full and equal participation of all persons, especially persons with disabilities, in society. This is to be achieved through the realization, within the purview of matters coming within the legislative authority of Parliament, of a Canada without barriers, particularly by the identification, removal, and prevention of barriers in priority areas.

1.1 Vision on Accessibility

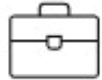
Windsor-Detroit Bridge Authority (WDBA) envisions a fully inclusive organization and workplace, achieved through collaborative efforts to identify, remove, and prevent barriers for persons with disabilities. WDBA commits to achieve, and where reasonable, exceed the commitments established in the legislation. WDBA encourages partnerships with stakeholders, project partners and all other service providers. WDBA embraces the concept of universality and is committed to implementing policies and practices that support the procurement and delivery of inclusive goods, facilities, and services.

1.2 WDBA’s Commitment to Accessibility

As stated in WDBA’s Accessibility Policy, WDBA commits to (i) identify and remove barriers and prevent new barriers for persons with disabilities in the priority areas described in the Act, (ii) attain the goal of a fully inclusive workplace, and (iii) achieve, and where reasonable, strive to exceed the commitments to accessibility to employees, persons with disabilities, data users and clients, as established in the Act.

1.3 Progress Report Summary

WDBA's Multi-Year Accessibility Plan (the "Plan") (2022-2025) was published in December 2022. It contains the actions WDBA will implement to identify, remove, and prevent barriers for persons with disabilities and comply with the legislated requirements under the Act and the [Accessible Canada Regulations](#) ("Regulations"), in the following areas:



employment



the built environment



information and communication technologies



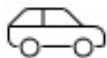
communication, other than information and communication technologies



the procurement of goods, services and facilities



the design and delivery of programs and services



transportation

In this Progress Report (the "**Report**"), WDBA presents its achievements covering the years 2023-2024. The Report presents the status of WDBA's implementation of policies, programs, practices and services to support inclusion and contribute to creating a Canada without barriers by 2040. The Report identifies the status of actions laid out in the Plan and provides valuable insight that can inform its approach to implement actions in subsequent years.

WDBA's Plan has a total of 42 initiatives for the 2022-2025 planning cycle. For the 2024 Report, 16 are achieved and 6 are on target. 20 initiatives were achieved in 2023. Initiatives that are not achieved in the 2024 Report will be covered in the 2025-2028 Plan. Pursuant to the Act, WDBA is required to receive feedback from the public on the implementation of its plan. For the 2024 Report, WDBA did not receive public feedback on its Plan or implementation but continues to research and look for ways to support continuous improvement to inform its approach to implement actions in subsequent years.

1.4 Consultation and Feedback

Consultation and feedback are essential to assist with the identification, removal and prevention of barriers at WDBA for both its employees and the public with which it interacts and provides services.

The complexity of creating the Plan called for WDBA to consider a variety of perspectives and lived experiences of persons with disabilities. With the barriers and overall direction well-defined in the Plan, WDBA has used a similar approach of direct engagement and consultation in preparing the Report. This included actively engaging with its employees and the public through various means such as virtual meetings, online surveys, and in-person focus groups.

WDBA has a task force on accessibility which continues to play an important role in both the implementation of the Plan and the creation of this Report. Members of the cross-departmental task force are responsible for tracking progress of accessibility initiatives within their respective departments, providing input into consultation activities and supporting the review and development of the Report.

Results and feedback received through the consultation activities and feedback processes served as invaluable input in the development of this Report. A summary of these activities can be found in Part 3: Consultations and Communications and in Part 4: Feedback.

WDBA continues to encourage employees and members of the public to report accessibility barriers and issues and provide feedback regarding WDBA's implementation of the Plan. They may also request copies of the Plan and this Report in certain alternate formats and may request further information on the Plan, the Report or the feedback process. For these purposes, please contact:

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Part 2: Areas Described under Section 5 of the Act: Programs and Services for 2022-2025

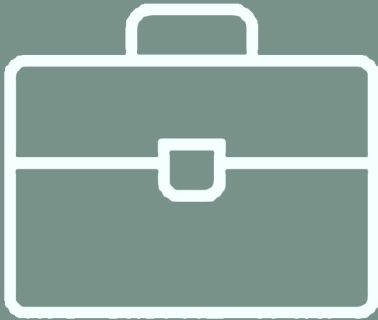
The following describes the status and progress in the implementation of WDBA's policies, programs, practices, and services in relation to the identification and removal of barriers, and the prevention of new barriers in the areas listed under Section 5 of the Act.

For the programs, practices, and services that have been achieved in the 2022-2025 Plan, WDBA will continue to monitor all achieved actions to ensure continuous implementation or compliance and will report any changes in subsequent Progress Reports, as required.

Barriers and actions to address these barriers were identified in the Plan based on results and feedback received through consultations held with WDBA employees, the public and an internal working group.

WDBA is committed to having a fully inclusive organization and workplace, achieved through collaborative efforts to identify, remove, and prevent barriers for persons with disabilities.

2.0 Employment



As identified in WDBA's Accessibility Policy, WDBA will identify, remove, mitigate, or prevent barriers in the recruitment, retention, and development of talented employees through equitable and barrier-free practices and offer disability-related employment accommodation throughout all aspects of employment.

Actions to address employment barriers:

WDBA, through its Human Resources (HR) department, will undertake the following actions during the initial 2022-2025 period:

a. Conduct a review of WDBA's current HR policies (2022-2023)

1. WDBA will complete a full review and update its internal policies by mid-2023 to identify, remove and prevent systemic employment barriers.

Action Achieved (2023): WDBA completed its review of internal policies in accordance with WDBA's internal review guidelines conducted every two years. This includes reviewing and updating from an accessibility lens.

b. Review and update recruitment and hiring processes (2023-2024)

1. WDBA is focused on creating a recruitment practice that emphasizes fairness for all applicants. WDBA will work to effectively honour its commitment to providing a safe and inclusive environment through its advertising and interview processes. WDBA's practices are intended to solicit interest from candidates from all backgrounds, including people with disabilities.

Action Achieved (2023): WDBA is focused on creating a recruitment practice that emphasizes fairness for all applicants. WDBA will work to effectively honour its commitment to providing a safe and inclusive environment through its advertising and interview processes. WDBA's practices are intended to solicit interest from candidates from all backgrounds, including people with disabilities.

2. Beyond recruitment, WDBA's goal is to ensure that its workplace is one where all people, including those with disabilities, are fully supported to have every opportunity to succeed in their role. WDBA will ensure that its fair recruitment and employment practices employ "right fit" candidates, supporting the position requirements for each role to enable each department to achieve their objectives.

Action Achieved (2023): To support the hiring process, WDBA requires meetings between HR and the hiring manager to ensure all necessary job requirements are identified/assessed. WDBA's approach to recruitment is to ensure the "right fit" candidates are identified to support the requirements of the role outlined in the approved job description. WDBA has adopted a practice where candidates attend interviews with two or more WDBA staff to ensure fair recruitment and employment practices are met.

3. WDBA will research and identify potential partnerships with local organizations to support recruitment of people with disabilities and assist with identifying other opportunities such as work placements, apprenticeships and new audiences for recruitment.

Action Achieved (2023): WDBA has established a variety of partnerships and uses various recruitment resources including LinkedIn, Indeed, university partners, employee referrals, and job fairs. To increase the visibility of WDBA, WDBA also recruits co-op students through local and non-local schools. To support the initiative of recruiting people with disabilities, WDBA has likewise partnered with local organizations such as Woman's Enterprise Skills Training, Windsor Women Working with Immigrant Women, University of Windsor and St. Clair College.

4. WDBA will review current hiring processes to identify and remove barriers for people with disabilities. This includes review of HR policies, procedures and new hire training and documents.

Action Achieved (2023): WDBA has reviewed its current hiring processes, and as a result, WDBA has updated its onboarding presentation for new hires. The onboarding now includes information on ergonomics and other resources provided by WDBA. New employees are also encouraged to speak with their managers about their work setup and with HR should they require additional support. During the first few weeks of employment, check-ins are set up to provide new hires with an opportunity to voice any concerns they may have. In addition, the HR department is assisting the DEI&A Committee with research material to enhance the onboarding presentation.

5. WDBA will continue to include information about the availability of accessible accommodation for applicants and new employees in its recruitment and hiring processes. WDBA will also continue to consult with applicants and new employees directly to discuss support or accommodation that may be provided to them.

Action Achieved (2023): WDBA ensures the availability of accessible accommodation throughout the recruitment process including initial job postings, pre-screen discussions, interviews and HR onboarding. Ergonomic resources and inventory information are provided during initial HR orientation with new hires. New hire check-ins are set up during the first few weeks of employment and new hires are encouraged to bring any concerns/accommodation needs to their manager or HR.

6. WDBA will identify and develop new tools and resources, like guidelines or 'desk-top guides' to help improve the information gap regarding accessible accommodations and to further support applicants and new employees during their recruitment and hiring experience.

Action Achieved (2023): Employee orientation includes relevant information and resources including links to policies, procedures, standards and forms, code of conduct, ergonomic tips and resources and training information. Employees also have access to readily available information under the My Resources tab of WDBA's SharePoint homepage.

c. Improve accessibility of employee forms (2023-2024)

1. WDBA will conduct a full review of employee forms to identify and remove barriers for people with disabilities.



Action Achieved (2024): A formal audit of programs and policies, including employee forms, has been conducted as a part of the two-year review cycle for all WDBA policy documents. Forms currently can be made larger and WDBA has the option of adding text to voice software. As an on-going initiative, WDBA will continue to assess other potential barriers for people with disabilities.

As well, WDBA implemented SharePoint to enhance employees' ability to collaborate and share documents with one another.

2. WDBA will utilize new technologies to improve accessibility of employee forms and ease navigation

Action Achieved (2023): WDBA has incorporated several initiatives such as mySparkrock for time-off forms and Culture Amp to improve probationary evaluations and annual performance evaluations. WDBA currently utilizes Human Resources Information System through mySparkrock but will transition to Human Capital Management System (HCMS) to support, among other initiatives, its virtual onboarding.

3. WDBA will continue to consult directly with staff and assist employees who require forms in alternate formats upon request.



Action Achieved (2024): WDBA continues to provide learning and information exchange in various formats, including virtual, in-person, pre-recorded, self-paced and one-on-one options. WDBA has initiated hosting semi-annual “open door” engagement exercises, offered in-person and virtually, to expand access to information, resources and services. WDBA assists employees who require forms in alternate formats.

d. Incorporate accessibility into employee culture (2023-2024)

1. WDBA is utilizing third-party analysis and recommendation undertaken through the HR team and shifting responsibility organization-wide to share together in supporting diversity, equity and inclusion initiatives. This will assist in improving employee culture in relation to accessibility.

Action Achieved (2023): WDBA established its DEI&A Committee in April 2023, which serves as a cross-functional consultative group that conducts research, provides recommendations, and delivers policy guidance on DEI&A to WDBA. The Committee also undertakes DEI&A initiatives, including actively monitoring and engaging with departments on the implementation of WDBA’s Plan. The Committee has monthly scheduled meetings.

2. WDBA will utilize internal communication channels (i.e., Culture Moment during all-staff meetings) and committees (i.e., Culture Committee) to assist with increasing dialogue about accessibility, accessibility accommodations and accessibility-focused training opportunities available at WDBA.

Action Achieved (2023): In addition to the DEI&A Committee’s regular meetings, WDBA utilizes internal communications channels to assist with increasing dialogue about accessibility utilizing platforms such as WDBA Insider on MS Teams which serves as an internal social media channel. As an example, to support this initiative, WDBA posted communications through WDBA Insider channel regarding the recognition of National AccessAbility Week in Canada. To support improved communication, all-staff meetings have been reorganized to ensure informative updates are provided. WDBA also held an all-staff meeting at an off-site location with accessible accommodation. Moreover, WDBA encourages its committees to consider the objectives and purposes of the other committees, including accessibility, during Culture Moments at their meetings and when they are planning their activities.

3. WDBA will research and identify accessibility training opportunities for employees to assist them with incorporating accessible practices in their day-to-day operations, projects and strategies, further embedding accessibility into WDBA's culture.



Action Achieved (2024): WDBA is continually reviewing and expanding content options for training and regularly exploring new training partners. Below is a list of current accessibility training opportunities: a) training is available to IT from Microsoft for accessibility software that WDBA has access to; b) Canada School of Public Service offers approximately 17 different courses on accessibility and are available to all WDBA employees; c) WDBA's human resources management program, has a catalogue of training available for employees to make the digital workspace. This initiative is on-going as new accessibility training opportunities become available.

4. WDBA will include additional information in its onboarding training videos and sessions about accessible accommodations, available training and other resources available for employees.

Action Achieved (2023): WDBA's updated HR onboarding presentation ensures information and resources to support new hires during their first few weeks of employment are readily available, including ergonomic information and resources. HR also conducts new hire check-ins.



2.1 Built Environment

As identified in WDBA's Accessibility Policy, WDBA will meet or exceed barrier-free design requirements for its offices and use office equipment, and goods which adhere to accessibility standards, as developed and revised by Accessibility Standards Canada.

Actions to address built environment barriers:

WDBA, through its Facilities and Health and Safety teams, will undertake the following during the initial 2022-2025 period:

a. Review and update WDBA's Emergency Evacuation Plan (2023-2025)

1. WDBA will review and identify any barriers in the existing Emergency Evacuation Plan (EEP) for all WDBA offices by the first half of 2023. WDBA will ensure people with disabilities are consulted during the review of the EEP.

Action Achieved (2023): WDBA has an internal task force which reviewed the EEP and identified barriers. As a result, an updated EEP was prepared and reviewed by task force members, among them members with disabilities. The revised EEP is currently undergoing management review.

2. WDBA will also ensure that individual emergency evacuation plans are developed based on employee needs should they require one.


Action Achieved (2023): As new employees are onboarded, WDBA will ensure accessibility requirements are addressed as required and will adjust the EEP accordingly.

3. WDBA will continue to include copies of the EEP on the health and safety bulletin boards at each WDBA location.


Action Achieved (2023): WDBA has made the EEP available at each WDBA location. Discussion and coordination with security and health and safety teams are ongoing to ensure information is maintained and current.

b. Review of existing built environment of all WDBA office locations (2023-2024)


1. WDBA office locations will be reviewed to address barriers identified through consultations, as well as ensure offices meet accessible criteria for federal buildings.

 **Action Achieved (2024):** WDBA's current lease is in place and negotiations with the lessor are ongoing. WDBA new main office space is equipped with an accessible washroom and ergonomic/accessible desks are available to staff in hoteling/shared space to accommodate varying needs. WDBA's office at the new Canadian Port of Entry is an accessible space and ergonomic office equipment (riser desks) is available to ensure compliance with accessible requirements.

2. WDBA will consult with current office landlord(s) to discuss and identify ways to improve facilities and address accessibility issues identified through consultations, such as parking and bathroom accommodations.


 **Action on Target:** The current lease for WDBA is in place and negotiations with the lessor are ongoing, including a discussion about improving facilities and addressing accessibility issues relating to washrooms and parking facilities

3. WDBA will continue to offer and provide accessible accommodations for employees to address barriers within their individual workspaces.

 **Action Achieved (2024):** WDBA provides ergonomic office furniture and equipment to address the accessibility requirements of employees. WDBA offers a Wellness Spending Account for employees as a part of its group benefit programs, allowing employees to source their own equipment/resources and be eligible for reimbursement within the program.


c. Retrofit of existing built structures and work environment (2024)

Through review of WDBA's office locations, barriers may be identified where retrofits may be appropriate. Where possible, WDBA will retrofit existing structures and the built environment to remove or minimize identified barriers, in accordance with accessibility standards, as defined by the criteria set for federal buildings.

 **Action on Target:** The current lease for WDBA is in place and negotiations with the lessor are ongoing. This includes the identification of any appropriate retrofits to address any barriers, in accordance with accessibility standards.

d. Review and update terms of lease contracts (2024)

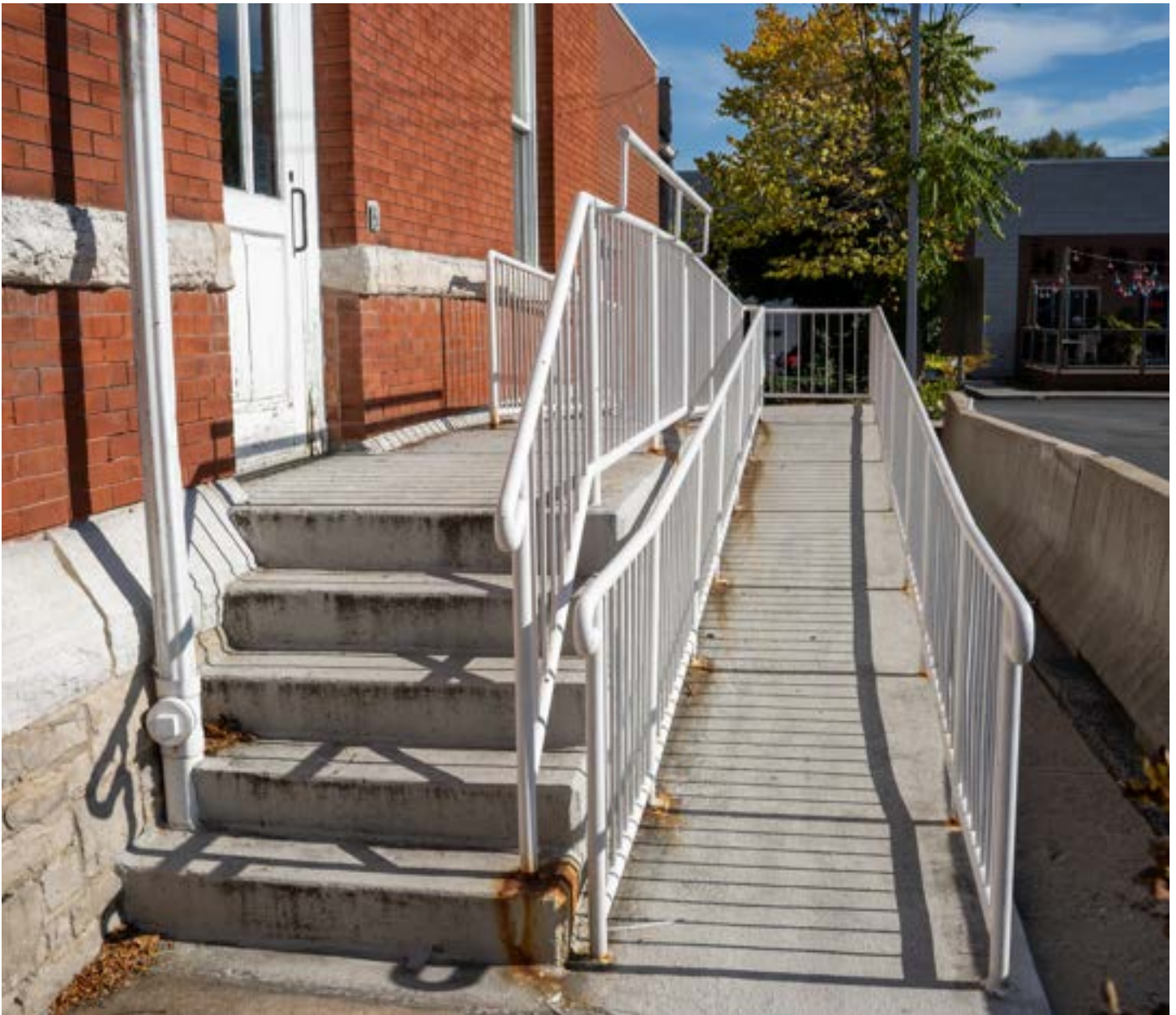
1. WDBA will continue to improve the accessibility of its leased portfolio by ensuring that, during contract renewals in 2024/2025, lease contracts will include clauses for landlord compliance with the latest accessibility standards and requirements for federal buildings.

 **Action on Target:** The recent lease renewals for community offices included provisions which require the lessor to comply with applicable accessibility requirements. The current lease for WDBA's main office is in place and negotiations with the lessor are ongoing, which will include a discussion of the lessor's compliance with the latest accessibility standards.

2. WDBA will also include clauses for landlord(s) in all new lease contracts to ensure compliance with the latest accessibility standards and requirements for federal buildings.



Action on Target: WDBA's current lease is in place and negotiations with the landlord are ongoing. WDBA will ensure that any new lease contract will contain provisions ensuring the landlord's compliance with the latest accessibility standards.





2.2 Information and Communications Technologies (ICT)

As identified in WDBA's Accessibility Policy, WDBA will focus on adopting, developing, and implementing accessible information technology, including website accessibility.

Actions to address ICT barriers:

WDBA, through its Information Technology and Corporate Affairs and External Relations teams, will undertake the following during the initial three-year planning period:

a. Review existing information and communication technologies (2023)

1. WDBA will complete a review of its policies, systems, software and equipment to ensure that they are accessible and that accessibility requirements are considered in the procurement and use of new information and communication technologies.

Action Achieved (2023): WDBA has completed its review of IT-related policies and systems, including the requirements in the procurement of ICT-related services and equipment. As a result, WDBA has added a language in its contracts requiring service providers to ensure that services and deliverables comply with accessibility standards, build flexibility into the design, and provide instructions that are easy to follow and available in accessible formats. WDBA has also adopted an electronic signatures policy, which recognizes various forms of electronic representation as an electronic signature, and therefore ensures that WDBA can still meet various accessibility needs. Moreover, WDBA will continue to support WDBA staff, contractors and visitors to ensure needs are met regarding this initiative. Additional language will be added to the IT Policy to support this action.

2. WDBA will review existing WDBA-owned web content to ensure it is following WCAG 2.1/AODA website standards. WDBA will continue to follow WCAG 2.1/AODA website standards regarding WDBA-owned content on the project's website.

Action Achieved (2023): WDBA has reviewed existing web content and has verified with its website provider that its website meets the WCAG 2.1/AODA standards

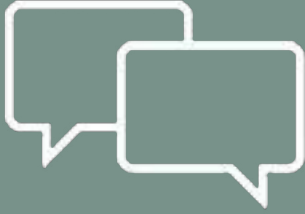
3. WDBA will also continue to offer web content in English and French and other languages as needed, as well as continue to offer any information or web content in alternate formats upon request.



Action Achieved (2024): The organization has developed an Official Languages Policy and associated procedures.



2.3 Communications, other than ICT



WDBA will focus on developing and providing information in accessible formats or with communication support for people with disabilities.

Actions to address communications barriers:

WDBA, through its Corporate Affairs and External Relations department, will undertake the following during the initial 2022-2024 period:

a. Communication and accessible formats (2023-2024)

1. WDBA will research and identify opportunities to provide training for employees to be able to develop accessible communication skills and practices.



Action Achieved (2024): Training is available to employees through the Canada Public Sector.

2. WDBA will review current communication channels to identify barriers and develop guidelines that will assist employees with the development of accessible communications.



Action Achieved (2024): A guideline on accessible communications has been prepared and approved.

3. WDBA will continue to provide the option to receive communications in alternative formats upon request.

Action Achieved (2023): WDBA continues to provide content in alternate formats when requested. To support this action, WDBA has a vendor of record for translation services, shares details on how to utilize closed captioning in a language of choice and is investigating additional ways to provide alternative formats such as braille.

4. WDBA will continue to encourage and accept feedback from staff and the public with regard to accessibility to ensure continuous improvement in developing accessible communications.

Action Achieved (2023): WDBA encourages and welcomes feedback on accessibility through mail, email and telephone. While no such feedback has been received to date, WDBA is committed to addressing feedback in a manner that will result in improved accessible communications.

b. Resources for accessible communications (2022-2024)

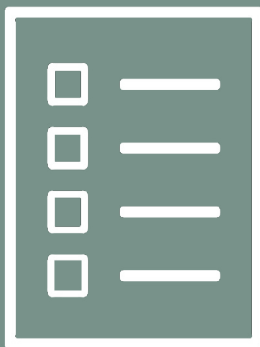
1. WDBA will research, identify and develop relationships with third-party organizations and providers of accessible communication services, such as braille and sign language interpreters, to assist with improving accessibility of communications and ensure WDBA is equipped and able to provide communication in alternative formats, upon request, within a reasonable timeframe.

In accordance with the *Act*, WDBA recognizes the use of American Sign Language (ASL), Quebec Sign Language (QSL) and Indigenous Sign Language (ISL) as the primary languages for communication by deaf persons in Canada.



Action Achieved (2024): WDBA has engaged third-party service providers to provide accessible communication services such as braille and sign language interpreters.





2.4 Design and Delivery of Programs and Services

As identified in WDBA's Accessibility Policy, WDBA will provide consistent high-quality accessible services in a manner that respects the dignity and independence of persons with disabilities.

Actions to address design and delivery of programs and services barriers:

WDBA, through its various departments, will undertake the following during the 2022-2024 period:

a. Review programs and services from an accessible lens (2023-2024)

1. WDBA will review and update existing employee programs and services (i.e., employee recognition programs, volunteer programs, etc.) as well as public-facing services (public inquiry line, Community Benefits Plan initiatives and events, etc.), to identify and remove barriers for people with disabilities.



Action Achieved (2024): Research was completed by WDBA to understand considerations and best practices to identify and remove barriers for people with disabilities to participate in WDBA-led community or stakeholder events and access WDBA-led services such as the public inquiry line and Community Office in Sandwich. Research included review of best practices amongst organizations including Cornell University, Accessible KU, ADA National Network, Canadian Union of Public Employees (CUPE), University of British Columbia, Government of Ontario and American BAR. This research led to the creation of a checklist to be used by WDBA for future events. Additionally, accessible MS Teams features were reviewed to enhance accessibility during virtual meetings.

WDBA conducted a formal review of the existing recognition program in 2023. WDBA will implement a new end-to-end recognition experience in 2024. The new program is aimed at being fully inclusive, connecting all staff using various methods to engage.

2. WDBA will continue to provide programs and services to employees and the public in alternative formats upon request.

Action Achieved (2023): An internal communications pulse survey was undertaken in Q4 of the 2022-2023 fiscal year to identify any required improvements to internal communications to accommodate accessibility needs. WDBA includes offers of alternative formats or accommodations in communications materials and public notices, where possible

3. WDBA will continue to seek and work with vendors and venues who include accessible accommodations in their services and locations.



Action Achieved (2024): WDBA considers accessibility requirements when booking venues for public engagement activities. Research was completed by WDBA to understand considerations and best practices to identify and remove barriers for people with disabilities to participate in WDBA-led community or stakeholder events and access WDBA-led services such as the public inquiry line and Community Office in Sandwich.

For its employees, WDBA continues to ensure that vendors and venues include accessible accommodations in their services and locations for all events organized by WDBA.

b. Accessible training and resources (2023-2024)

1. WDBA will conduct an audit of current training and resources provided at WDBA to identify and limit barriers with accessing training, as well as identify gaps in employee training needs and requirements as it relates to accessibility.



Action Achieved (2024): WDBA expanded the questions in the internal Diversity, Equity Inclusion and Accessibility (DEI&A) survey to ensure that staff had an opportunity to assess barriers and challenges to accessibility with respect to training and resources. WDBA likewise conducts a formal audit of its programs and policies, as a part of the two-year review cycle for policy documents. WDBA developed an audit system to assess training delivery and services to ensure WDBA meets or exceeds accessibility requirements. WDBA maintains a catalogue recognizing the active programs and services available to staff and is updated as new options become available. WDBA has established a “Culture Champion” role that will be integrated into each department of WDBA as a part of its commitment to a fully inclusive culture.

2. WDBA will conduct a review of current employee positions to identify role-specific training requirements and organizational needs.



Action Achieved (2024): WDBA has completed and rolled out a compensation framework review which included an evaluation of job descriptions for all positions.

WDBA has also created a Work Demands Analysis per job type which will enable it to review current employee positions, identifying role-specific training requirements and organizational needs.

3. WDBA will research and identify new accessible training opportunities to address the identified gaps as well as role-specific training requirements and organizational needs.



Action Achieved (2024): The following is a list of current accessibility training opportunities available to employees: Microsoft for software applications, Canada School of Public Service training programs, and Rippling training programs. WDBA continues to research and identify new accessibility training opportunities as they relate to specific job training and organizational needs.





2.5 Procurement of Goods, Services and Facilities

As identified in WDBA's Accessibility Policy, WDBA will incorporate accessibility considerations in procurement criteria and planning, where applicable, and ensure that procurement activities and processes are fair and accessible to vendors and that they incorporate accessibility requirements into their bids.

Actions to address procurement of goods, services and facilities barriers:

WDBA, through its Procurement team, will undertake the following during the 2022-2024 planning period:

a. Develop procurement accessibility criteria (2023-2024)

1. WDBA will establish guidelines on how it will evaluate vendor proposals and selection of procured services and goods based on accessibility.



Action Achieved (2024): WDBA has adapted evaluation and accessibility criteria that have been incorporated into the procurement documents, when relevant to the scope of work, ensuring that potential proponents meet the technical requirements regarding accessibility.

b. Accessibility as a technical requirement (2023-2024)

1. WDBA will ensure that accessibility designs, features and standards are included as part of the technical requirements in its procurement initiatives, to be complied with by prospective vendors.



Action Achieved (2024): Compliance with applicable accessible requirements has already been incorporated in WDBA's service agreements. Accessibility requirements will likewise be incorporated in the technical requirements in the request for proposal/quotation documents, if essential in the fulfillment of the statement of work.

2.6 Transportation



As identified in WDBA's Accessibility Policy, WDBA will meet or exceed barrier-free design requirements for its vehicle fleet to adhere to accessibility standards.

Actions for addressing transportation barriers

WDBA's Vehicle Fleet team will undertake the following during the 2022-2024 planning period:

a. Review fleet for potential accessible retrofits (2023)

1. WDBA will review its existing vehicle fleet in consultation with employees with disabilities and technical experts to identify how WDBA's existing fleet could conform to accessibility standards.

Action Achieved (2023): WDBA has completed a review of its existing fleet and has determined that one vehicle required modification to accommodate employees with mobility issues.

2. WDBA will continue to include existing accessible features like running bars on some of the fleet vehicles, and assist with providing accommodation, where possible, upon request.

Action Achieved (2023): WDBA has installed/included accessible features on its vehicle fleet. WDBA recognizes that this is an ongoing requirement and will monitor to ensure fleet vehicles comply with accessibility standards.

b. New vehicles (2024)

1. In its lease or acquisition of new vehicles WDBA will consider accessibility standards and the need to accommodate its employees with disabilities.



Action on Target: WDBA's existing leases are subject for renewal by late 2024 and 2025. WDBA will ensure that the new/renewed leases will consider applicable accessibility standards.



Part 3: Consultations and Communications

3.0 Consultation summary

As required pursuant to the *Act*, WDBA conducted consultations with its employees and the public. The consultation and communications objectives are to:

- gather feedback from people with disabilities, including WDBA staff and the public, to be incorporated into this Report
- ensure people with disabilities, WDBA staff and the public are aware of opportunities to provide feedback on WDBA's Plan progress
- meet the consultation requirements set out by the *Act* and the *Regulations*.

Timelines and consultation activities :

Between September and October 2024, WDBA will receive input and comments from members of the public and WDBA employees which will inform the development of the Report.

The following consultations will take place:

- Online employee survey: A staff survey will take place in September 2024 to gather feedback on the progress of WDBA's Plan.
- Online public survey: A public survey gathering feedback on the Report will be hosted.

Upon request to WDBA, mailed paper copies of the survey questions will be available. Paper copies of the Report will be available for review at the Sandwich Community Office and the public will also be able to complete the survey at this location.

The surveys will be bilingual (French and English) and will also be available in alternative formats upon request by calling 1-844-322-1779 or emailing info@wdbbridge.com.

WDBA employees and the public will be asked various qualitative and quantitative questions that focus on the progress reported on each section of the Plan pertaining to the following key areas: employment, built environment, information, communications and technologies, communications outside of ICTs, design and delivery of programs and services, procurement and transportation.

Results and feedback received through the survey will be included in the final Report which will be published on WDBA's website in December 2024. Feedback will also be shared with relevant WDBA departments as they continue to implement the action items in the Plan. Feedback from the surveys will also help WDBA identify any updates required to the Plan.

In addition to utilizing WDBA communications channels, WDBA will request local organizations and agencies who serve people with disabilities in Windsor to support the communication of consultation opportunities, as well as gain their feedback. WDBA will likewise engage with local Indigenous communities - Walpole Island First Nation and Caldwell First Nation - to help promote the survey to Indigenous communities and people with disabilities.

WDBA wants to ensure people with disabilities, the public, and WDBA staff are aware of the opportunities to provide feedback on the Report.

To ensure and support WDBA's consultation requirement outlined in the Act, WDBA will:

Externally:

- conduct an online survey utilizing accessibility features (i.e., screen-reader and screen-magnetizer friendly), and in alternative formats upon request by calling 1-844-322-1779 or emailing info@wdbridge.com (e.g., hardcopy or over the phone-survey support)
- update content on the Accessibility page of the website with the Report and survey
- promote the Report survey on the website main page in the rotating banner
- promote the Report survey on WDBA-managed social media channels.

Internally:

- share the survey and Report through internal communications channels including SharePoint and an all-staff email
- utilize an all-staff meeting to promote to the Report survey.

3.1 Communication of the Multi-Year Accessibility Plan and Progress Report

WDBA's Plan and Report (2024) are available in alternate formats upon request and can be viewed:

- on WDBA's website: gordiehoweinternationalbridge.com/Accessibility
- by written request to: Windsor-Detroit Bridge Authority, 400 - 100 Ouellette Avenue Windsor, ON N9A 6T3
- by telephone request at: 1-844-322-1733
- by email request at: info@wdbridge.com.

WDBA will provide print, large print, Braille, audio format or an electronic format compatible with adaptive technology intended to assist persons with disabilities, at the latest, 45 days after a request for a Plan or Report in Braille or audio format, or 15 days after a request for a Plan or Report in any other format.



Part 4: Feedback

4.1 Introduction

In accordance with the *Act* and the *Regulations*, WDBA has developed a process for receiving and dealing with feedback regarding:

- the way WDBA is implementing its Plan
- the barriers encountered by WDBA's employees and the public who deal with WDBA
- the manner with which WDBA takes this feedback into consideration.

4.2 Feedback Process

Receiving feedback

As required under the *Act*, WDBA's feedback process includes submission of feedback through the following methods:

Mail: Heather Grondin, Chief Relations Officer
Windsor-Detroit Bridge Authority
400 - 100 Ouellette Avenue
Windsor, ON N9A 6T3

Telephone: 1-844-322-1733

Email: info@wdbridge.com

Feedback can also be submitted to WDBA anonymously by telephone, email, or posted mail, if desired.

Feedback is accepted from WDBA employees and the public and a process for tracking feedback and acknowledging feedback has been established on accessibility irrespective of the content:

- positive or critical
- general or specific
- lengthy or brief
- identified or anonymous.

Managing and responding to feedback

Since the publication of the Plan in December 2022, WDBA has not received any feedback on the Plan itself, on WDBA's implementation of its Plan, or on any reported barriers encountered by its employees or the public WDBA serves.

Should WDBA receive feedback, WDBA will acknowledge receipt and respond to it through the same means by which it has received the feedback, except for feedback provided anonymously. WDBA will continue to respond promptly; however, the time it will take WDBA to acknowledge the feedback and respond is dependent on the method used to submit the original feedback, as provided below.

As required under the *Regulations*, WDBA will retain an electronic copy or print copy of any feedback received, identified or anonymous, and responses to such feedback for seven years after the day of receipt. This includes feedback received by telephone and feedback received by other means used to communicate with the public.

WDBA respects the privacy of its employees and the public. Any identifying information when providing accessibility feedback will only be used to address, eliminate and prevent accessibility barriers and to enable WDBA to acknowledge and respond to the feedback.

The feedback process by communication method has been established to ensure the person receiving feedback on accessibility responds promptly. All feedback will be tracked and organized to ensure WDBA maintains a consistent approach.

- Telephone: WDBA will acknowledge any feedback received by telephone immediately during the conversation, for calls received during business days from 9 am to 5 pm. Telephone conversations could be recorded.
- Email: Feedback received through the designated email info@wdbridge.com will be acknowledged within 72 hours. Attachments such as photos, videos and documents can be included.
- Mail: Written feedback sent to WDBA will be acknowledged through a written letter within 10 business days from the day WDBA received the feedback.

WDBA will properly document and maintain a list of feedback received and WDBA's actions resulting from the feedback. Feedback may be escalated to the appropriate department within WDBA. WDBA may follow up for additional information or to provide an update if the feedback was not provided anonymously.

Feedback will be used to meet WDBA's planning and reporting requirements, such as in preparing the Report, and to improve the manner of identifying, removing and preventing barriers to accessibility within WDBA.



Part 5: Training

WDBA continues to provide training to the executive team and WDBA employees on diverse topics. Training relating to accessibility is being scheduled.

Acknowledgements

WDBA would like to recognize the commitment of the Board of Directors, employees, Accessibility Task Force, the Windsor community and First Nations for their guidance in the preparation of this Report.

Definitions

As identified in WDBA's Accessibility Policy:

Barrier means anything, including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice, that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Disability means any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment - or a functional limitation - whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.



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