



# WDBA Multi-Year Accessibility Plan Survey

Windsor-Detroit Bridge Authority (WDBA) is seeking community feedback on its draft 2025 Multi-Year Accessibility Plan.

**Please review WDBA's draft Multi-Year Accessibility Plan before taking this survey. The Plan as well as this survey is also available on the project website [GordieHoweInternationalBridge.com/diversity](https://GordieHoweInternationalBridge.com/diversity).**

This survey will close on October 6, 2025, and feedback will help inform the implementation of the 2025-2028 Multi-Year Accessibility Plan.

The final Plan, including survey results, will be posted to the project website in December 2025.

The survey is available in alternate formats by emailing [info@wdbridge.com](mailto:info@wdbridge.com), or by calling 1-844-322-1773.

## About WDBA and WDBA's Multi-Year Accessibility Plan

The Multi-Year Accessibility Plan (the "Plan") is a document representing WDBA's policies, programs, practices and services that will be implemented over the course of the three years (2025-2028) to support inclusion and provide details regarding the identification, removal, and prevention of barriers for persons with disabilities. It incorporates the legislated requirements of the *Act* as well as the *Accessible Canada Regulations* ("Regulations") and is guided by WDBA's Accessibility Policy\*. It also outlines the methods for ensuring that all accessibility features will comply with Canada's accessibility legislation 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; and
- transportation.

\* WDBA developed an Accessibility Policy, which was reviewed and approved by WDBA's

executive leadership team and the Board of Directors in June 2022 and updated in June 2024. The WDBA Accessibility Policy has been used as guidance in development of the Plan.

## Definitions

**Barrier** means anything, including physical, architectural, technological, or attitudinal, that is based on information or communications or 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 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.

1. First and last name:

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2. Address:

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3. Email (*optional*)

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4. Phone number (*optional*)

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5. Postal code (*required*)

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6. Are you a person with a disability?

- ☐ Yes  
☐ No

7. Are you a caregiver for people or a person with a disability?

- ☐ Yes  
☐ No

**Please review WDBA's draft 2025 Multi-Year Accessibility Plan before answering these next questions.**

## Employment

As identified in the WDBA Accessibility Policy, WDBA shall 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.

### **Employment barriers identified within 2025-2028 Multi-Year Accessibility Plan:**

- Information about accessible accommodations, workplace resources, and general aids or support options are not easily visible or readily available for all employees.
- More specifically, highlighting WDBA's commitment to diversity, equity, inclusion, and accessibility (DEIA) on its website can support recruitment efforts and encourage self-identification, potentially impacting our ability to build a representative and inclusive workforce.
- Providing an opportunity for staff to ask questions, identify concerns or flag emerging issues associated with DEIA will remove existing or perceived barriers to corporate practices.

**Summary of actions and anticipated timeframes to address employment barriers:**

- Expand Diversity, Equity, Inclusion and Accessibility (DEIA) content in external facing corporate website and include information specific to DEIA hiring practices. (2027-2028)
- Appointment of DEIA Representative (2025)
- Anonymous Feedback Board (2025)

To view full descriptions of actions as well as reported progress on these actions, please refer to section **2.0 Employment of the Plan**.

Please rate the following statements from “strongly disagree” and “strongly agree”:

**1. WDBA has adequately identified barriers to employment.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**2. WDBA’s listed actions are appropriate and realistic for addressing the identified barriers to employment.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**3. WDBA’s listed timelines for achieving listed actions are appropriate and realistic for addressing the identified barriers to employment.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**4. Based on the action timelines provided for addressing employment barriers, WDBA has made appropriate progress to date (December 2022-today)?**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**5. Do you have further feedback regarding accessibility of employment at WDBA?**

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## Built Environment

As identified in its Accessibility Policy, WDBA shall 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.

### Built Environment barriers identified within 2025-2028 Multi-Year Accessibility Plan:

- WDBA's Emergency Evacuation Plan will undergo continuous review to ensure that the specific needs of employees and visitors with disabilities are considered.
- Existing built environment of WDBA office locations may not be fully accessible for people with disabilities.
- Lease contracts for WDBA offices may not yet include clauses for landlord's compliance with the latest accessibility standards.

### Summary of actions and anticipated timeframes to address built environment barriers:

- Review and update WDBA's Emergency Evacuation Plan (2025)
- Review of existing built environment of all WDBA office locations (2025-2028)
- Retrofit of existing built structures and work environment (2025)
- Review and update terms of lease contracts (2025)

To view full descriptions of actions as well as reported progress on these actions, please refer to section **2.1 Built Environment of the Plan**.

Please rate the following statements from “strongly disagree” and “strongly agree”:

#### 6. WDBA has adequately identified barriers to the built environment.

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

#### 7. WDBA's listed actions appropriate and realistic for addressing the identified barriers to its built environment.

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

#### 8. WDBA's listed timelines for achieving listed actions are appropriate and realistic for addressing the identified barriers to its built environment.

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**9. Based on the timelines provided for each action for addressing identified built environment barriers, WDBA has made appropriate progress to date (December 2022-today).**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**10. Do you have further feedback regarding accessibility of WDBA's built environment?**

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## Information and Communication Technologies (ICT)

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

### Information and Communication Technologies barriers identified within 2025-2028 Multi-Year Accessibility Plan:

- The inaccessibility of technologies in commonly used meeting and collaboration spaces can limit the ability of facilitators and attendees to participate meaningfully.
- Several workplace information and communication technology devices available in the market are systems with potential data residency issues. The challenge arises when adaptive technologies need different hardware capacity and software configurations.

### Summary of actions and anticipated timeframes to address ICT barriers:

- Review existing information and communication technologies (2025-2028)

To view full descriptions of actions as well as reported progress on these actions, please refer to section **2.2 Information and Communication Technologies (ICT) of the Progress Report**.

Please rate the following statements from “strongly disagree” and “strongly agree”:

**11. WDBA has adequately identified barriers to ICT.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**12. WDBA's listed actions are appropriate and realistic for addressing the identified barriers to ICT.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**13. WDBA's listed timelines for achieving listed actions are appropriate and realistic for addressing the identified barriers to ICT.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**14. Based on the timelines provided for each action for addressing identified ICT barriers, WDBA has made appropriate progress to date (December 2022-today).**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**15. Do you have further feedback regarding accessibility of WDBA's ICT?**

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## Communications other than ICT

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

**Communication barriers identified within 2025-2028 Multi-Year Accessibility Plan:**

- Information may not always be communicated in accessible formats consistently across the organization, and not all employees are trained to develop accessible communications due to the need for more comprehensive standards and guidelines for communications.

**Summary of actions and anticipated timeframes to address communications barriers:**

- Communication and accessible formats (2025-2028)

To view full descriptions of actions as well as reported progress on these actions, please refer to section **2.3 Communications other than ICT of the Progress Report**.

Please rate the following statements from “strongly disagree” and “strongly agree”:

**16. WDBA has adequately identified barriers to their communications.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**17. WDBA's listed actions are appropriate and realistic for addressing the identified barriers to their communications.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**18. WDBA's listed timelines for achieving listed actions are appropriate and realistic for addressing the identified barriers to communications.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**19. Based on the timelines provided for each action for addressing identified communications barriers, WDBA has made appropriate progress to date (December 2022-today).**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**20. Do you have further feedback regarding accessibility of WDBA's communications?**

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## **Design and Delivery of Programs and Services**

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

**Design and delivery of program and service barriers identified within 2025-2028 Multi-Year Accessibility Plan:**

- Current training may not reflect the diverse learning styles and learning preferences / formats of all employees.
- WDBA does not currently have a formal framework to assess benchmarks and guide the accessibility of organizational programs and services in alignment with best practices.
- Current policy and procedure documents may not all fully reflect inclusive and uniform language that clearly communicates accommodation options, potentially limiting understanding of organizational requirements and expectations.

**Summary of actions and anticipated timeframes to address design and delivery of program and service barriers:**

- Accessibility Training Options (2025-2028)
- Review Policy and Procedure documents (2026-2027)

To view full descriptions of actions as well as reported progress on these actions, please refer to section **2.4 Design and Delivery of Programs and Services of the Plan**.

Please rate the following statements from “strongly disagree” and “strongly agree”:

**21. WDBA has adequately identified barriers to the design and delivery of programs and services.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**22. WDBA’s listed actions are appropriate and realistic for addressing the identified barriers to the design and delivery of their programs and services.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**23. WDBA’s listed timelines for achieving listed actions are appropriate and realistic for addressing the identified barriers to programs and services.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**24. Based on the timelines provided for each action for addressing identified barriers of the design and delivery of programs and services, WDBA has made appropriate progress to date (December 2022-today).**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**25. Do you have further feedback regarding accessibility of WDBA’s design and delivery of programs and services?**

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## Procurement of Goods, Services and Facilities

As identified in its Accessibility Policy, WDBA shall 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.

### Procurement of goods, services and facilities barriers identified within 2025-2028 Multi-Year Accessibility Plan:

- Accessibility criteria may not be fully incorporated in WDBA's procurement processes.

### Summary of actions and anticipated timeframes to address procurement of goods, services and facilities barriers:

- Develop procurement accessibility criteria (2025-2028)

To view full descriptions of actions as well as reported progress on these actions, please refer to section **2.5 Procurement of Goods, Services and Facilities of the Progress Report**.

Please rate the following statements from "strongly disagree" and "strongly agree":

#### 26. WDBA has adequately identified barriers to the procurement of goods, services and facilities.

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

#### 27. WDBA's listed actions are appropriate and realistic for addressing the identified barriers to the procurement of goods, services and facilities.

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

#### 28. WDBA's listed timelines for achieving listed actions are appropriate and realistic for addressing the identified barriers to the procurement of goods, services and facilities.

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

#### 29. Based on the timelines provided for each action for addressing identified barriers of the procurement of goods, services and facilities, WDBA has made appropriate progress to date (December 2022-today).

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**30. Do you have any further feedback regarding accessibility of WDBA's procurement of goods, services and facilities?**

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## Transportation

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

**Transportation barriers identified within 2025-2028 Multi-Year Accessibility Plan:**

- Existing vehicle fleet may not have considered accessibility requirements within the Act.

**Summary of actions and anticipated timeframes to address transportation barriers**

- New vehicles will be placed in service (2025)

To view full descriptions of actions as well as reported progress on these actions, please refer to section **2.6 Transportation of the Progress Report**.

Please rate the following statements from “strongly disagree” and “strongly agree”:

**31. WDBA adequately identified barriers to transportation.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**32. WDBA's listed actions are appropriate and realistic for addressing the identified transportation barriers.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**33. WDBA's listed timelines for achieving listed actions are appropriate and realistic for addressing the identified barriers to transportation.**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**34. Based on the timelines provided for each action for addressing identified transportation barriers, WDBA has made appropriate progress to date (December 2022-today).**

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree

**35. Do you have further feedback regarding accessibility of transportation at WDBA?**

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Thank you for taking this survey.

Feedback from this survey will be used to review and update WDBA's implementation of the 2025-2028 Multi-Year Accessibility Plan.

The final Plan, including survey results, will be posted in December 2025 to the project website **[GordieHoweInternationalBridge.com/diversity](https://GordieHoweInternationalBridge.com/diversity)**.