



Multi-Year Accessibility Plan for WDI

Year 1: Foundation and Planning

1. Assess Current Accessibility

- Conduct an accessibility audit of your facilities, services, and digital assets.
- Identify areas where your organization meets AODA standards and where improvements are needed.

2. Set Up an Accessibility Committee

- Form a cross-functional team to oversee the development and implementation of the accessibility plan.
- Ensure representation from key departments (HR, IT, Facilities, Customer Service).

3. Training and Awareness

- Provide AODA training to all employees, focusing on accessibility standards, customer service, and communication.
- Implement ongoing training programs for new hires.

4. Set Initial Goals

- Establish short-term and long-term accessibility goals, including compliance timelines for each area (e.g., websites, public spaces, communication).

Year 2: Implementation and Progress Monitoring

1. Physical Accessibility Improvements

- If necessary begin any renovations or modifications to physical spaces (e.g., ramps, accessible restrooms, signage).
- Prioritize high-traffic areas and essential facilities.

2. Digital Accessibility

- Upgrade websites, apps, and digital content to meet WCAG 2.0 Level AA standards.
- Ensure online forms, documents, and media are accessible to all users.

3. Communication and Documentation



- Ensure all public documents and communications are available in accessible formats upon request.
- Develop a process for responding to accessibility-related requests in a timely manner.

4. Monitor and Report Progress

- Conduct mid-year and year-end reviews to assess progress toward accessibility goals.
- Report progress to senior management and update the accessibility plan as needed.

Year 3: Continued Improvements and Reporting

1. Review and Update Policies

- Review the accessibility policy and procedures annually to ensure they remain relevant and effective.
- Update the policy to reflect any changes in legislation or organizational priorities.

2. Expand Accessibility Training

- Offer advanced training on specific topics (e.g., assistive technologies, inclusive design) to relevant teams.
- Encourage ongoing professional development in accessibility.

3. Enhance Digital Accessibility

- Conduct regular audits of digital assets to ensure continued compliance with WCAG standards.
- Expand accessibility features to new platforms and services as they are developed.

4. Feedback and Continuous Improvement

- Use customer and employee feedback to identify new areas for improvement.
- Implement continuous improvement initiatives based on feedback and accessibility audits.

Year 4 and Beyond: Sustainability and Innovation

1. Sustainability Planning

- Develop strategies to sustain accessibility improvements over the long term.
- Allocate resources for ongoing accessibility initiatives.

2. Innovate for Inclusivity

- Explore and implement new technologies or practices that enhance accessibility (e.g., AI-driven assistive tools, inclusive design practices).
- Stay informed of emerging trends and legislation related to accessibility.



3. Community Engagement

- Partner with disability advocacy groups to promote inclusivity and gather insights.
- Participate in community events or initiatives that support accessibility and inclusivity.

4. Long-Term Monitoring and Evaluation

- Establish a process for continuous monitoring of accessibility standards and compliance.
- Regularly update the accessibility plan to reflect organizational changes or new AODA requirements.