

Canadian Warplane Heritage Museum

Multi-Year Accessibility Plan 2026–2030

Approved: October 9, 2026

Plan Owner: David G. Rohrer, President & CEO

Accessibility Contact: Sandra Price, VP, Operations

Plan Period: 2026–2030

1. Statement of Commitment

The Canadian Warplane Heritage Museum (CWHM) is committed to providing an inclusive and accessible environment for visitors, employees, volunteers, members, suppliers, job applicants and other stakeholders.

The Museum will work to identify, prevent and remove accessibility barriers in its facilities, services, communications, employment practices and digital experiences.

CWHM strives to provide equitable access while respecting the dignity, independence, integration and equal opportunity of people with disabilities. The Museum is committed to meeting applicable requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), its regulations and the Ontario Human Rights Code.

2. Purpose and Scope

This plan establishes accessibility priorities and actions for 2026–2030.

It addresses:

- Customer service and visitor experiences.
- Employment and workplace accommodation.
- Information and communications.
- Website and digital accessibility.
- Museum buildings, exhibitions and visitor facilities.
- Staff and volunteer training.
- Procurement and external service providers.
- Emergency preparedness and temporary service disruptions.

The plan will be implemented in conjunction with CWHM's accessibility policies and applicable operational procedures.

3. Customer Service and Visitor Accessibility

Objective: Enable visitors with disabilities to access Museum services and participate in activities as independently and meaningfully as possible.

Actions:

1. Review visitor accessibility information, including entrances, parking, washrooms, exhibition areas and event facilities.
2. Assess areas identified as accessible by stairs only, including the Fly Zone, TG Room, Radio Room and Observation Deck.
3. Document appropriate accommodations or alternative service arrangements where physical access is limited.
4. Ensure visitors can request assistance, accessible formats and communication supports.
5. Review accessibility feedback and complaints and document corrective actions.
6. Maintain procedures for notifying visitors of temporary disruptions to accessible facilities or services.

Responsibility: Visitor Services, Facilities and Operations.

Target timing: Initial review by March 2027, followed by ongoing monitoring.

Measures of progress: Completed accessibility assessments, documented procedures, staff awareness and records of feedback and corrective actions.

4. Employment and Workplace Accommodation

Objective: Support accessible recruitment, employment, professional development and workplace participation.

Actions:

1. Review recruitment materials and hiring procedures to ensure applicants can request accommodations.
2. Inform employees about applicable accessibility and accommodation policies.
3. Maintain a process for responding to individual accommodation requests.
4. Prepare individualized workplace emergency response information where required.
5. Consider accessibility needs in performance management, career development and redeployment.
6. Review return-to-work procedures and implement applicable individualized plans.
7. Protect the confidentiality of personal accommodation information.

Responsibility: VP, Operations and Department Managers.

Target timing: Review existing procedures by June 2027, with ongoing maintenance and updates.

Measures of progress: Current employment procedures, documented accommodation processes, training completion and periodic internal reviews.

5. Training and Awareness

Objective: Ensure employees and volunteers understand their accessibility responsibilities.

Actions:

1. Provide required AODA and Ontario Human Rights Code training.
2. Provide training relevant to each person's duties and responsibilities.
3. Ensure visitor-facing personnel understand how to assist people with different disabilities.
4. Maintain training records showing completion dates and training coverage.
5. Provide updated training when relevant policies or requirements change.

Responsibility: VP, Operations and Volunteer Administrator.

Target timing: Review training coverage by March 2027 and monitor completion throughout 2027–2030.

Measures of progress: Training registers, training materials, completion records and documented follow-up for outstanding training.

6. Information and Communications

Objective: Ensure people with disabilities can obtain and understand information provided by the Museum.

Actions:

1. Inform the public and employees that accessible formats and communication supports are available upon request.
2. Establish a clear process for receiving and responding to requests.
3. Review visitor guides, educational materials, event information and essential safety communications for accessibility.
4. Assess the need for captions, transcripts, large-print materials and other communication supports.
5. Ensure accessibility feedback can be submitted through practical communication channels.

Responsibility: Administration, Education and Visitor Services.

Target timing: Initial review by June 2027, followed by ongoing improvements.

Measures of progress: Published request information, documented procedures and records of completed requests.

7. Website and Digital Accessibility

Objective: Improve the usability of the Museum's website and digital services for people with disabilities.

Actions:

1. Assess key pages on warplane.com, including visitor information, admission, events, memberships and contact information.
2. Test online booking, payment and membership systems, including third-party platforms where applicable.
3. Review keyboard navigation, headings, text alternatives for images, form labels, error messages, colour contrast and video captions.
4. Prioritize barriers that prevent users from completing essential tasks.
5. Work with website and service providers to correct identified issues.
6. Consider accessibility when introducing new digital content and services.

Responsibility: Administration, Marketing, IT and relevant external service providers.

Target timing: Initial assessment by June 2027. Remediation priorities and schedules will be established following the assessment.

Measures of progress: Completed assessments, documented issues, corrective-action tracking and periodic retesting.

8. Buildings, Exhibitions and Facilities

Objective: Identify and address physical barriers that affect access to Museum services.

Actions:

1. Review accessible routes, entrances, parking, washrooms, seating and visitor circulation.
2. Assess access to exhibitions, aircraft displays, educational spaces and event facilities.
3. Review identified stair-only areas and document limitations and available alternatives.
4. Assess applicable accessibility requirements when renovating, constructing or altering public spaces.
5. Review emergency procedures and visitor communications for people who may require assistance.
6. Prioritize improvements based on legal requirements, safety, visitor impact, feasibility and available resources.

Responsibility: Facilities, Operations and Senior Management.

Target timing: Initial assessment by September 2027. An improvement schedule will be established following the assessment.

Measures of progress: Documented assessments, approved improvement priorities, completed corrective actions and updated visitor information.

9. Procurement and External Service Providers

Objective: Consider accessibility when acquiring products, services, technology and contracted visitor services.

Actions:

1. Review procurement practices for applicable accessibility requirements.
2. Consider accessibility when selecting website, ticketing, membership and communication providers.
3. Request relevant accessibility documentation from suppliers where appropriate.
4. Include accessibility expectations in contracts and service reviews where applicable.

Responsibility: Operations, Finance, IT and Department Managers.

Target timing: Review by December 2027, with accessibility considerations incorporated into relevant procurement activities thereafter.

Measures of progress: Updated procurement guidance and documented consideration of accessibility in applicable purchasing decisions.

10. Feedback, Monitoring and Accountability

CWHM will use feedback from visitors, employees, volunteers and other stakeholders to identify barriers and improve accessibility.

The Museum will:

- Designate a responsible individual to coordinate implementation of this plan.
- Maintain an internal record of accessibility issues and corrective actions.
- Assign responsibility and target dates for significant improvements.
- Review progress periodically with relevant department managers.
- Update the plan when priorities, practices or applicable requirements change.
- Review and update the plan at least once every five years, as required.
- Make the plan publicly available and provide it in an accessible format upon request.

Plan Owner: David G. Rohrer

Accessibility Contact: Sandra Price

11. Implementation and Resources

Implementation will depend on the results of internal assessments, applicable legal requirements, operational priorities and approved budgets.

CWHM will identify the staff time, funding, technical resources and external expertise required for individual initiatives. Actions addressing legal compliance, safety and barriers to essential services will receive appropriate priority.

The target dates in this plan establish proposed implementation milestones. Progress will be monitored, and priorities and schedules will be adjusted where necessary to reflect assessment findings, resources and applicable obligations.

12. Approval and Review

Approved by: Canadian Warplane Heritage Museum Management

Approval date: October 9, 2026

Plan Owner: David G. Rohrer

Accessibility Contact: Sandra Price

Plan period: 2026–2030

The Museum will review and update this plan as required and at least once every five years.

13. Accessibility Inquiries and Alternative Formats

For questions about this plan, accessibility concerns, or requests for accessible formats or communication supports, please contact:

Accessibility Contact: Sandra Price

Organization: Canadian Warplane Heritage Museum

Website: <https://www.warplane.com/>

Contact email: sprice@warplane.com

Telephone: 905 679 4183 ext 230

The Museum will respond to requests in accordance with applicable accessibility requirements.

*This plan describes CWHM's accessibility priorities and intended actions for 2026–2030.
Implementation progress will be monitored and documented by the responsible departments.*