

# Accessibility Plan 2023 Annual Status Report

for Senior Leadership, Health Human Resources Committee of the Board  
and Board of Directors

# Purpose

- ▶ Update on compliance with the AODA, the “Act”
- ▶ Review Accessibility Plan status
- ▶ Prepare for annual report to Board of Directors and submission of annual compliance report

# Background

*Accessibility for Ontarians with a Disability Act, 2005 (the “AODA” or the “Act”)*

The Act identifies that the hospital is responsible to:

- ▶ Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the Regulation;
- ▶ Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
- ▶ Review and update the accessibility plan at least once every five years.

# History

- ▶ 2003-2011 - Annual Plans created and implemented
- ▶ 2011 - New Bill introduces *5 Integrated Accessibility Standards (4 applicable)*
- ▶ 2011-2016 – Implementation of multi-year plan with new Integrated Standards
- ▶ 2017-2020 – Revised multi-year plan created, posted and implemented
- ▶ 2021- 2022 - Pandemic pause, compliance maintained

# Integrated Standards, Goals Completed

## Customer Service

- ▶ Goal 1: Enhance the capacity for staff, professional staff and volunteers to provide quality, accessible customer service.
- ▶ Goal 2: Explore options to enhance accessible services and supports for patients.
- ▶ Goal 3: Develop processes for ongoing community engagement and reporting.

## Information and Communication

- ▶ Goal 1: Continue to provide access to accessible information.

## Employment

- ▶ Goal 1: Continue to apply and improve accessible recruitment and hiring processes
- ▶ Goal 2: Review and enhance accommodations and processes to support employees and volunteers with disabilities.

## Design of Public Spaces

- ▶ Goal 1: Review and enhance interior and exterior spaces from an Accessibility perspective.
- ▶ Goal 2: Review and enhance access to accessible parking spaces.
- ▶ Goal 3: Review and enhance existing signage and wayfinding from an Accessibility perspective.

# Current Activities

- ▶ Re-engagement of Accessibility Committee – *complete, awaiting PFA representation*
- ▶ New Executive Sponsor, Committee Chair and reporting structure to HHR Committee of Board - *complete*
- ▶ Revised terms of reference - *complete*
- ▶ Compliance maintenance review – *in progress*
- ▶ Legislative review – *complete*
- ▶ Seek community partnership/representation - *complete*
- ▶ Annual compliance submission – due December 31, 2023

# Next Steps

- ▶ Presentation to Senior Leadership (November 16), HHR Committee of Board (November 29), Board of Directors (December 6)
- ▶ Submission of 2023 compliance report – by December 31, 2023
- ▶ Plan for next multi-year plan:
  - ▶ Confirm that all current legislative requirements are met and maintained
  - ▶ Engage the community and stakeholders to determine priorities
  - ▶ Review of tabled, but not yet enacted proposal for Health Care Standards
  - ▶ Ensure alignment with Strategic Plan 2026
  - ▶ Approval and posting of revised multi-year plan 2024-2029