



## **Integrated Accessibility Plan 2023–2028**

### **Annual Status Report 2024**

This publication is available on the hospital's website and in an accessible format, upon request.

Humber River Health (HRH) remains committed to creating an inclusive environment where patients, families, staff, and visitors experience care and services free from barriers. Our 2023–2028 Multi-Year Accessibility Plan (MYAP) serves as a roadmap for meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).

This report reflects the progress made in 2024 toward those commitments. It highlights the steps we have taken to maintain compliance, strengthen accessibility practices, and embed equity and inclusion into the fabric of our organization.

## Customer Service

- Continued to uphold Customer Service Standards emphasizing dignity, independence, and integration.
- Assistive devices (Pocket Talkers, TTY phones) and interpretation services (ASL and multilingual) remained available.
- Service animals and support persons welcomed across all sites.
- Notices of temporary disruptions posted on-site and online.
- The Bariatric Clinic introduced virtual video sessions to improve accessibility, reduce transportation barriers, and create an experience closer to in-person care.
- Fracture, Plastics & Surgical Clinics, Vascular Access Team, Hand Therapy, and Outpatient Rehab added extra volunteers during the summer months to assist with wayfinding and patient flow during high-volume periods.
- Feedback channels remained active (brochure boxes, Patient Relations, online forms).

## Information and Communication

- Statement of Commitment remains posted on HRH’s Accessibility & Language Services webpage
- Accessible formats provided upon request.
- Multi-Year Accessibility Plan (2023–2028) is publicly available.
- Groundwork laid for continued consultations with persons with disabilities, PFAC, and EDI Advisory Committee.
- Initiatives introduced by the Bariatric Clinic:
  - Audiobook version of patient education materials underway for patients with visual impairments, learning disabilities, or low literacy.
  - Multilingual information sessions offered in Spanish, Arabic, Farsi, French, Punjabi, and Dari.

## Employment

- All new employees completed mandatory e-learning on AODA and Ontario Human Rights Code. Training includes all volunteers and policy developers.
- Training records tracked in HR systems.
- Recruitment practices included clear accommodation statements and encouraged applications from equity-deserving groups.
- Employment supports maintained for accommodation and return-to-work plans and processes aligned with AODA.
- Emergency preparedness strengthened through Atlas Emergency Response App, mock exercises, and monthly “Code Awareness” emails.

## Looking Ahead

As we move into 2025, HRH will build on these achievements by deepening engagement with persons with disabilities, enhancing the visibility of feedback processes, and reviewing opportunities to strengthen accessibility in both policy and practice. Our commitment remains unwavering: to provide care and services that are equitable, inclusive, and accessible to all.

## Contact Information

For accessibility inquiries or to request this report in an alternate format:

Patient Relations Office

Phone: 416-242-1000 ext. 82256

Website: HRH Accessibility & Language Services