



Integrated Accessibility Plan 2023–2028

Annual Status Report 2025

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 2025 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.
- Virtual video sessions introduced by the Bariatric Clinic to improve accessibility, reduce transportation barriers, and create an experience closer to in-person care.
- Additional volunteers scheduled on weekends and summer months to assist with wayfinding and patient flow during high-volume periods.
- Seniors care events included accommodation requests to ensure accessibility for attendees.
- Feedback channels remained active (brochure boxes, Patient Relations, online forms); accessibility discussed at PFAC.

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) remains publicly available; consultations with persons with disabilities, PFAC, and EDI Advisory Committee planned.
- Bariatric Clinic initiatives:
 - Audiobook version of patient education materials underway for patients with visual impairments, learning disabilities, or low literacy.
- Fracture, Plastics & Surgical Clinics, Vascular Access Team, Hand Therapy, and Outpatient Rehab added additional volunteers scheduled on Sundays as needed to assist with wayfinding and patient flow during high-volume periods.

Employment

- Mandatory AODA and Human Rights Code training continued for all new hires; training records maintained in HR systems.
- Recruitment practices included clear accommodation statements and encouraged applications from equity-deserving groups.
- Event hosting processes updated to ask about accommodation needs for participants.
- Employment supports maintained for accommodation and return-to-work plans; processes aligned with AODA.
- Emergency preparedness strengthened through Atlas Emergency Response App, mock exercises, and monthly “Code Awareness” emails.

Design of Public Spaces

- **Finch site:** New AODA-compliant washroom on main level; LED lighting upgrades in stairwells.

- **Church site:** New AODA-compliant washroom on main level; LED lighting upgrades in stairwells.
- **Emergency Room:**
 - Enhanced wayfinding signage in waiting rooms (fast track to Diagnostic Imaging).
 - Rearrangement of seating to accommodate wheelchair users (in progress for Ozone South).
 - Patient entrance door at the Medical Imaging satellite in the Emergency Department was upgraded with an automatic door opener in July, improving accessibility for individuals with mobility challenges.

Looking Ahead

Humber River Health will continue advancing accessibility by embedding AODA requirements into all aspects of care, operations, and planning. Key priorities for 2026 include strengthening inclusive customer service, completing accessibility audits of digital platforms to ensure WCAG 2.0 Level AA compliance, and expanding accessible formats for patient education materials. We will maintain accessibility as a workplan item at the EDI and PFAC meetings, ensuring feedback from persons with disabilities informs decision-making. Future renovations and construction projects will integrate AODA Design of Public Spaces standards from the earliest stages. Ongoing staff training and updated policies will reinforce our commitment to removing barriers and promoting equity, dignity, and independence for all.

Contact Information

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

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