

Annual Accessibility Status Report April 2024 – March 2025

General Accomplishments:

- ✓ Initiated Wayfinding Project – Update to directional signage
- ✓ Relocated and renovated Education Centre – wheelchair accessible
- ✓ Created Reflection Room – wheelchair accessible
- ✓ Purchased height-adjustable desk for Emergency Room Triage and Acute Care Charge Nurse Office

Customer Service Accomplishments:

- ✓ Health Equity Committee reviewed and updated (Feb 2024) the Five Year Accessibility Plan
- ✓ Implementation of appointment reminders (e-mail/phone call/text)
- ✓ Introduction and implementation of Pocket Health

Information and Communication Accomplishments:

- ✓ Monitor feedback based on Accessibility question on patient survey

Training Accomplishments:

- ✓ Annual accessibility training at Brain Train (updated)
- ✓ AODA training for new hires at orientation
- ✓ Health Equity Committee completed AODA training

Employment Accomplishments:

There were no accessibility requests for employment related standards.

Procurement:

HDH will continue to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. If it is not possible and practical to do so, HDH will provide an explanation upon request.

Self-service Kiosks: Not applicable

Transportation: Not applicable

Design of Public Spaces: Not applicable

Next Steps:

Health Equity Committee will review and update the Accessibility Plan in February 2026 to reflect accomplishments and new initiatives identified.