

Annual Accessibility Status Report April 2025 – March 2026

General Accomplishments:

- ✓ Wayfinding Project Completed – Updated directional signage throughout HDH
- ✓ Incorporated/Implemented Project Search
- ✓ Purchased height-adjustable desks for Registration Office
- ✓ Ceiling lifts installed in Inpatient Rm 118 and Rm 119 (Acute Care)

Customer Service Accomplishments:

- ✓ Health Equity Committee reviewed/updated (Feb 2026) the Five-Year Accessibility Plan
- ✓ Reviewed ADM 1-15 Accessibility Policy
- ✓ Reviewed ADM 6-70 Pets in the Hospital or Service Animals

Information and Communication Accomplishments:

- ✓ Monitored feedback based on Accessibility questions on patient surveys
- ✓ Patient surveys now available electronically
- ✓ Accessibility toggle added to HDH website enabling visitors to choose from many accessible navigation features and options (seizure safe, vision impaired, ADHD friendly, keyboard navigation, screen reader, etc.)
- ✓ Additional language translation added to HDH website
- ✓ Broadened language translation/interpreter services available for front line use – *Access Alliance Language Services*

Training Accomplishments:

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

Employment Accomplishments:

- ✓ Installed additional fire alarm strobe lights to accommodate an accessibility request for an employee whom is affected by hearing impairment.

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.

Design of Public Spaces:

- ✓ Redesigned, relocated and renovated Registration Office to front foyer
- ✓ New Registration Office - service counters designed to be accessible for all users

Self-service Kiosks: Not applicable

Transportation: Not applicable

Next Steps:

Health Equity Committee will review and update the Accessibility Plan in February 2027 to reflect accomplishments and new initiatives identified.