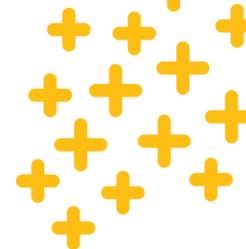


# 2025 Annual Report on Accessibility

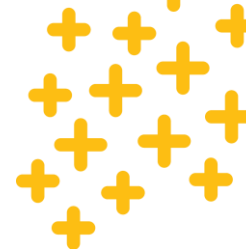
Hawkesbury and District General Hospital





## Table of contents

<b>1. Overview of Programs and Services .....</b>	<b>1</b>
<i>Mission .....</i>	<i>1</i>
<i>Vision.....</i>	<i>1</i>
<i>Values.....</i>	<i>1</i>
<b>2. Accessibility for Ontarians With Disabilities .....</b>	<b>2</b>
<b>3. Accessibility Committee .....</b>	<b>2</b>
<b>4. Statement of Commitment.....</b>	<b>3</b>
<b>5. 2025 Accessibility Achievements .....</b>	<b>3</b>
<i>Standard: General Provisions.....</i>	<i>3</i>
<i>Standard: Information and Communications .....</i>	<i>4</i>
<i>Standard: Employment .....</i>	<i>4</i>
<i>Standard: Customer Service .....</i>	<i>5</i>
<i>Standard: Built Environment.....</i>	<i>5</i>
<b>6. Targets for 2026.....</b>	<b>5</b>
<i>Standard: General Provisions.....</i>	<i>5</i>
<i>Standard: Information and Communication .....</i>	<i>6</i>
<i>Standard: Employment .....</i>	<i>6</i>
<i>Standard: Customer Service and Training.....</i>	<i>6</i>
<i>Standard: Built Environment.....</i>	<i>6</i>



# 2025 Annual Report on Accessibility

## 1. Overview of Programs and Services

The Hawkesbury and District General Hospital (HGH) provides compassionate, safe and quality care to the residents of Prescott-Russell in Eastern Ontario and surrounding areas.

HGH is a bilingual, 100-bed community hospital providing a full range of programs and services from its main campus in Hawkesbury and two satellite centres in Clarence-Rockland and Casselman.

HGH counts on its 200+ physicians, 950+ employees and 60+ volunteers to meet the changing needs of the community.

HGH is recognized for its culture of **compassion**, its spirit of **innovation** and its drive for **excellence** in patient care. In 2015, 2018, and 2022, HGH received Accreditation Canada's highest ranking: Accredited with Exemplary Standing.

HGH remains at the forefront of developments in healthcare and is very proud of its teaching affiliations with the University of Ottawa and La Cité community college.

### Mission

- At HGH, we are a family taking care of you as one of our own.
- Provide exceptional bilingual services while embracing the hospital's Franco-Ontarian Heritage.
- Compassion, Innovation and Excellence leading our way.

### Vision

- Reimagining healthcare for Canadians beyond our cities.

### Values

- Collaboration: One team, every voice valued—partnering with patients and families for informed, shared decisions.
- Integrity: Uphold uncompromising honesty and ethics in every action and decision, fostering trust.
- Quality: Innovative and personal—our care never stops evolving to raise standards, improve outcomes, and put patients first.

- Respect: Honour every individual—patient, family, and teammate—by celebrating differences and creating a community where everyone belongs.
- Thoughtfulness: Inspired by kindness, support every patient, family, and colleague, celebrate their uniqueness, and honour their perspectives.

## 2. Accessibility for Ontarians With Disabilities

HGH is committed to the principles of *Accessibility for Ontarians With Disabilities Act, 2005* (AODA) and strives to ensure that people of all abilities have the opportunity to participate fully in everyday life. The purpose of the Act is to make Ontario accessible for people with disabilities by 2025 through the development of standards and enforcement mechanisms.

## 3. Accessibility Committee

The Accessibility Committee is responsible for the development, implementation and review of HGH's multi-year Accessibility Plan. The committee identifies and helps evaluate potential hazards or barriers to accessibility and supports hospital managers. It also raises concerns; shares knowledge and training, and makes recommendations to the Leadership Team.

The Accessibility Committee prepared its multi-year Accessibility Plan by following these nine steps:

1. Consult with Accessibility Committee members (terms of reference).
2. Affirm commitment to accessibility planning.
3. Review and report on successes and recent projects involving the identification, removal and prevention of barriers faced by people with disabilities within the organization.
4. Identify (by list or category) barriers that could be removed over the next few years.
5. Establish priorities and develop strategies to remove and prevent barriers.
6. Establish tracking and follow-up measures (with timelines) to monitor progress.
7. Draft the Accessibility Plan.
8. Obtain Leadership approval of the Accessibility Plan.
9. Publish and inform the public and employees of the Accessibility Plan.

## 4. Statement of Commitment

HGH is committed to ensuring equal access and participation for people with disabilities, regardless of their abilities. We treat all people in a way that allows them to maintain their dignity and autonomy. We believe in inclusion. We are committed to meeting the needs of people who face accessibility barriers by identifying, removing and preventing these barriers and by meeting the requirements of the *Accessibility for Ontarians With Disabilities Act* (AODA).

Through its Accessibility Plan, HGH is committed to:

- Continually improving access to facilities; policies; programs; practices and services for people with disabilities; patients and their families; staff; healthcare practitioners; volunteers and community members.
- Encouraging the participation of people with disabilities in the development and review of its Accessibility Plan.
- Ensuring that HGH by-laws and policies are compliant with the principles of accessibility.
- Ensuring the delivery of quality services to all people with disabilities; patients; their families and community members

## 5. 2025 Accessibility Achievements

Over the past year, HGH has conducted the following actions in order to improve accessibility for all and to remove barriers. Please note that due to the pandemic and its related challenges, some activities were postponed or suspended.

### Standard: General Provisions

Article	2025 Achievements
Accessibility policies	<ul style="list-style-type: none"><li>• Policy review</li></ul>
Multi-year accessibility plan	<ul style="list-style-type: none"><li>• Identification of targets for 2025 to guide the committee's activities</li></ul>
Obtaining and acquiring goods, services or facilities	<ul style="list-style-type: none"><li>• Maintaining existing procurement practices that ensure accessibility compliance</li></ul>
Built environment and wayfinding	<ul style="list-style-type: none"><li>• Improve signage</li></ul>
Training on accessibility standards	<ul style="list-style-type: none"><li>• Online training offered for all new employees during general orientation</li><li>• Specific training offered for certain sectors as needed</li></ul>

- Customer service training provided to all clerks and employees in reception positions

## Standard: Information and Communications

Article	2025 Achievements
Accessibility feedback process	<ul style="list-style-type: none"> <li>• Maintained the complaint management process through the Quality and Risk Management Department</li> </ul>
Accessible formats and communication aids	<ul style="list-style-type: none"> <li>• Review of patient information brochures formatting to ensure compliance</li> </ul>
Emergency measures	<ul style="list-style-type: none"> <li>• Emergency preparedness protocols reviewed and improved</li> </ul>
Accessible websites and content	<ul style="list-style-type: none"> <li>• Maintained partnership with Site Improve to ensure the accessibility of the website and its content</li> <li>• All current documents on the website are accessible</li> </ul>

## Standard: Employment

Article	2025 Achievements
Recruitment: assessment or selection process	<ul style="list-style-type: none"> <li>• Adaptation measures are available and offered to candidates as part of the selection process</li> </ul>
Notice to successful applicants	<ul style="list-style-type: none"> <li>• Adaptation measures are available and offered to successful candidates</li> </ul>
Information on support measures	<ul style="list-style-type: none"> <li>• Information is provided to new employees as part of the general orientation</li> </ul>
Accessible formats and communication aids for employees	<ul style="list-style-type: none"> <li>• All documents for employees are provided in an adapted format upon request</li> </ul>
Individual and documented adaptation plans	<ul style="list-style-type: none"> <li>• Review of the adaptation policy</li> <li>• Continued partnership with a third party to develop personal adaptation plans</li> </ul>
Return to work process	<ul style="list-style-type: none"> <li>• Maintained existing processes related to returning to work</li> </ul>

Performance management	<ul style="list-style-type: none"> <li>• Maintained rounding with employees in which the manager asks the following question: Do you have the tools or training needed to do your job properly?</li> </ul>
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## Standard: Customer Service

Article	2025 Achievements
All	<ul style="list-style-type: none"> <li>• Responded to requests for alternative and adapted formats</li> <li>• Customer service training</li> <li>• Implemented a process to gather feedback regarding accessibility through the Quality Department (patient survey) and the Joint Health and Safety Committee</li> <li>• Maintained the complaint management process through the Quality and Risk Management Department</li> </ul>

## Standard: Built Environment

Article	2025 Achievements
Design of public spaces	<ul style="list-style-type: none"> <li>• Monitoring of standards for all construction and/or renovation projects</li> <li>• Reviewed signage</li> </ul>

## 6. Targets for 2026

Following the development of the 2023-27 Multi-Year Plan, the following actions will be prioritized in 2026.

## Standard: General Provisions

Actions	Responsibility
Monitoring progress on the multi-year plan	Accessibility Committee
Preparation of the 2026 Annual Accessibility Report	Accessibility Committee

## Standard: Information and Communication

Action	Responsibility
Monitor website compliance with WCAG 2.0 standards to ensure full conformity	Communications

## Standard: Employment

Action	Responsibility
Develop partnerships with community organizations that support people with disabilities in their job search	Human Resources
Review Diversity, Equity and Inclusion committee terms or reference and priorities in order to ensure alignment with AODA standards	DEI Committee

## Standard: Customer Service and Training

Action	Responsibility
Ensure all new hires and new volunteers complete AODA and Ontario Human Rights Code training	Human Resources
Finalize policy to actively accommodate service animals and support persons	Human Resources

## Standard: Built Environment

Action	Responsibility
Audit key hospital areas (e.g., entrances, washrooms, paths) in order to ensure compliance with the Design of Public Spaces standard	Plant Operations
Ensure all new signage includes large-print and high-contrast elements	Communications



Like any other document, the report is available in an accessible format or with a communication aid upon request.