

Accessibility Plan Annual Status Report 2022

Compassion

Introduction

GBGH is committed to sharing its progress on an annual basis towards meeting the goal of the Accessibility of Ontarians with Disabilities Act (AODA) which calls for the development of standards and regulations to make Ontario fully accessible to people with disabilities. The Integrated Accessibility Standards Regulation requires an annual report be made available. This report summarizes the progress made in 2022.

GBGH recognizes the value of seeking accessibility for all in meeting our vision statement of *Exceptional Care, Every Person, Every Time* and the objectives and achievements outlined in this report are in alignment with our strategic objective of Engagement and Inclusiveness. GBGH's approach to accessibility is guided by our value of *Compassion*. We will support our patients and their families by leading with compassion, respect and the willingness to go the next mile. Our Accessibility Plan was established in December of 2015. The Multi-Year Accessibility Plan is required to be reviewed every five years; unfortunately due to the pressures of the COVID-19 Pandemic the Multi-Year Accessibility Plan is out of date; however, GBGH continues to be committed to promoting accessibility as seen from the highlights below. A commitment is made to achieve an updated Multi-Year Accessibility Plan in 2023 and this has been communicated to the Ministry for Seniors and Accessibility.

Highlights of 2022

GBGH continues to manage and respond to the impacts of COVID-19. This report for 2022 is completed retroactively in December of 2023 and reflects on the accessibility progress that was made during 2022 as GBGH began to return to normal operations. Although annual reports were not completed during the COVID-19 Pandemic due to competing priorities on reflection it was evident that accessibility influenced GBGH's approach throughout this time.

Highlights of work in 2022 include:

- The opening of the Dialysis Unit at 611 Prospect Boulevard. This service was previously provided at the Penetanguishene Hospital site and the new site is bright, modern and supportive of accessibility needs including private treatment areas for each patient.
- Timely communication of service disruptions including emergency wait times exceeding expected volumes
- Redeployment of staff to other areas of the hospital included consideration of restrictions and limitations. Workers requiring accommodation were fully engaged to their abilities through modified work including supporting the COVID-19 pandemic response

- Expansion of operating hours to support provision of ultrasound services by increasing procedures during the evenings and weekends
- Hosting an event to increase awareness of the traumas of the residential school system on Canada's First National Day of Truth and Reconciliation

Accountability

GBGH is committed to the value of *Accountability*. The Multi-Year accessibility plan established in 2015 continues to guide GBGH's commitment to accessibility and ensuring that all patients, workers and community partners feel connected and able to participate at GBGH.

Looking forward to 2023 the primary objective is to establish a refreshed Multi-Year Accessibility Plan and ensure broad communication of this plan, annual reports and the Hospital's commitment to accessibility going forward.