

Accessibility Plan Annual Status Report 2023

Leading with Empathy

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 2023.

GBGH recognizes the value of seeking accessibility for all in meeting our purpose statement of *We Make Excellent Care **Personal*** and the objectives and achievements outlined in this report are in alignment with our strategic objective of Continual Excellence and Trust and Belonging. GBGH's approach to accessibility is guided by our value of *Leading with Empathy*. 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. In 2023 a new Multi-Year Accessibility Plan was established that aligns with our new strategic plan and that recognizes the consultation that occurred in 2021 on the development of health care standards under the AODA.

Highlights of 2023

GBGH is recommitting to the importance of accessibility as it emerges from the wake of the COVID-19 Pandemic. This report for 2023 is completed in December of 2023 and reflects on the accessibility progress that was made during 2023 as GBGH returns to the new normal of operations.

Highlights of work in 2023 include:

- Establishment of refreshed Multi-Year Accessibility Plan
- Update to achieve compliance with AODA standard for external GBGH websites
- Consideration of accessibility requirements in MRI planning
- Establishment of Diversity Equity, Inclusion and Belonging Forum including forum on Accessibility as Inclusivity
- Re-establishment of mandatory learning including assignment of AODA training

Think Forward

GBGH is committed to the value of *Think Forward*. The Multi-Year accessibility plan established in 2023 and for implementation beginning in 2024 guides the Hospital in the wake of the COVID-19 Pandemic and recognizes the importance of accessibility in our efforts to seek excellent through continuous improvement and innovations.

Looking forward to 2024 key objectives as outlined in the Multi-Year Accessibility Plan are:

- Establishment of formal Diversity, Equity, Inclusion and Belonging Committee (DEIB)
- DEIB Committee to conduct barrier review and report to Senior Management Team
- Communication of Multi-Year Accessibility Plan via website, GBGH Matters and Leaders Forum
- Review of wayfinding signage for barrier identification
- Update of PFAC application to include voluntary disclosure of disability
- Establish learning connected to the proposed health care standard for staff, professional staff and volunteers
- Review of Patient Relations process for opportunities to enhance accessibility
- Review and update of Hospital Declaration of Values to reflect proposed health care standard

GBGH will continue to work toward creating an accessible organization driven by a person-centered approach and person-centered care aligned with our strategic direction of *Continual Excellence*.