



**Brockville
General Hospital**

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MULTI-YEAR ACCESSIBILITY PLAN 2025-2030

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Message from CEO

On behalf of Brockville General Hospital, it gives me great pleasure to introduce the Multi-Year Accessibility Plan for 2025-2030. At Brockville General, we are very proud of the progress we have made through our previous multi-year accessibility plan, and we are committed to continued improvement and successes. We continue to make improvements to our facility, removing barriers to ensure anyone who requires our services can do so in a barrier-free way.

We are committed to providing a respectful, accessible and inclusive environment for all patients, employees, physicians, learners, visitors and community members. In keeping with the Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulation (IASR), this plan was created in consultation with a variety of stakeholders across the organization who are committed to providing individuals with visible, or non-visible disabilities, full access to the same services, in the same place, and in similar ways as all others receive.

With a goal of completing our multi-year accessibility plan initiatives by 2030, we will ensure we meet the hospital's vision of achieving excellence together.

Julie Caffin
President and CEO
Brockville General Hospital

Introduction

Who is Brockville General Hospital

We are Brockville General, your community hospital. Together, we are dedicated to the health and wellbeing of our friends, families, and neighbours.

Our hospital has a long history of rising to the challenge when the community is in need. Whether we're pioneering local access to care, building modern diagnostic, surgical, and healing spaces, or tackling the pressures facing our healthcare system, we're here to serve you. Through teamwork, partnership, and the support of our community, we proudly offer a range of services and quality, compassionate care right here in Leeds and Grenville.

We are the heart of community health. We are Brockville General.



Our Commitment to Accessibility

Brockville General Hospital (BGH) is committed to providing accessible service to all persons with disabilities and to meet the standards outlined within the Accessibility for Ontarians with Disabilities Act (AODA) 2005, the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and the Integrated Accessibility Standards, Ontario Regulation, 191/11.

In fulfilling its mission, BGH always strives to provide care and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access and benefit from our services as other individuals would have. BGH has consulted extensively with accessibility experts. In addition, BGH is committed to comprehensively identifying, removing and preventing barriers towards a “barrier-free” environment through:

- continually improving access to BGH facilities, policies, programs, practices and services for patients, family, visitors, staff, healthcare practitioners, volunteers and members of the community,
- participation of people with disabilities in the development and review of BGH annual accessibility plans,
- ensuring hospital policies and practices are consistent with the principles of accessibility

Objectives of the Accessibility Plan

This plan is intended to continue to move BGH towards its vision of accessibility and describes the actions BGH will take to identify and remove barriers. BGH will provide the opportunity for all patients and their family members, staff, potential staff, healthcare practitioners, volunteers and members of the community to identify their needs related to disabilities and ensure that those needs are accommodated in a manner that supports the dignity of the individual. This will be reflected by integrating accessibility throughout BGH’s policies and practices and ensuring that policies are consistent with the following principles:

- dignity
- independence
- integration, except when alternate measures are necessary to meet the needs of people with disabilities



- equal opportunity.

The plan is intended to ultimately ensure that:

- People with disabilities can enter the hospital and reach their destinations without encountering barriers,
- People with disabilities can receive services they require without encountering barriers,
- People with disabilities can work at BGH without encountering barriers
- Accessibility is accepted as everyone's responsibility.

Development of the Accessibility Plan

The areas of focus for the BGH Multi-Year Accessibility Plan 2025-2030 are as follows:

1. Customer Service – integrating accessibility within BGH policies and procedures to strive towards the goal of becoming a barrier-free environment. As well as removing barriers for patients and visitors who are deaf.
2. Information and Communications – focus on making wayfinding more accessible for patients, visitors and employees as well as partnering with community members to promote disability awareness within Brockville and surrounding communities.
3. Training – updating training and education on Accessibility within BGH to support employees in growing their knowledge regarding accessibility barriers and supporting patients and visitors. Additional focus to be on providing extensive training and education on the Voyce services.
4. Design of Public Spaces – taking into consideration accessibility needs within the redesign and development of infrastructure as it relates to washrooms, waiting room accessibility, elevators and small physical devices utilized by patients and visitors.

Equity, Diversity and Inclusion

Brockville General Hospital aims to cultivate a culture where equity, diversity, and inclusion (EDI) principles are deeply embedded in every facet of our operations, reflecting our dedication to serving all community members with dignity and respect.

At BGH, our commitment to excellence is not just a statement—it's a beacon that guides our every action. Rooted in the needs of our community and stakeholders, we believe in achieving greatness together. We recognize that excellence in



healthcare goes hand in hand with EDI. By prioritizing equity, we are taking concrete steps to address healthcare disparities and ensure all community members have equal access to quality care. By embracing diversity, we actively seek to celebrate the unique perspectives and experiences that enrich BGH, fostering an environment where everyone feels valued and included. We set the stage for collaboration toward shared goals by promoting a culture of openness and understanding. Looking into the immediate future, BGH will facilitate cross-functional integration and accountability by establishing an EDI task force comprised of representatives from various departments.

In addition to equity, diversity and inclusion, we also recognize our relationship with the Indigenous communities and are committed to addressing the needs of Indigenous peoples by breaking down systemic barriers and inequities.

Accessibility Committee

The purpose of the Accessibility Committee at BGH is to support the organization in the achievement and maintenance of Accessibility Standards to ensure ongoing compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulation 191/11 (IASR). The committee is comprised of varying stakeholders within BGH including Information Technology, Facilities, Central Registration, Environmental Services, People Services, Volunteer Services, Patient and Family Experience, Senior Leadership, Clinical Leadership, Marketing and Communications and a Community Member. The Accessibility Committee is responsible for identifying opportunities to reduce barriers for people with disabilities and presenting these recommendations to the Operations Committee in addition to creating and reviewing the multi-year accessibility plan.

Past Efforts to Prevent and Eliminate Barriers

The following initiatives were achieved or initiated throughout the past multi-year accessibility plan of 2020-2024.

Initiative	Status	Action Notes
Consult with an individual with disability and with accessibility advisory committee, if one has been established	Complete	A community member representing an individual with disability was added as a member of the Accessibility Committee



Reduce barrier to access emergency call kiosks in parking lots	Complete	Emergency call kiosks in visitor parking lot have been amended to be accessible. Upgrading to emergency call kiosks in employee parking lot to occur within 2025-2030.
Compliance with the World Wide Web Consortium Web Content Accessibility Guideline 2.0 Level AA	Complete	
Written process for the creation of documented individual accommodation plans for employees with disabilities	Complete	
Outdoor eating areas to be accessible	Complete	
Identify van accessible parking spaces	Complete	Van accessible signage erected

2025-2030 Accessibility Initiatives

Customer Service

Initiative	Description	Strategy	Target Date
Deaf Accessibility Options	Provide more accessibility options for patients and visitors who are deaf.	Develop a robust guide of accessible options available for patients and visitors who are deaf, including increase inventory of assistive devices available.	End of 2027



Policy and Standard Operating Procedure Review	Review policies and standard operating procedures across BGH	Conduct an analysis of the policies and standard operating procedures and identify areas of opportunity to incorporate accessibility support.	End of 2026
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Information and Communications

Initiative	Description	Strategy	Target Date
Wayfinding	Additional accessible wayfinding signage	Review current wayfinding signage and provide recommendations on additional signage that can be installed throughout BGH to support those who are disabled.	End of 2025
Wayfinding	Accessibility statement integrated into Patient and Family guidebooks	Develop wayfinding maps to be integrated into the patient and family guidebooks	End of 2026
Wayfinding	QR Code	Implement a QR Code for wayfinding maps	End of 2027
Internet & Intranet	Improvements to the BGH site, internally and externally	Review internal and external BGH sites to find areas of opportunity to make the sites more accessible. Implement	End of 2028



		recommendations on improvements.	
Promotion	Promotion of disability awareness week	Begin to promote disability awareness week and build community partnerships to support persons with disability.	May 2026

Training

Initiative	Description	Strategy	Target Date
Training and Education	Accessibility training and education for staff and physicians	Review current accessibility training, find areas for opportunities. Provide recommendations on improvements for training and implement updated training to all staff and physicians.	End of 2029
Voyce	Awareness and education for staff and physicians on Voyce.	Create an awareness and education plan for staff and physicians on the use of Voyce to support patients and families.	September 2025

Design of Public Spaces

Initiative	Description	Strategy	Target Date
Washrooms – ED Waiting Room	Updates to washrooms to make accessible	Work with facilities on a redesign to allow for an	End of 2029



	for patients and visitors.	accessible washroom in the ED Waiting Room.	
Washrooms – FARC	Accessible washroom availability at FARC	Create a documented workaround to support patients who require an accessible washroom while advocating for installation of an accessible washroom.	End of 2025
Washrooms – public	Accessibility of public washrooms throughout BGH	Conduct a review of the public washrooms throughout BGH and provide recommendations on washrooms that require accessible redesign and/or equipment i.e. grab bars.	End of 2026
ED Waiting Room	Accessible set-up of ED Waiting Room.	Provide recommendations on layout changes within ED Waiting Room to make it more accessible.	End of 2025
Elevator Doors	Increase the time in which the elevator doors remain open.	Review the timing of all elevator doors and make amendments to doors that are closing too quickly for individuals with reduced mobility.	June 2025



ED Registration	Improve privacy in ED registration	Provide recommendations and implement improvements to increase privacy for patients in ED registration.	End of 2029
Build & Redesign Plans	Incorporate accessibility into new build and redesign plans	Include a member of the Accessibility Committee on any design or redevelopment planning committees to provide recommendations on accessibility requirements.	January 2025
Patient Phones	Install accessible patient phones within patient rooms.	Research available accessible phones. Develop a strategy for implementation of accessible patient phones throughout the hospital within the next 5 years.	End of 2028
Patient TV Remotes	Install accessible tv remotes in patient rooms.	Research available accessible remotes. Develop a strategy for implementation of accessible tv remotes throughout the hospital within the next 5 years.	End of 2028



De-escalation Area	Creation of a de-escalation area to support autistic patients.	Establish a team to design and recommend a designation area to support autistic patients who require support in de-escalating. Recommendations to be presented to the Space Planning Committee and Operations Committee for approval and endorsement.	End of 2027
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Review and Monitoring

BGH will maintain a multi-year accessibility plan, which is reviewed on an annual basis and updated once every five years by the Accessibility Committee. The committee meets on a quarterly basis to review current objectives, review accessibility issues and plan steps for achieving the initiatives outlined in the multi-year accessibility plan. The Accessibility Committee monitors the progress of the completion for the initiatives outlined within the multi-year accessibility plan, modifies where necessary and updates applicable committees and stakeholders of progress.

Need More Information?

For more information on this accessibility plan, please contact Human Resources at 613-345-5649 extension 51453 or Patient Relations at extension 51287.

Our accessibility plan is publicly posted on the Brockville General Hospital website at www.brockvillegeneralhospital.ca/en/visting/accessibility.

Standard and accessible formats of this document are free on request to the Marketing and Communications Department at 613-345-5649 extension 51515.