

Designated Public Sector Annual Status Report Template

Brockville General Hospital

Annual Status Report

Name of Organization

Brockville General Hospital

has established a multi-year

Name of Organization

accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the *Accessibility for Ontarians with Disabilities Act* and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for (year) 2025 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at www.brockvillegeneralhospital.ca

To request an alternate format of this annual status report, please contact:

Name (last name, first name) Kenney, Casie

Email ckenney@brockvillegeneralhospital.ca

Telephone number 613-345-5649 ext. 54151

Accessibility Accomplishments in (year) 2025

General Accomplishments Applicable Not applicable

Enter in general initiatives related to accessibility that may or may not be directly related to a regulatory requirement or initiatives that don't fall within a particular standard.

- Creation of the AIDE Committee replacing the previous Accessibility Committee, which not only includes accessibility but also incorporates Inclusion, Equity and Diversity.
- 2025-2030 Multi-Year Accessibility Plan approved.

Customer Service Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Customer Service Standards. For example, this can include training employees, updating/establishing policies, follow up on feedback received.

- Significant improvements and additional wayfinding signage placed throughout the organization.
- Developed robust team of Welcome Ambassadors to assist patients in getting to the appropriate department/location.

Information and Communications Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Information and Communications Standards. For example, this can include creating accessible documents, updating websites to meet accessibility requirements, developing new policies to ensure information/documents are provided in alternate formats, follow up on feedback.

- Updated external website outlining how community members or patients can access documents in an alternate format.

Employment Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Employment Standards. This can include, for example, accommodating all candidates during the recruitment process and employment life cycle, steps taken to ensure accommodation plans and ensuring employees have accessible emergency information.

No formal changes in relation to the multi-year accessibility plan completed in 2025 for this area.

Transportation Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Transportation Standards. This can include, for example, installing signage for priority seating, training staff on appropriate use of a vehicle's accessibility features.

Design of Public Spaces Accomplishments Applicable Not applicable

Enter in initiatives implemented related to the Design of Public Spaces Standards. This can include, for example, installing accessible playgrounds, tactile walking surface indicators and establishing design guidelines that take into account accessibility.

- Completed an accessibility review of the Emergency Department Waiting Room with recommendations to be implemented in 2026.
- Completed an accessibility review of the patient washroom at Front Avenue Resource Centre with recommendations submitted to the building owner for consideration and implementation.
- Exterior travel paths owned by the organization updated to meet accessibility requirements.
- Implement of panic button in washroom that was not in compliance
- Review of elevator door timing completed and elevators adjusted to close as a slower speed.

Summary of Consultations Applicable Not applicable

All designated public sector organizations must establish, review and update multi-year accessibility plans in consultation with persons with disabilities and, when applicable, with a municipal accessibility advisory committee. All municipalities with 10,000 and more residents must establish an accessibility advisory committee. Obligated organizations are also required to consult with the public and persons with disabilities when building new trails and outdoor play spaces. Use this section of the report to outline any consultation that took place during the year.

-

Next Steps

What will be the focus of the new year? Highlight key upcoming initiatives.

- Promote Disability Awareness Week
 - Implement recommendations from Emergency Room Waiting Room review.
 - Review of public washrooms within hospital.
 - Develop wayfinding maps
-