

## Annual Accessibility Status Report April 2023 – March 2024

### General Accomplishments:

- ✓ Ongoing reviewing and updating of temporary Wayfinding Signage posted during COVID-19
- ✓ Wooden railing replacement

### Customer Service Accomplishments:

- ✓ Health Equity Committee reviewed and updated (Feb 2024) the Five Year Accessibility Plan
- ✓ Implemented interpreter resource utilizing iPads

### Information and Communication Accomplishments:

- ✓ Monitor feedback based on Accessibility question on patient survey

### Training Accomplishments:

- ✓ Annual accessibility training at Brain Train
- ✓ AODA training for new hires at orientation
- ✓ Health Equity Committee completed AODA training

### Employment Accomplishments:

Note: There were no accessibility requests for employment related standards

### Procurement:

HDH will continue to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. If it is not possible and practical to do so, HDH will provide an explanation upon request.

Self-service Kiosks: Not applicable

Transportation: Not applicable

Design of Public Spaces: Not applicable

### **Next Steps:**

Health Equity Committee will review and update the Accessibility Plan in February 2025 to reflect accomplishments and new initiatives identified.