North Shore Health Network | Réseau Santé Rive Nord

MULTI-YEAR ACCESSIBILITY PLAN – Annual Status Report 2025-2026

COMMITMENT

The North Shore Health Network (NSHN) is committed to providing care and services to our patients, residents and clients and families in a way that respects dignity and independence and considers different needs and abilities. Identifying and removing barriers is an important element of excellent customer service, and ensures that the organization meets the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005.*

NSHN will:

- continually improve access to NSHN facilities, policies, programs, practices, and services
- encourage the participation of individuals with disabilities in the development of the plan
- ensure policies and practices are consistent with the principles of accessibility and incorporate accessibility design, criteria or features into procurement and acquisition practices, where possible
- promote a culture where all people are treated in a way that allows them to maintain their dignity and independence
- meet the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility
- provide information related to this plan in accessible formats upon request

This multi-year accessibility plan is a roadmap for NSHN's compliance with the Act. The plan outlines the organization's strategies and steps we've taken, and will take in the future, to ensure that our patients, residents, clients, families, workers, providers, volunteers and community members can access care and services.

REVIEW AND MONITORING OF PLAN

To ensure the Plan is closely monitored and measured against its deliverables, updates will be provided at meetings of the *Inclusion, Diversity, Equity, Accessibility, Anti-Racism (IDEAA) Committee*. Updates will also be provided to Senior Leadership, as required.

Reviewed: IDEAA Committee, October 8, 2026

WE CARE WHAT YOU THINK!

Do you have thoughts or feedback on what has been accomplished so far? Or ideas on how plans or projects could be improved? We welcome your feedback.

Please contact us with your questions and ideas at accessibility@nshn.care.

This publication is available online at: www.nshn.care

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Annual Status Report
2025-2026

ACTION PLAN				
Objectives	**Deliverables**	**ACTIVITY / ACTIONS**	**STATUS**	**LEAD**
Customer Service Accessibility Training	Update and refresh all accessibility education and training offered.	• All existing staff compliant in training as of October 2026. • New staff training included as part of Surge Orientation. • Training modules relevant to the employees' position are included as part of Orientation (e.g. Information Technology Standards, Employment Standards).	Ongoing	Human Resources
	Reinforcement of the *inclusive behaviours* identified for specific patient-facing staff.	Multimodal education (e.g., Huddles, Skills Fair) for staff within the following departments: • Nursing • Lab • Rehab and Geriatrics • Diagnostic Imaging • Admitting & Registration (sites)	For Completion in November 2026	Human Resources / SLT
Employment	Deepen collaboration with external partners.	• W.C. Eaket Secondary School Co-Op Students (x2)	Ongoing	Human Resources
	Track requests for accommodation during the recruitment process to ensure we are offering successful solutions to remove barriers to employment.	• Requests identified in 2025-26: 1 • Continue active approach to Accommodations as part of onboarding.	Ongoing	Human Resources
	Development of Non-Discrimination and Anti-Stigma policy.	Policy Statement: *North Shore Health Network (NSHN) is committed to fostering a safe, respectful, inclusive and equitable environment free from discrimination and stigma. Discrimination of any kind will not be tolerated. All staff, providers, patients, residents, clients, families, students, contractors, volunteers, and visitors are entitled to equitable treatment in accordance with applicable legislation, including the Ontario Human Rights Code and the Occupational Health and Safety Act.*	Completed	Human Resources / SLT

		NSHN is committed to identifying and reducing systemic barriers that may negatively affect individuals from equity-deserving communities and to promoting equitable opportunities in employment, leadership development, service delivery, and organizational participation. *This policy applies to all organizational operations, including all programs, service delivery settings, and workplace environments.*		
Information & Communication	Standardize public documents in collaboration with the Document Management Committee.	• Improve readability and usefulness of NSHN-created content through clear language. • Utilize accessibility check tools to review documents and identify potential accessibility barriers before publication.	Ongoing	CCO / Document Management Committee
	Ensure that all NSHN digital platforms – including the main website – prioritize AODA compliance.	As part of our commitment to building a more accessible and inclusive digital experience, we upgraded our website platform to Wix. The new platform provides enhanced accessibility features that support people with disabilities by: • Improving compatibility with screen readers and assistive technologies. • Supporting accessible website structures, including proper heading hierarchies and navigation. • Enabling alternative text (alt text) descriptions for images. • Improving keyboard navigation for users who cannot use a mouse. • Supporting colour contrast adjustments and accessible design practices. • Offering accessibility scanning tools that help identify and address barriers for users. • Providing a responsive design that improves accessibility across desktop, tablet, and mobile devices.	Completed & Ongoing	CCO / PRO

	Ensure persons with disabilities are not excluded from visibility when creating promotional materials for the corporation.		Ongoing	CCO
Built Environment	• **Renovations:** ensure accessibility is a key consideration in the planning/design of renovations of existing facilities. • **Accessible Spaces:** review suggestions and act on prioritized project requests to improve accessibility throughout all facilities. • **Parking / Sidewalks:** Review and enhance accessibility features of sidewalks and parking. • **Wayfinding:** Ensure all signage is easy to read / interpret, taking accessibility into consideration. • **Consultation:** Deepen the consultation with persons with disabilities. Ensure integration of accessibility expertise into all parts of the design phase.	**Accessibility Improvements for 2025-2026** • Upgrade waiting area furnishings at the Blind River and Richards Landing sites with inclusive seating options, including bariatric and bench seating, to support the comfort and accessibility needs of all visitors. • Install automatic motion-activated entrance doors at the Blind River site to improve independent access and reduce physical barriers for individuals using mobility aids, strollers, or other assistive devices.		Maintenance