

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, November 13, 2025

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](mailto:accessibility@nshn.care).

This publication is available online at: [www.nshn.care](http://www.nshn.care)

ACTION PLAN				
Objectives	Deliverables	ACTIVITY / ACTIONS	STATUS	LEAD
Customer Service Accessibility Training	Update and refresh all accessibility education and training offered.	<ul style="list-style-type: none"> <li>All existing staff compliant in training as of 2025.</li> <li>New staff training included as part of Surge Orientation.</li> <li>Training modules relevant to the employees’ position are included as part of Orientation (e.g. Information Technology Standards, Employment Standards).</li> </ul>	Ongoing	Human Resources
	Review existing policies and standard operating procedures.	<ul style="list-style-type: none"> <li>New policy: “ACCESS-006 Procurement of Accessible Goods, Services &amp; Facilities”</li> </ul>	March 2024	CCO
	Deepen collaboration with the community and with persons with disabilities to inform our decisions.	<ul style="list-style-type: none"> <li>New policy: “ACCESS-007 Accessibility Consultation”</li> </ul>	May 2025	CCO
Employment	Deepen collaboration with external partners.	<ul style="list-style-type: none"> <li>W.C. Eaket Secondary School Co-Op Student (Fall 2025 Semester)</li> </ul>	Ongoing	Human Resources
	Update external job postings to include statements of inclusivity aligned with the EDI (equity, diversity and inclusion) strategy.	<ul style="list-style-type: none"> <li>Statement included on all external job postings: <i>“NSHN is strongly committed to diversity within its community and especially welcomes applications from racialized persons / persons of colour, women, Indigenous / Aboriginal People, persons with disabilities, 2SLGBTQI+ persons, and others who may contribute to the further diversification of ideas. We strive to create barrier-free employment opportunities and will review reasonable requests for accommodation to enable applicants to participate in the recruitment, assessment, selection and hiring stages of employment.”</i></li> </ul>	Completed	Human Resources
	Track requests for accommodation during the recruitment process to ensure we are offering successful solutions to remove barriers to employment.	<ul style="list-style-type: none"> <li>Requests identified to date: 1</li> <li>Active approach to Accommodations as part of onboarding.</li> </ul>	Ongoing	Human Resources

	Continuously update and improve corporate Emergency Management Plans and Personal Emergency Plans (as required).	<ul style="list-style-type: none"> <li>New forms developed for use by HR / Occ Health: “FORM-EPC-003 Employee Emergency Information Worksheet” “FORM-EPC-004 Employee Emergency Response Information Template”</li> </ul>	Ongoing	CCO / EPC Committee / HR / Occ Health
	Improve the corporate Code Green emergency protocol to ensure that all evacuation plans consider persons with disabilities.	<ul style="list-style-type: none"> <li>“EPC-007 Code Green” updated to include the following: <b>WORKPLACE EMERGENCY RESPONSE INFORMATION:</b> <ul style="list-style-type: none"> <li>Where an employee requires assistance in an emergency, and with the employees’ consent, the workplace emergency response information will be provided to person(s) designated to aid the employee. [O. Reg. 191/11: Integrated Accessibility Standards s. 27]</li> </ul> </li> </ul>	Completed	CCO / EPC Committee / HR / Occ Health
Information & Communication	Standardize public documents in collaboration with the Document Management Committee.		Ongoing	CCO
	Improve readability and usefulness of NSHN-created content through clear language.		Ongoing	CCO
	Ensure that all NSHN digital platforms – including the main website – prioritize AODA compliance.	<ul style="list-style-type: none"> <li>New NSHN website platform work in progress expected launch in November 2025.</li> </ul>	Ongoing	CCO
	Ensure persons with disabilities are not excluded from visibility when creating promotional materials for the corporation.		Ongoing	CCO
Built Environment	<ul style="list-style-type: none"> <li><b>Renovations:</b> ensure accessibility is a key consideration in the planning/design of renovations of existing facilities.</li> <li><b>Accessible Spaces:</b> review suggestions and act on prioritized project requests to improve accessibility throughout all facilities.</li> <li><b>Parking / Sidewalks:</b> Review and enhance accessibility features of sidewalks and parking.</li> <li><b>Wayfinding:</b> Ensure all signage is easy to read / interpret, taking accessibility into consideration.</li> <li><b>Consultation:</b> Deepen the consultation with persons with disabilities. Ensure integration of accessibility expertise into all parts of the design phase.</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced accessibility in Long-Term Care to the exterior courtyard with Resident feedback.</li> <li>Renovation of Foundation Office space to include as many accessible elements as possible – widened doorway, sitting area, etc.</li> </ul>	Spring 2025	Maintenance
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