



Improving Access

Our Multi-Year Accessibility Plan
2025-2029

Kingston Health
Sciences Centre

Centre des sciences de
la santé de Kingston

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Message from the CEO

I am honored to share our Multi-Year Accessibility Plan, *Improving Access*, a strategic blueprint to enhance accessibility for patients, families, and staff across KHSC.

This plan holds us all accountable for advancing accessibility, outlining how we will remove barriers, improve services, and build a culture of inclusion within our hospitals. It is deeply rooted in our mission to deliver exceptional care to every member of our community and ensures that no one is left behind.

Our work focuses on creating a barrier-free environment where people with disabilities can confidently enter our hospital to access care and services, or thrive as valued members of our workforce. Accessibility, for us, is not just a legal requirement but a moral imperative.

As healthcare needs evolve, we remain committed to fostering an environment where every individual feels respected, supported, and empowered. Transparency and accountability will guide our efforts—we will monitor progress, share updates openly, and continue to seek input from our community to ensure our actions create real impact.

By working together, we can build a healthcare system where equal access is a reality for all. I invite you to join us in shaping a more inclusive future for our patients, families, and colleagues.

Thank you for your continued trust and partnership.

Sincerely,

David Pichora
President and Chief Executive Officer
Kingston Health Sciences Centre

About KHSC

Kingston Health Sciences Centre (KHSC) is Southeastern Ontario's only acute-care academic health sciences centre and the regional hub hospital.

Consisting of our Hotel Dieu Hospital site and Kingston General Hospital site, as well as the Cancer Centre of Southeastern Ontario and the Kingston Health Sciences Centre Research Institute, we care for more than 650,000 patients and families from across our region. As one of Kingston's largest employers, we are home to nearly 6,000 staff, more than 2,000 health-care learners and 1,000 volunteers who are committed to partnering with patients and families to ensure we continually provide high quality, compassionate care. Fully affiliated with Queen's University we are ranked as one of Canada's top research hospitals.

Our KGH site

Kingston General Hospital is a community of people dedicated to transforming the patient and family experience through innovative and collaborative approaches to care, knowledge and leadership. As southeastern Ontario's leading centre for complex-acute and specialty care, KGH serves people from across the region through its Kingston facility and 24 regional affiliate and satellite sites. KGH also serves as the regional referral centre for cardiac, stroke, renal, trauma, neurosurgery, pediatrics, neo-natal, high-risk obstetrics and cancer care.

Our HDH site

Hotel Dieu Hospital is the ambulatory care teaching and research hospital for Kingston and Southeastern Ontario, affiliated with Queen's University. We provide expert care to patients and families in the region through specialized programs including pediatrics, medicine, ophthalmology, cardiology, urology, surgery, mental health, oncology and urgent care. We deliver quality, safe health care, while advancing innovative research and educating the health care professionals of the future.

We also offer care services at the following locations:

- Belleville Dialysis Unit - 340 College Street E, Belleville
- Breast Imaging Kingston - 820 John Marks Avenue, Kingston
- Brockville Dialysis Clinic - 555 California Ave, Brockville
- Detoxification Centre -240 Brock Street, Kingston
- KidsInclusive - 2479 Parkdale Ave, Brockville
- Napanee Dialysis Unit - 12 Richmond Park, Napanee
- Transitional Care Unit - 24 Park Crescent, Amherstview

KHSC's Accessibility Advisory Committee

Purpose

The KHSC Accessibility Advisory Committee advises and promotes the facilitation of a barrier-free organization. The committee will advance accessibility by assisting the organization in creating greater accessibility through preparation, mindfulness, transparency, compliance and education, supporting an inclusive environment for all.

Responsibilities

- To assist and enable compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and standards prescribed by its regulations
- To assess, prioritize and recommend the removal of barriers
- To strive to meet and exceed standards for the health care industry
- To act as a resource and address accessibility concerns
- To alert and advise the Executive Sponsor on behalf of KHSC on issues of interest, concerns related to accessibility
- To promote awareness of accessibility challenges and solutions
- To work with the Strategy and Communications department to update KHSC intranet and intranet sites with a lens on accessibility
- To assist staff, physicians, learners, contractors, volunteers, visitors and patients with accessibility issues
- To act as a liaison with the community for accessibility improvement
- To further the mission, vision and values of the KHSC community as they relate to accessibility issues
- To communicate and document initiatives, progress and reports as required.

Summary of objectives

Objective 1: Customer service

- Update and refresh all accessibility education and training offered at the hospital.
- Educate management and staff on accessibility awareness.
- Review our existing policies and standard operating procedures.
- Deepen our collaboration with the community and with persons with disabilities to inform our decisions.

Objective 2: Employment

- Deepen collaboration with external partners.
- Educate the team of recruiters and hiring managers to promote the benefits of hiring persons with a disability.
- Track requests for accommodation during the recruitment process to ensure we are offering successful solutions to remove barriers to employment.
- Update and improve both the Corporate Emergency Management Plans and Personal Emergency Plans.
- Improve the Corporate Code Green Plan to ensure that all evacuation plans consider persons with disabilities.

Objective 3 - Information and communication

- Standardize public PDF documents.
- Improve readability and usefulness of hospital-created content through clear language.
- Ensure that all digital platforms, including the main website, prioritize AODA compliance.
- Ensure visibility of persons with disabilities when creating promotional materials for the hospital.
- Ensure timely processes are in place for those requesting information in alternative formats.
- Enhance the use of social media.

Objective 4 - Built environment

- **Renovations/Consultation:** Deepen the consultation with persons with disabilities. Ensure full integration of accessibility expertise into all parts of the design phase.
- **Preventative/Emergency Maintenance:** Preventive and emergency maintenance of accessible elements will be initiated and accomplished through KHSC's Maintenance Connection software ensuring timely and documented completion of required work.
- **Temporary Disruptions:** Information on temporary disruptions of the use of accessible elements will be posted at the accessible element and on KHSC websites and social media platforms if necessary.
- **Accessible Spaces:** Review suggestions and act on prioritized project requests to improve accessibility at KHSC.
- **Wayfinding:** Ensure that any new signage is easy to read/interpret, taking accessibility into consideration.

Communication plan

As required by law, this plan is available KHSC's internal and external websites. The plan is available in alternate formats upon request. Updates on the status of this plan will be posted annually on the hospital's websites.

Situations that arise that impact the accessibility of KHSC will be communicated by posting the information on KHSC's external and internal websites and social media channels.

Review and monitoring

Committee Minutes: The Accessibility Committee meets quarterly each year to discuss accessibility issues, review patient feedback and to help plan accessibility initiatives. Minutes are kept and are reviewed and approved at each meeting.

Patient and staff feedback: Patient and staff feedback are reviewed by the Accessibility Committee. Action items generated from the discussion are assigned to individuals and are documented in the meeting minutes. Progress on action items is followed up in subsequent meetings under business arising from the minutes.

Annual Report: An annual report is prepared after each calendar year that documents the accessibility activities of the hospital and the accessibility committee. Work completed that results in the removal of identified barriers is included in the report. The Annual Report is posted on both the external and internal websites of KHSC

Biannual Report: As required by law, KHSC submits a report every two years that reviews KHSC's compliance with the AODA. This biannual report is submitted to the Ontario government for their review and is posted on KHSC's external and internal websites.

We'd like to hear from you!

- Accessibility issues or concerns/suggestions can be emailed to accessibility@kingstonschsc.ca or Larry Erwin at larry.erwin@kingstonschsc.ca or 613-544-3400 ext. 22011
- Concerns can also be sent to Patient Relations at patientrelations@kingstonschsc.ca
- If you would like to become a member of the KHSC Accessibility Advisory Committee, please submit your name for consideration to Larry Erwin at larry.erwin@kingstonschsc.ca



KHSC is located on the ancestral lands and waters of the Anishinaabeg and Haudenosaunee.

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Hôpital
Hotel Dieu
Hospital



Hôpital Général de
Kingston General
Hospital

Transforming care, together™

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