



Hôtel-Dieu Grace Healthcare Accessibility Plan 2026-2029

May 1, 2026

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About Hôtel-Dieu Grace Healthcare

At Hôtel-Dieu Grace Healthcare, we are committed to improving the health and wellbeing of the Windsor-Essex community through the delivery of person-centred, value-based care. Hôtel-Dieu Grace Healthcare is a specialty hospital offering services in Mental Health & Addictions; Rehabilitative Care; Complex Medical and Palliative Care; and Children and Youth Mental Health.

We offer a unique blend of services including but not limited to community and home-based services. In collaboration with our healthcare and inter-sectorial partners, Hôtel-Dieu Grace Healthcare is providing care in new ways and in new locations throughout the region to address barriers, improve access and patient outcomes and improve the overall patient experience.

To learn more about HDGH visit www.hdgh.org or follow us on [Facebook](#), and Instagram @HDGHWindsor.

HDGH Commitment to Accessibility Planning

In fulfilling the Mission of Hôtel-Dieu Grace Healthcare, we are committed to providing an accessible environment to all who come through our doors, seek and use our services, and access our information. As a public healthcare organization in Ontario, we respect the standards and regulations set forth under the Accessibility for Ontarians with Disabilities Act.

It is important to us to provide a safe, inclusive, and welcoming environment for everyone. We acknowledge that this is a shared responsibility.

This Statement of Commitment is our promise to listen, ask, learn, and invite the community we serve into the conversation.

We will act in good faith to make accessibility a reality for all.

Aim and Objectives of the HDGH Accessibility Plan

This is the third Accessibility plan that HDGH has established since Hôtel-Dieu Grace Healthcare was established on Prince Road in 2013. This multi-year accessibility plan will ensure HDGH meets the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and identify areas where HDGH can go beyond the basic requirements.

Accessibility and Compliance

Hôtel-Dieu Grace Healthcare (HDGH) is a designated public sector organization (> 50 employees) and is required to file a compliance report with the Accessibility Directorate of the Government of Ontario every two years (last filed December 2025). The report requires HDGH to respond to questions regarding compliance with the Customer Service and Integrated Accessibility Standards Regulations. At the time of this plan, HDGH was in compliance with the IASR to date.

At HDGH, we are committed to meeting requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and Customer Service Standards of the Integrated Accessibility Standards. Our commitment to equitable access to services and work opportunities is highlighted in the Hôtel-Dieu Grace Healthcare Policy, Accessibility: Providing Goods and Services to People with Disabilities.

A summary of our policy includes the following statements:

- Supporting people with disabilities using their own personal assistive devices to access our services
- Welcoming a person with a disability with a service animal to all areas of the hospital open to the public or third parties
- Welcoming any person with a disability to be accompanied by a support person while on the hospital premises
- Providing notice for both future planned, and unexpected disruptions in the facilities (e.g. elevators, access ramps, accessible parking, phones, accessible washrooms) or temporarily unavailable services that are used by people with disabilities
- Encouraging and appreciating feedback regarding the way HDGH provides services to people living with disabilities
- Providing accessible forms of information and communication including accessible websites and written materials
- Recognizing the importance of and providing mandatory accessibility training for all staff, physicians, and volunteers who either directly serve or who may come in contact with hospital patients and/or visitors
- Committing to meeting the accessibility needs of our employees from the point of recruitment, to workplace accommodation and career development

The HDGH Accessibility Committee

Reporting to the Senior Management Council, the mandate of the Accessibility Advisory Committee (hereafter the “Committee”) is to:

1. Provide a platform for the voice of members of the community we serve living with disabilities in collaborative accessibility planning at HDGH
2. Have an understanding of the barriers to access for people living with disabilities
3. Have an awareness of emerging trends and information about accessibility that have potential relevance to the people we serve at HDGH
4. Review recent initiatives and successes in identifying, removing and preventing barriers to access
5. Recommend strategic and priorities to remove and/or prevent barriers at HDGH, when and where it is technically and financially possible to do so, for inclusion in HDGH’s Accessibility Plan.
6. Provide input into reporting requirements as mandated by the Ontario Ministry of Seniors and Accessibility
7. Review, monitor, recognize improvement efforts and recommend updates to the HDGH Multi-year Accessibility Plan
 - a. Develop and engage appropriate consultation groups (EDII Alliance, HDGH PFAC groups, including Corporate, MHA and Youth), Facilities Planning Committee and others as identified) for updates to the Multi-Year Accessibility Plan
 - b. Finalize the HDGH Multi-year Accessibility Plan
 - c. Submit to Senior Management Council for approval
 - d. Once approved, Co-Chairs will submit the plan online as required by the Ministry.

The Committee is an advisory body and as such, it may not direct HDGH staff or make binding decisions. Any advice or recommendations that require formal action or implementation by HDGH staff must be considered and approved by the Senior Management Team and/or the Executive Leadership Team and/or Board of Directors depending on the nature and scope of the recommendation.

The Committee will be comprised of representatives from but not limited to:

- Facilities Representative as selected by the Director of Corporate Services and Risk (Co-Chair)
- Manager of Equity, Diversity, Inclusion (Co-Chair)
- Patient Advocate and Ethics Lead
- PFAC Patient Ambassadors Advisors, (if possible representing Ontarians with disabilities) up to two positions
- Outpatient Rehabilitation Services Staff Member
- Therapy Services Staff Member
- Mental Health and Addictions Staff Member
- Clinical Practice Manager
- Frontline staff up to two positions
- The Beyond Disability Advisory Council (if possible representing Ontarians with disabilities) up to two positions
- Ad hoc membership shall consist of, but is not limited to staff members of:
 - Director of Human Resources and Occupational Health and Safety
 - Infection Prevention and Control
 - Communications Advisor
 - Director of Corporate Services
 - Director of Communications and Mission
 - Director of Finance

Hôtel-Dieu Grace Healthcare's Accessibility Achievements to date:

The Accessibility Working Group wishes to acknowledge the substantial work that has been undertaken over the past ten years to identify and remove barriers and improve accessibility for all. These improvements have opened up accessibility to our HDGH community on many different levels and have had a positive impact in ways that might not have been anticipated. Designing for disability improves accessibility for everyone!

Notable Improvements to Accessibility 2014 – 2026:

- New way-finding signage, interior and exterior, including:
 - New large-print signage in Casgrain lobby
 - Large map of HDGH campus with “You are Here” indicated in main Tayfour Lobby

- A complete review of internal wayfinding signage was conducted in 2017-2018 and recommended changes were completed.
- Enhancement of elevators in Casgrain Bldg. to include automatic verbal announcement of the floor number at which an elevator car stops, as well as “going up”, “going down” when the elevator door opens - improved way-finding and ease of use for clients and families accessing Acquired Brain Injury and Geriatric Assessment programs and persons living with a visual impairment
- Conversion of exterior walking path around Emara Building to asphalt from stone providing a smooth, level walking and rolling surface
- Extension of the railing system around the “feature staircase” in the Tower Lobby, improving visibility and demarcation of stairs
- Reconstruction of the Emara and Casgrain buildings main entranceways allowing easier independent access, free of obstacles for persons using wheelchairs and other assistive devices
- Removal of all carpeting in the Emara building – enhancing mobility
- Relocation & Enhancement of Programs/Departments/Services:
 - Cardiac Wellness Program:
 - Cardiac Rehab Gym and Reception relocated from 3rd Floor Casgrain to 1st Floor Tayfour with easy access from the Main Tayfour Lobby
 - New Cardiac Wellness Gym fully accessible with unobstructed views of clients by staff
 - Cardiac Wellness “Greeters” posted along the route to the classroom on program orientation days
 - Geriatric Assessment Program (GAP) and Acquired Brain Injury Program (ABI):
 - Co-located on 3rd Floor Casgrain Building with a common reception area in close proximity to elevator
 - Elevator to this area enhanced with automatic verbal announcement technology
 - large print way-finding signage in Casgrain lobby
 - Problem Gambling Services:
 - Relocated from previous off-site location with no elevator access, to the 1st of the Tayfour/TNI building
- In consultation with our patients, design of paper towel dispensers changed and relocated in all patient and staff washrooms ensuring easy access and close proximity to sinks and a change to trifold towels (simple pull down action vs. pull and tear to side) increasing ease of use by persons experiencing decreased range of motion
- Conversion of public washroom located on ground floor of Casgrain Building at Prince Road Entrance to fully accessible – responded to client concern/request
- Relocation of Advertising Kiosks placed in locations where they are visible to visitors and patients and support clear pathways and lines of sight to entrance ways and elevators

- eLearn Staff Education system – addition of audio function, PDF & print option; incorporation of AODA standards for web design – improved access to information and enhanced learning experience for staff
- Subscribed to website accessibility scanning tool to assist in identifying accessibility barriers on the HDGH website
- Launch of Accessible Access Widget - a new tool on the HDGH website that is a session-based design and user interface adjustment tool that makes accessibility modifications based on a user's individual needs. With the interface, users can customize your website to their individual accessibility needs. accessWidget's interface is a session-based design and UI adjustment tool that makes accessibility modifications based on a user's individual needs. With the interface, users can customize your website to their individual accessibility needs. Disabilities that accessWidget covers: - Blind, Motor Impaired, Cognitive Disorder, Epileptics, Vision Impaired, and Hearing Impaired. This tool can be found in the bottom right-hand corner on the HDGH website.
- On the footer of www.hdgh.org, a statement indicating “If you are interested in receiving any of the information on this website in another format, please fill out our electronic form.” This statement also appears on our Accessibility page
- Building accessibility ambassadors at HDGH. Breaking down stereotypes and barriers of attitude through education, listening to and learning from the experiences of persons living with disabilities.
- The pathway throughout the healing garden was leveled to make navigation safer for individuals using mobility aids
- The mechanical doors leading to the outdoor eating area in the Emara café were adjusted to close slower to ensure time for individuals with mobility issues.
- On demand live translators made available on integrated bedside terminals through Voyce translation app.
- Collaborated with the Ontario Corporate Training Centre (OCTC) on a project that adopts disability-inclusive hiring practices and creates diverse workplaces. Supported by the Ontario Disability Employment Network (ODEN) the project offers online learning modules in English and French for all staff levels, including managers and executives.
- Outpatient Occupational Therapy Gym and Reception relocated to the front of Tayfour with easy direct access from the parking area.
- Additional fencing along the outside of the Outpatient Rehabilitation Centre to ensure safety along the sidewalk

Barrier identification methods utilized at HDGH include:

- Regular environmental audits of the hospital facilities by the members of the Accessibility Advisory Committee
- Formal and informal input solicited from staff, patients, families, visitors and community partners
- Accessibility concerns and suggestions for improvements submitted to the Accessibility Advisory Committee

- Accessibility feedback comments may be received from patients, families and visitors through the “We’re Listening” page of the HDGH website directed to the Patient Advocate at HDGH
- Accessibility concerns are identified in Patient Satisfaction survey processes, 1:1 interviews with Quality Advocates at time of admission and may be captured through HDGH Safety Reporting System
- It is important to note that multi-year accessibility planning is an iterative process. The Accessibility Advisory Committee will continue to seek out and invite community partners serving persons living with disabilities to the conversation as we continue to learn and evolve this plan.
- Annual review of accessibility policy to ensure standards are current.

2026-2029 Accessibility Plan Actions

Aligned with Accessibility for Ontarians with Disabilities Act, 2005¹

AODA Action Plan

Action	Status	MRP	Notes/Comment
1. Update Accessibility Policy to align with IASR standards <ul style="list-style-type: none"> a. Respect for the dignity and independence of persons with disabilities. b. Communication with people with disabilities takes into account their disabilities c. Staff and volunteers receive training on accessible customer service, AODA standards and the human rights code as it relates to people with disabilities. d. Establish accessible ways for staff and clients to provide feedback e. When services or facilities that people with disabilities rely on are temporarily unavailable notice must be provided including; reason, duration and alternatives if available. 		Accessibility Co-Chairs	Yearly

¹ <https://www.ontario.ca/laws/regulation/110191>

Action	Status	MRP	Notes/Comment
2. Review Accessibility Statement		Accessibility Co-Chairs	Yearly
3. Maintain an Accessibility Committee yearly requirements process and complete it for 2025: <ul style="list-style-type: none"> a. Prepare a one-page document outlining AODA policies and make it publicly available b. Create and maintain a multi-year accessibility plan c. Post the Accessibility plan on the HDGH website d. Review plan yearly e. Consult with persons with disabilities and the Accessibility Committee f. Prepare annual status reports & post on the website 		Accessibility Co-Chairs	Yearly
4. Review and update as appropriate - employee Accessibility training		Accessibility Co-Chairs	Ongoing
5. Review and update as appropriate - Volunteer Accessibility Training		Accessibility Co-Chairs	Ongoing
6. Deploy yearly training to employees and volunteers		Human Resources & Volunteer Services	Ongoing
7. Review and make all PDFs accessible on the HDGH external website		Director of Communications and Mission	Ongoing
8. Explore and implement training for executive assistants, administrative assistants and communications staff on how to create accessible documents		Director of Communications and Mission	
9. Purchase compliant furniture for outdoor space near Emara Building		Manager of Facilities	

Action	Status	MRP	Notes/Comment
10. Add RCC outdoor play spaces curb cut to capital list		Manager of Facilities	
11. Create an SOP with John McGivney regarding redevelopment of existing outdoor spaces or new construction		Manager of Facilities	
12. Create RFP attestation from contractors/vendors if not already in the RFP process or contracts.		Director of Finance	
13. Create a listing of target areas if redevelopment of exterior paths of travel occurs.		Manager of Facilities	
14. Undergo an updated parking study as required		Director of Risk and Corporate Services	Ongoing
15. Review of parking signage at the Facilities Planning Committee		Director of Risk and Corporate Services	Ongoing
16. Explore with Communications team to implement process to ensure all communication materials that are patient facing are written at a Grade Eight level (as documents are updated – strive for this level)		Director of Communications and Mission	
17. Complete a signage study to ensure accessible signage	On hold	Director of Communications and Mission	Funds earmarked for 2027/2028 fiscal year
18. Install tactile ground surface indicators in the tunnel		Manager of Facilities	
19. Add colour contrast stair edge markings		Manager of Facilities	
20. Complete a study on the locations of accessible doors and non-accessible doors across the campus. Involve lived experience individuals to identify priority areas as funding becomes available.		Manager of Facilities and Manager of EDII	
21. Ensure adequate accessibility of seating in public areas		Manager of Facilities	
22. Explore accessibility certification through the Rick Hansen Foundation		Manager of EDII	