



Multi-Year Accessibility Plan

2026 - 2031

Land Acknowledgment

We respectfully acknowledge that the Windsor Regional Hospital occupies the traditional, ancestral, and contemporary lands of the Niswi Ishkodewan Anishinaabeg: The Three Fires Confederacy (Ojibwe, Odawa, and Potawatomi). We acknowledge the land and the surrounding waters for sustaining us and we are committed to protecting and restoring these lands and waters from environmental degradation.

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Statement of Commitment

Windsor Regional Hospital is committed to respecting the core principles of the *Accessibility for Ontarians with Disabilities Act, 2005*: dignity, independence, integration and equal opportunity. We incorporate these principles into our policies, procedures, and training in our mantra to provide the best possible patient experience, with no exceptions. We strive to ensure that all residents of Windsor-Essex have access to our services and information when and how they need them.

This Accessibility Plan describes our plans for the upcoming years and is reviewed & updated every 5 years. This work is guided by AODA legislation and our commitment through our Accessibility Policies:

- Treat all persons with dignity, respect, and independence, consistent with AODA and the Ontario Human Rights Code.
- Integrate accessibility principles (universal design, access over accommodation, equity, inclusion) into all planning, service delivery, and physical environments
- Training for staff on accessibility principles and related policies and a tracking of this information



CEO

July 6, 2026

Date

Introduction

Purpose:

To establish a coordinated, organization-wide approach to prevent and remove barriers to accessibility and promote equitable, inclusive, and barrier-free care, services, and employment environments for patients, families, caregivers, staff, physicians, volunteers, and visitors.

Guiding Principles

- Equity & Inclusion: Embed equity, diversity, inclusion, and anti-racism (EIDAR) in hospital culture and practices.
- Universal Design: Apply universal design standards in facilities, digital platforms, and communication products.
- Patient & Community Engagement: Engage persons with lived experience of disability and diverse identities in planning and evaluations.
- Continuous Improvement & Accountability: Monitor progress annually, update strategies, and publicly report outcomes.

Responsibilities

Although many departments are accountable for planning and implementing activities to support the advancement of accessibility and inclusion at WRH, the Equity, Inclusion, Diversity and Anti-Racism team (EIDAR) is responsible for the WRH Accessibility Plan. This includes:

- Lead the identification process of accessibility barriers
- Work with WRH departments and the community to identify and remove barriers;
- Review the WRH Accessibility Plan annually and update it every five years;
- Make the approved Accessibility Plan available to the public; and
- Complete an annual Accessibility Status Report.

Staff and Community Engagement

Engagement for the 2026-2031 Accessibility Plan included:

- Patient and Family Advisory group feedback
- Community Members Feedback
- Patient Relations Data and Patient Feedback Surveys data

Once collected, the feedback was incorporated into the finalized plan you can now view.

Accessibility Domains & Key Strategies

General Accessibility

- Ensure service standards include use of assistive devices, service animals, support persons, and individualized accommodations.
- Standardize procedures for accommodation requests during the care journey and at registration points
- Maintain feedback mechanisms (in person, online, phone) to collect access-related feedback and follow up promptly
- Engage with community members and accessibility groups to advance accessibility related needs
- Explore the development of accessibility related Employee Resource Group
- Ensure EIDAR Committee, PFACs, and Board Committees have representation from persons with disabilities
- Conduct accessibility workshops and community consultation sessions as needed
- Use data from patient relations, surveys, and focus groups to identify barriers and set priorities

Training

- Ensure AODA training remains up to date around AODA and Human Rights legislation and best practices
- Train all staff and volunteers in accessible customer service practices
- Identify training opportunities for staff to introduce and incorporate themes around accessibility, ableism, intersectionality, and trauma-informed care.

Procurement

- Work with supply vendor Mohawk Med buy Corporation (MMC) to continue to ensure accessibility criteria are embedded into the procurement process
- Ensure staff involved in procurement activities have the appropriate training, processes and policies on hand to incorporate accessibility throughout the process

Self-Service Kiosks

- Work with relevant teams to explore the use of self-service kiosks both in the current state as well as the new acute care facility

Customer Service

- Review clinical policies to ensure inclusion of people with disabilities and accommodation processes at all points of care.
- Update Electronic Health Record systems to capture accommodation needs and share across care transitions.
- Equip care providers with tools and training to support communication, assistive devices, and accommodation planning.
- Maintain inventories of accessibility-related equipment such as wheelchairs and lifts and ensure timely repair and replacement.
- Identify opportunities to improve wayfinding and navigation throughout the facilities
- Maintain the use of on-demand and in-person American Sign Language (ASL) interpretation services.

Employment

- Review job requirements on a consistent basis to ensure barriers to accommodation are minimized as best as possible
- Ensure an accessible recruitment process including and not limited to notice of accommodations available, inclusive job postings, and accommodation supports.
- Develop and implement individualized accommodation plans for employees.
- Provide workplace emergency response plans for employees with disabilities.
- Integrate accessibility considerations into performance management, advancement, and redeployment.
- Offer continuous EIDAR and AODA training opportunities tailored to role and responsibilities.
- Continue to embed equity and accessibility principles into workplace strategies.

Information and Communication

- Provide information in a variety of accessible formats (for example: large print, accessible PDF, audio, braille on request, and so forth).
- Explore the expansion of patient portals with multi-language and assistive technology compatibility.
- Improve digital accessibility across websites and patient apps to meet WCAG standards.
- Train staff on creating accessible documents and communications.
- Consult individuals requesting accessible formats to tailor the delivery of information.
- Review and update corporate signage and wayfinding guidelines to maintain accessibility guidelines.
- Review education materials to ensure they are accessible and inclusive.

Design of Public Spaces:

- Work with Facilities teams to ensure the built environment complies with the Ontario Building Code
- Continue to implement accessibility improvements in public corridors and public areas as areas are updated
- Maintain accessible elements through preventative maintenance
- Ensure there is public notice when an accessible element is temporarily unavailable
- Complete regular accessibility audits to support accessibility enhancements
- Ensure Facilities staff are participating in AODA training to support inclusive design practices

Built Environment

- Ensure all newly constructed or renovated building projects meet or exceed AODA Design of Public Spaces standards.
- Incorporate features such as accessible washrooms, wayfinding, ramped access, voice announcement elevators, and barrier-free parking and entrances.
- Pursue third-party accessibility certification (e.g., Rick Hansen Foundation Accessibility Certification) where feasible
- Partner with patients and families to inform design decisions

Implementation & Monitoring

Metrics:

- Completion of training targets
- Accessibility compliance for audits, digital content, and so forth
- Number and resolution of accessibility-related grievances
- Stakeholder engagement outcomes

For More Information

For more information on the Accessibility Plan, please contact Communications and Public Affairs Department (519-254-5577 ext. 33350) or EIDAR Department (519-254-5577 ext. 52875).

Feedback

We welcome feedback from our patients, families and visitors. Please contact the [Patient Relations Department](#) with questions, concerns, compliments or suggestions.

Formats for this Document

Standard and accessible formats of this document are available upon request. Please visit our website [here](#) or contact Patient Relations.