



Brant Community Healthcare System

Multi-Year Accessibility Plan

Advancing Accessible, Inclusive and Equitable Healthcare

2026 - 2031

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This multi-year Accessibility Plan is available on our website www.bchsys.org. Accessible formats and communication supports are available upon request



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Message from the President and Chief Executive Officer

At Brant Community Healthcare System, we are committed to providing high-quality, safe, and inclusive care and services for every person who walks through our doors. As part of this commitment, accessibility remains a core priority in how we deliver care, support our people, and design our environments.

We recognize that accessibility is not only about meeting legislative requirements, but about creating a healthcare system where barriers are identified and removed so that patients, families, staff, and volunteers can fully participate with dignity and independence. This includes physical access, communication supports, digital accessibility, and fostering an inclusive culture across sites and services.

Our Accessibility Plan guides our ongoing efforts to prevent and eliminate barriers. It reflects input from our staff, professional staff, volunteers, patients, caregivers, and community partners, and continues to evolve as we identify new opportunities for improvement. We remain focused on embedding accessibility into everyday practice — from how we design care environments to how we communicate and engage with those we serve.

We also recognize the important role our workforce plays in advancing accessibility. Education, awareness, and shared accountability are essential to ensuring that accessibility is not a standalone initiative, but part of how we work together each day to deliver exceptional care.

As we move forward, BCHS remains committed to continuous improvement, transparency, and collaboration. We will continue to listen, learn, and take action to ensure our organization is welcoming and accessible to all.

Thank you to our staff, professional staff, volunteers, patients, and community partners for your ongoing commitment to accessibility and inclusion.

Sincerely,



Bonnie Camm

President and Chief Executive Officer
Brant Community Healthcare System

Statement of Commitment

Brant Community Healthcare System (BCHS) is committed to fostering an inclusive, barrier-free, and accessible healthcare environment for patients, families, visitors, employees, professional staff, learners, volunteers, and community partners.

BCHS is committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11. The organization will continue to identify, remove, and prevent barriers to accessibility while promoting dignity, independence, integration, equal opportunity, and equitable access to healthcare services and employment opportunities.

Accessibility is fundamental to BCHS’ commitment to patient-centred care, staff wellness, patient safety, operational excellence, and continuous quality improvement. We will continue to ensure integration of accessibility into hospital planning and decision making.

In support of these commitments, the BCHS Accessibility Advisory Committee will continue to identify, prioritize, and implement opportunities to improve accessibility throughout the organization in consultation with persons with disabilities and key stakeholders. The Accessibility Advisory Committee will continue to report through Joint Health and Safety and Senior Leadership to ensure accountability for implementation.

Future Reporting Schedule:

By:	BCHS Will:
Dec 31, 2025	Submitted Accessibility Compliance Report (AODA IASR)
Dec 31, 2027	Submit Accessibility Compliance Report (AODA IASR)
Dec 31, 2029	Submit Accessibility Compliance Report (AODA IASR)
Dec 31, 2031	Submit Accessibility Compliance Report (AODA IASR)

Land Acknowledgement

We acknowledge that we are meeting today on land that has been the traditional territories of Indigenous peoples for at least 10,000 years.

Today, their descendants – the Haudenosaunee and Mississauga nations – continue to reside in the Grand River region. Several centuries ago, these two groups entered into a social and political agreement known as the Dish with One Spoon wampum, which called upon people to help one another and commit to ensuring that the natural environment would be cared for so that future generations would benefit from what the land provided.

This ancient philosophy, based upon mutual respect and a shared responsibility to put aside differences to ensure human and social wellness, are values that Brant Community Healthcare System will continue to uphold and to strive for when working with Indigenous patients, families, and staff.

Introduction

A high-quality healthcare system is founded upon principles of equity, inclusion, accessibility, patient safety, and respect.

Brant Community Healthcare System recognizes that accessibility extends beyond physical access and includes equitable access to healthcare services, communication, information, technology, employment, and participation in all aspects of hospital operations.

As a healthcare organization and public sector employer, BCHS is committed to fostering environments that support individuals with visible and non-visible disabilities while ensuring compliance with legislative obligations and advancing accessibility throughout all areas of the organization.

This Multi-Year Accessibility Plan outlines BCHS' ongoing strategy to identify, remove, and prevent barriers and to improve accessibility across all healthcare operations and patient care environments from 2026–2031.

Vision Leading Beyond Care

Mission

Serving as an anchor for community well-being through healthcare excellence.



Values

Be Bold and Courageous
Commit to Excellence
Champion Equity
Be Trustworthy

Strategic Pillars

The 4 Ps



Patients



People



Partners



Progress

Purpose

The purpose of this plan is to outline BCHS' accessibility strategy and commitment to continuous improvement in accessibility planning, implementation, and evaluation.

This plan supports:

- Accessible and equitable patient care
- Safe access to healthcare facilities and services
- Inclusive employment and accommodation practices
- Accessible communication and information
- Safe and respectful environments for patients, visitors, and staff
- Compliance with AODA and IASR requirements
- Ongoing quality improvement in healthcare accessibility

Healthcare Accessibility Principles

BCHS recognizes that accessibility within healthcare includes, but is not limited to:

- Timely and equitable access to care and services
- Accessible communication and patient education
- Safe mobility within healthcare environments
- Trauma-informed and patient-centred approaches
- Support for individuals with physical, sensory, cognitive, developmental, and mental health disabilities
- Inclusive emergency preparedness and response planning
- Accessible digital health platforms and technology
- Respectful, dignified, and inclusive care experiences

BCHS further recognizes that accessibility, equity, diversity, inclusion, and culturally safe care are interconnected principles that contribute to improved patient and staff experiences and better healthcare outcomes.



Past Achievements to Remove and Prevent Barriers

Since the implementation of the previous accessibility plan, BCHS has undertaken several initiatives to improve accessibility across the organization, including:

- Continued mandatory education regarding AODA and the Ontario Human Rights Code
- Enhanced accessible patient communication supports, including expanded use of Lingotec interpretation services
- Strengthened accessible recruitment, accommodation, and return-to-work processes
- Expanded virtual care and accessible communication options
- Improved patient wayfinding and signage throughout hospital campuses
- Incorporated accessibility considerations into capital planning, construction, and redevelopment projects
- Increased organizational awareness and support for psychological health and workplace wellness
- Strengthened workplace violence prevention and behavioural safety processes
- Embedded diversity, equity, inclusion, belonging and anti racism into our long-term strategic priorities including development of employee resources groups
- Established a diversity, equity, inclusion and belonging lead to support future development and growth within the hospital
- Developed and updated numerous policies, practices and procedures aligned with dignity, independence, integration and equal opportunity for people with disabilities. Examples include:
 - Accessibility policy and related processes
 - Accommodation policy and processes for employees and potential employees
 - Recruitment processes to support accommodations throughout the recruitment process
 - Wellness programs and processes to support diverse needs, including mental health support services, peer support and ergonomic assessments

- Continued Accessibility Advisory committee with interdisciplinary representation to collaborate on the organizations accessibility documents, policies, programs, supports and plans
- Mandatory AODA training for all employees, volunteers and professional staff which is completed on an annual basis
- Embedded AODA requirements into procurement templates and vendor contracts, with language defining vendors responsibility for compliance
- Improved accessibility of newly constructed entrances, washrooms, waiting areas and staff spaces (Emergency Department, Diagnostic Imaging)
- Increased availability of accessible seating, automatic door access and barrier free pathways
- Incorporated accessibility considerations into renovation and construction planning
- Improved emergency evacuation planning for individuals requiring assistance.
- Improved accessible parking availability and signage in main lot and parking garage
- Enhanced access to bariatric equipment across clinical units, including lifts, mobility devices and specialized seating
- Improved accessible drop off and pick up zones near main entrance and emergency
- Improved exterior lighting in parking garage and parking lots to support safe navigation
- Upgraded elevators in E Wing to improve reliability and accessibility features

Accessibility Policies and Documents

- Accessibility- Providing Customer Service to People with Disabilities
- Modified Work Program Early and Safe Return to work
- Accessibility- Training on Customer Service Standard
- TOR Accessibility Advisory Committee Terms of Reference

Accessibility Priorities and Action Plan (2026–2031)

Customer Service

Objective

To provide accessible, respectful, and equitable service experiences for patients, families, visitors, and members of the public.

Initiative	Initiative	Team/Portfolio
Review and update the Accessibility Policy and procedures to ensure it continues to reflect the organization's needs and obligations over time.	Every two years or as needed; next scheduled for 2026/27	Accessibility Advisory Committee (led by Organizational Health and Communications and Engagement)
Expand the Accessibility Advisory committee to broaden representation for accessibility documentation and reporting activities. New member will represent DEI-B and other business areas as needed.	2026/27	People and Culture
Maintain accessible feedback processes for patients, families, and visitors	Ongoing	Patient Experience

Accessibility Priorities and Action Plan (2026–2031)

Information, Communications

Objective

To ensure information, communication, and digital services are accessible to patients, families, staff, and the public.

Initiative	Initiative	Team/Portfolio
Maintain compliance with WCAG 2.1 AA applicable web accessibility standards for website and digital content accessibility requirements	Ongoing	Communications and Information Technology
Ensure accessible communication supports are available upon request	Ongoing	Communications
Enhance accessibility of emergency communications and urgent notifications	2026/27 and ongoing	Communications

Accessibility Priorities and Action Plan (2026–2031)

Employment

Objective

To promote inclusive employment practices and support accessible and psychologically safe workplaces.

Initiative	Initiative	Team/Portfolio
Regularly update the Recruitment and Accommodation policies, as well as processes to provide accommodations throughout recruitment and employment, to help recruit and retain employees living with disabilities	Ongoing	Human Resources and Organizational Health
Regularly update the wellness program, including improving the accessibility of wellness forms, to improve our ability to cater to diverse needs and promote overall wellbeing through services such as mental health support, peer support and ergonomic assessments	2026 and ongoing	Organizational Health
Continue modified work and safe return to work programming	Ongoing	Organizational Health
Promote respectful workplace practices and violence prevention initiatives	Ongoing	Organizational Health, Human Resources

Accessibility Priorities and Action Plan (2026–2031)

Procurement

Objective

To incorporate accessibility considerations into procurement, equipment planning, and operational decision-making processes.

Initiative	Initiative	Team/Portfolio
Further update procurement templates with more specific language to define vendor responsibility	2026 and ongoing	Finance, Procurement
Continue to ensure AODA requirements are mandatory evaluation criteria in procurement documents	Ongoing	Finance, Procurement
Collaborate with clinical teams to identify accessibility-related equipment requirements	2026 and ongoing	Finance, Procurement
Support proactive planning for bariatric admissions and patient handling requirements	2026 and ongoing	Procurement, Clinical Programs, Organizational Health

Accessibility Priorities and Action Plan (2026–2031)

Design of Public Spaces

Objective:

To reduce physical and environmental barriers throughout hospital properties and care environments.

Initiative	Initiative	Team/Portfolio
Assess accessibility of entrances, pathways, elevators, parking areas, washrooms, waiting areas, patient rooms, and treatment spaces	2026 and ongoing	Facilities and Redevelopment
Review emergency exits and temporary emergency access routes for accessibility considerations	2026 and ongoing	Facilities, Redevelopment and Emergency Planning
Incorporate accessibility considerations into construction, renovation, redevelopment, and capital planning activities	2026 and ongoing	Facilities and Redevelopment
Improve accessibility during temporary disruptions, construction projects, or facility closures	2026 and ongoing	Facilities and Redevelopment

Accessibility Priorities and Action Plan (2026–2031)

Emergency Preparedness, Safety and Security

Objective:

To promote accessible emergency preparedness, response, and evacuation processes.

Initiative	Initiative	Team/Portfolio
Review organizational emergency response plans for accessibility considerations (evacuation chair availability and training, emergency drill inclusion)	2026 and ongoing	Emergency Preparedness, Risk and Quality
Ensure emergency communications are accessible to patients, visitors and staff	2026 and ongoing	Emergency Preparedness, Risk and Quality, Communications
Develop individualized emergency response plans for employees requiring accommodation	ongoing	Facilities and Redevelopment
Review temporary emergency access routes to ensure safe and accessible egress	ongoing	Facilities, Redevelopment, Emergency Preparedness

Education and Training

BCHS will continue to provide education and training related to:

- Accessibility for Ontarians with Disabilities Act (AODA)
- Ontario Human Rights Code obligations
- Accessibility awareness and inclusive communication practices
- Violence prevention and de-escalation strategies
- Safe patient handling and mobility
- Workplace accommodations and accessibility responsibilities
- Respectful workplace practices

Training will be provided in accessible formats and with communication supports upon request.

Consultation

BCHS will continue to engage patients, families, employees, professional staff, physicians, accessibility committees, persons with disabilities, patient and family advisors and community partners in identifying barriers and improving accessibility throughout the organization.

Feedback received through patients, staff, and community stakeholders will inform accessibility priorities, organizational planning, and continuous quality improvement initiatives.

Monitoring and Reporting

This plan will be reviewed and updated at minimum once every five years in accordance with AODA requirements.

BCHS will continue to monitor accessibility initiatives and evaluate progress through ongoing organizational quality improvement, patient experience, occupational health and safety, and accessibility planning activities.

Accessibility priorities may also be reviewed annually to support continuous improvement and respond to evolving organizational and healthcare needs.

This plan will be publicly available and provided in accessible formats upon request.

Accessibility Feedback

The hospital is committed to ensuring that accessibility-related feedback is received, documented, and used to support continuous improvement in accordance with the IASR Accessible Customer Service Standard (O. Reg. 191/11, s. 80). Feedback is accepted through Patient Experience via multiple accessible channels, including online forms, email, telephone, written, and in-person submissions, as well as through Patient and Family Advisory Councils, with accessible formats and communication supports provided upon request.

Patient Experience records all feedback in a centralized tracking system, maintains confidentiality, and reviews and triages concerns for appropriate routing to operational departments, escalating urgent accessibility or safety issues as required. The hospital acknowledges feedback where possible, coordinates responses with relevant areas, and provides outcomes in accessible formats upon request. Accessibility feedback is monitored and analyzed to identify trends and systemic barriers, with findings reported to leadership and used to inform ongoing improvements, policy and training updates, and updates to the Multi-Year Accessibility Plan and annual reporting.

Brant Community Healthcare System is committed to advancing accessibility and embedding barrier-free design into all aspects of its operations in accordance with the Accessibility for Ontarians with Disabilities Act and the Integrated Accessibility Standards Regulation. This Multi-Year Accessibility Plan outlines the organization's approach to identifying, removing, and preventing barriers and will be reviewed and updated on a minimum five-year cycle. Progress will be tracked annually through accessibility status reporting and governance oversight. Accessibility will continue to be integrated into strategic planning, operational decision-making, and capital development to support equitable, dignified, and inclusive access across the organization

Executive Approval

This Multi-Year Accessibility Plan has been reviewed and approved by hospital leadership and is supported as the organization's formal commitment to meeting and exceeding the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).

Chief Executive Officer:

Name: Bonnie Camm

Signature: 

Date: July 31, 2026