

Accessibility Plan

2023-2028 at a Glance



Progress and Future Focus on Accessibility

At Lakeridge Health, we are committed to creating an accessible and inclusive environment for all. Our journey began by identifying and addressing barriers within our organization and striving to exceed Ontario's accessibility standards.

Accomplishments So Far:

- Conducted audits to uncover accessibility gaps.
- Built strong relationships with key community partners.
- Started facility upgrades to improve physical accessibility.
- Enhanced digital accessibility and introduced accessible signage.

Ongoing and Future Work:

- Aligning initiatives with the Accessibility for Ontarians with Disabilities Act (AODA).
- Incorporating feedback from community members and health care standards experts.
- Continuously refining plans through monthly Accessibility Committee meetings.



This plan supports everyone at Lakeridge Health—employees, patients, families, visitors, and the broader community. For details on upcoming activities, please refer to the table below.

Timeline	Improving Organizational Practices	Building Community Partnerships and Engagement	Redesigning Inclusive Spaces
Year 1 2023-2024	Achieved in AODA compliance and identified areas for improvement	Completed comprehensive disability justice audits across five hospitals	Enhanced accessibility in waiting areas, washrooms, stairs, and hallways
Year 2 2024-2025	Incorporated accessibility into organizational policies, impact assessments, and education	Made accessibility information more readily available for patients, families, and visitors	Improved signage, increased optimized features across sites for mobility devices (eg. automatic door openers)
Year 3 2025-2026	Review and update policies to address attitudinal barriers and build accessibility awareness among team members	Implement internal and external accessibility feedback processes	Continue enhancing entrance, pathway, and washroom accessibility including focused gender-neutral washrooms
Year 4 2026-2027	Improve information systems to enhance the accessibility of documents, resources, and digital content	Increase community engagement and conduct multi-site accessibility audits	Improve quiet rooms and reconfigure public spaces to embed sensory features and improve acoustics
Year 5 2027-2028	Conduct a impact assessment of all accessibility initiatives and develop next steps for the 2028–2033 accessibility plan	Work collaboratively with community to develop system wide integrated accessibility strategies	Expand accessible pathways, parking, and transit options to ensure seamless hospital access