



## Huron Perth Healthcare Alliance Annual Status Report

### General Requirements

Requirement	Responsibility	Completion
Accessibility Policy created and posted	Accessibility Committee	Reviewed 2026
Accessibility Plan created and posted	Accessibility Committee	Reviewed and updated 2023
Procuring or acquiring goods Clause - added to our contracts ensuring products meet the AODA standards	Materials Management	Completed January 2013
Training – all staff/students/volunteers receive training during orientation via our Learning Management System	Learning and Development	Ongoing as new staff join HPHA



## Huron Perth Healthcare Alliance Annual Status Report

### Customer Service

Requirement	Responsibility	Completion
Policy created	Human Resources	Reviewed and updated January 2025
Training provided to all staff	Learning and Development	Reviewed and updated 2025
Volunteers available to assist those in need	Volunteer Services	Monday to Friday
Transport Chairs were donated to replace missing wheelchairs and so that more wheelchairs are available on the units	Volunteer Services	November 2020
Bariatric beds were donated and replaced patient beds on the Medicine Unit	Clinical Programs	November 2020 and ongoing as funding allows
The Essential Caregiver Policy was updated during the pandemic to be inclusive of those who require a support person present with them throughout the pandemic	Patient Experience	Completed
New screening kiosks at all sites were updated to be height adjustable	Facilities Management	Completed



## Huron Perth Healthcare Alliance Annual Status Report

### Information and Communications

Requirement	Responsibility	Completion
Emergency procedures, plans or public safety information posted	Communications	Updated 2025
Installed colour-coded directional signage with Braille and tactile letters	Facilities Management	Completed
Fire Alarm system with strobe lights for sight impaired	Facilities Management	Completed
Training – all staff/students/volunteers receive training during orientation via our Learning Management System	Learning and Development	Ongoing as new staff join HPHA
Printed floor plan / signage posted at elevators	Facilities Management	Completed
Implemented WCAG 2.0 compliant Learning Management System	Learning and Development	Completed December 2025
Feedback and patient relations processes are posted on our website. All feedback is reviewed and forwarded as appropriate.	Patient experience	Ongoing
Accessible formats and communication supports	Communications	Provided on request
Interpreter Lists available on our Intranet	Human Resources	Completed and updated annually
New website launched that meets the WCAG 2.0 Level AA requirements	Communications	Completed September 2020
Audio notifications are now present in elevators at St. Marys, Clinton, and Seaforth hospital sites	Facilities Management	Completed



## Huron Perth Healthcare Alliance Annual Status Report

Clear faces masks are available to assist with communication if required	Materials Management	Completed
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## Huron Perth Healthcare Alliance Annual Status Report

### Employment

Requirement	Responsibility	Completion
Workplace emergency response information	Human Resources	Updated 2025
All job postings indicate that accommodations are available to those that require them during the recruitment process	Human Resources	Ongoing with all job postings
All staff are made aware of our policies for accommodating employees	Human Resources	Ongoing
All staff are made aware of supports for employees with disabilities	Human Resources	Ongoing
All staff are made aware that we will provide accessible formats and communication supports when requested	Human Resources	Ongoing
Individual accommodation plans are created for those employees with disabilities	Occupational Health	Ongoing or when the staff member changes departments/positions
Return to work plans are created for those staff that have been absent from work due to a disability	Occupational Health	Ongoing as needed



## Huron Perth Healthcare Alliance Annual Status Report

### Design of Public Spaces

Requirement	Responsibility	Completion
Increased number of signed parking for Dialysis patients near a main entrance	Facilities Management	Completed
Worked collaboratively with City of Stratford to construct a new sidewalk for ease of access to City Transit	Facilities Management	Completed
Power activated doors installed at Residence / College	Facilities Management	Completed
Replacement of round door knobs with new accessible lever sets at College, B&B and Centennial apartments	Facilities Management	Completed
New main entrances with automatic sliding doors, complete with snow melt sidewalks at front entrance for patient/visitor drop off	Facilities Management	Completed
Increased number of accessibility spaces in the parking lot at Stratford General Hospital	Facilities Management	Completed
Improved the walkways at Stratford General Hospital to remove barriers for ease of access	Facilities Management	Completed
Modification of main driveway at Stratford General Hospital to include a drop off section	Facilities Management	Complete
A barrier free shower and bathroom was added at Seaforth Community Hospital	Facilities Management	Completed



## Huron Perth Healthcare Alliance Annual Status Report

Door hardware was updated at the Special Services Unit for ease of access	Facilities Management	Completed
An additional universal washroom was added in the West Building at Stratford General Hospital	Facilities Management	Completed
Voice annunciators and brail installed with the elevator upgrade projects at Clinton, Seaforth and St Marys Hospitals	Facilities Management	Completed
New wayfinding c/w brail at Clinton, Seaforth and St Marys Hospitals	Facilities Management	Completed
Stratford General Hospital Courtyard Renovation, improving grades and barrier free travel	Facilities Management	Completed