
2025 Annual Accessibility Status Report

Lennox and Addington General Hospital (LACGH) is committed to providing equal access to our services for people with disabilities in a way that respects their dignity and independence, and to improving the quality of life for all persons with disabilities by promoting equal opportunities, as demonstrated by a continual improvement of access to our facilities, policies, programs and services.

The requirements outlined in the Integrated Accessibility Standards have been built into the hospital's Multi-Year Accessibility Plan. The plan is reviewed regularly to ensure appropriate actions are taken to meet all standards applicable to the Hospital, and to continue to enhance inclusive practices and remove barriers.

Summary of the key achievements from 2025:

- Three patient rooms and associated washrooms in the Acute Care Unit and Complex Continuing Care areas were renovated to improve accessibility in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) design standards. Enhancements included barrier-free layouts, accessible fixtures, appropriate clearances, and improved manoeuvrability for mobility devices.
- Additional handrails were installed in identified corridors and transition areas to support safe movement, enhance accessibility, and reduce the risk of falls for patients, visitors, and staff.
- Accessible washrooms were added in proximity to ultrasound and diagnostic imaging rooms, improving patient privacy, comfort, and accessibility while supporting more efficient clinical workflows.
- Planning was initiated to create additional barrier-free washrooms near high-traffic public areas, enhancing dignity, safety, and accessibility for patients and visitors.
- The Lumeo Patient Portal was implemented and refined with input from members of the Accessibility Committee to support equitable access to information and services.
- New LTC facility design in compliance with accessibility standards.
- Launch of refreshed LACGH website, which conforms to the Web Content Accessibility Guidelines (WCAG) 2.2 AA.

2025 Compliance Report

The 2025 Compliance Report was completed and was submitted and accepted indicating compliance to the AODA by LACGH. It is posted on the LACGH website under Accessibility. The next Compliance Report is due in December 2027.

Next Steps

Our focus in 2026 will be on reviewing and finalizing a new Multi-year Accessibility Plan to guide LACGH accessibility priorities beyond 2026 through to 2030. The Hospital Accessibility Advisory Committee will be re-established to support accessibility plan development and to provide ongoing consultation on AODA activities and accessibility improvements. We will also focus on a review of accessibility and related policies to ensure they are reflective of our evolving work environment, which now includes a new LTC facility. Finally, we are also committed to providing additional accessibility staff education and increased communication to improve our ability to provide accessible facilities and services to those who need care.

LACGH will continue to strive toward greater accessibility for patients and family members, hospital staff, health care professionals, volunteers, and the community by reducing and removing barriers. For further information about our accessibility related initiatives, please refer to our [Multi-Year Accessibility Plan](#).

