



**The Ottawa  
Hospital** | **L'Hôpital  
d'Ottawa**

# **Annual Report on Accessibility 2015**

**The Ottawa Hospital and Affiliate Organizations**



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**January 1, 2016**

# The Ottawa Hospital

**Vision:** To provide each patient with the world-class care, exceptional service and compassion we would want for our loved ones.



**General Campus**



**Civic Campus**



**Riverside Campus**

Your Accessibility Awareness and Planning Program (AAP) team members:



**Serge Falardeau**  
AAP Coordinator / Trainer



**Kelly Parent**  
AAP Assistant

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## Executive Summary

Already 10 years have passed since the Accessibility for Ontarians with Disabilities Act (AODA 2005) became law. Small and large public and private sector organizations are making the necessary changes to ensure that this province is fully accessible for persons with disabilities by the year 2025. The Ottawa Hospital (TOH) is proud to be part of this amazing journey.

Every day, thousands of patients, visitors, staff and volunteers with disabilities are benefiting from a more accessible hospital. Regardless of their disability, be it visible or invisible, they can comfortably navigate their way through the hospital knowing that assistance and accommodation is available to them when they need it.

Dr Jack Kitts, President and CEO of The Ottawa Hospital said it best:

“The Ottawa Hospital is fully committed to its vision of providing each patient with the world class care, exceptional service and compassion we would want for our loved ones. Through its strategic goal of Better Patient Experience, The Ottawa Hospital will provide excellent services to all patients, including individuals who request special accommodation due to a disability”.

According to statistics, 1 in 7 Canadians has a disability. With these numbers, the likelihood of all of us being connected to someone with a disability is very real. Someone we love has vision loss, is deaf or may even live with a mental illness. Regardless of their health condition, we must make sure that our facilities, our services and products are fully accessible to them.

It is through a cultural shift that we engage staff and volunteers to become accessibility champions. It is through training and sensitivity exercises that living with a disability become a little more real to them. It is by reviewing and updating policies and procedures that helps us create a fully accessible environment for people with disabilities.

In summary, the year 2015 has been very busy here at the Accessibility Awareness and Planning office. A policy review, new training initiatives, and a new culture of accessibility awareness being built are some of the highlights that kept the momentum towards breaking down barriers and opening new doors of opportunity for greater accessibility.

This annual report will provide you with a glimpse of the many achievements and our direction towards a path leading to greater accessibility. While this path is in compliance to our legal obligations under the AODA 2005, the fundamental desire to do the right thing for our loved ones, including those living with a disability, is the driving force behind our every move.

For more information or if you have any questions, please direct your enquiries to:

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## Raising the Bar of Accessibility at TOH - Achievements for 2015

### The Accessibility Awareness and Planning Program (AAP) is transferred to Talent Management and Leadership Development

With the organizational changes within the Human Resources (HR) department in the spring of 2015, the AAP team was transferred from Occupational Health and Safety to the HR Learning and Leadership Development team (under Talent Management). This has been a good transition for the AAP team as we are now connected with other learning specialists who share the same passion of delivering some of the best training material for staff and volunteers.



Our team

Back row left to right: Serge Falardeau – Coordinator, Accessibility Awareness and Planning Program; Sheila Buchanan – Learning Specialist; Caroline Jacques – Learning Specialist; Shelley Artuso – Assistant, Learning and Performance; Guy Giguere – Manager, Learning and Leadership Development.

Front row left to right: Kelly Parent – Assistant, Accessibility Awareness and Planning Program; Amanda Gray – Advisor

### **‘it’s time’ Campaign**

It is with great excitement that the ‘it’s time’ campaign was launched this past June. While the previous tagline consisted of ‘Think Accessibility’, the message lacked action and commitment. With that in mind, the AAP team adopted the new tagline ‘it’s time... to build a culture of accessibility here at TOH and in the community’.

Building that culture was the challenge issued by Dr. Kitts to TOH’s new Accessibility Awareness Coordinator and one which was gladly accepted. This fresh new message consisting of an action and commitment is shared with existing and new employees and volunteers.



Dr. Jack Kitts and Serge Falardeau

It requires a shift in our approaches, taking into consideration accessibility related thinking before and during processes of delivering medical care, access to facilities and products. It requires a commitment to take into consideration the individual's physical or mental health issues when addressing their health care needs while delivering world class care, exceptional service and compassion.

### **Accessibility Champions**

Do you know someone at TOH who is an Accessibility Champion? Staff and volunteers can be nominated as Accessibility Champions by one of their peers, patients and visitors. A Champion is someone who identified, removed or prevented barriers from taking place. Once nominated and confirmed, our new Champions are recognized in the internal weekly newsletter 'What's Happening', the monthly Journal magazine and on the Accessibility web page of the 'myHospital' internal website.

### **National Access Awareness Week**

During the Staff Appreciation Week in early June, TOH celebrated National Access Awareness Week (NAAW) and promoted services that are available to individuals who are Deaf, Deaf-Blind and hard of hearing. AAP and the TOH Speech and Audiology Department worked together at resourcing a booth and providing facts on hearing loss, tips on working with someone with hearing loss and information on how to book a sign language interpreter.

While the major draw for this event was live entertainment and free pizza, hundreds of people visited the booth and completed a questionnaire giving them a chance to win very nice gift baskets. Three campuses, three winners! This event took place during the week of June 8<sup>th</sup>, 2015 and proved to be a very successful campaign.



## **TOH Internal Accessibility Audit**

As a large public sector organization, TOH must be compliant with the AODA and the Integrated Accessibility Standard Regulations (the Regulations). In that document, we are required to meet specific targets within a specific timeline. While the Accessibility Directorate of Ontario (ADO) could conduct an official audit upon a very short notice, we decided to be proactive and conduct our own internal accessibility audit. This initiative took place in order to celebrate the 10<sup>th</sup> Anniversary of the AODA as well as an opportunity to celebrate successes and identify possible gaps in TOH's compliance to the Regulations.

This past summer, Gillian Scott, a Carleton University Social Work student, joined our team. She was tasked with conducting in-person interviews with internal leaders, collection of document and follow-ups when necessary and, reviewing TOH's policies, procedures and practices against the Regulations. Her report is in. The findings from our internal accessibility audit are reflected in the section '2015 IASR Compliance and Targets of this report.

## **Internal and External Training**

We continue to respond to requests for accessibility related training from the community. Face-to-face accessibility training was provided to over 1,500 people including TOH volunteers (see more information below), University of Ottawa 2<sup>nd</sup> year med-students, Canadian Transportation Agency, TOH Foundation, Cancer Centre staff and the Western Ottawa Community Resource Centre. Presentations were given at both the 10<sup>th</sup> Anniversary of the AODA celebration as well as the 2015 Pharmacy Technician's Conference here in Ottawa.

## **Online Training 'Accessibility in a Health Care Environment'**

After a few years of offering two separate online training modules, both Accessibility 1 and 2 have been combined into one module titled 'Accessibility in a Health Care Environment'. This new module provides more interaction between the lesson and the TOH staff completing the training.

A first this year, both physicians and residents are now added to the list of staff to complete this same module. As part of this health care environment, it is important that everyone walking the corridors of TOH have all consistently received the same training that will benefit patients with disabilities and their family members.

## **Training of Volunteers**

"Accessibility at TOH...it starts with you!", a training workshop for TOH volunteers.

When patients, family members and visitors come to TOH, they will very likely be greeted by a volunteer. At main entrances, information desks or walking about the hospital, these volunteers are ready to provide information and assistance to those who need it.

Considering the nature of the services provided by TOH, it is important that volunteers are aware of best practices in accessibility awareness / customer service. 'It starts with you' is a training session specifically designed and given to hundreds of experienced and new volunteers. During that session, volunteers gain new customer service skills while exploring their fears, their biases and their assumptions in order to adopt a new approach that is conducive to TOH's Mission Statement.

“In fact, we go beyond accommodating people with physical and/or mental challenges. We strive, whenever appropriate and to the benefit of our patients, to create meaningful assignments for any volunteer who is an excellent fit but requires accommodation due to physical, emotional, mental, social, or societal challenges” says Sherri Daly, Manager of Volunteer Resources.

### **Revision of TOH’s Accessibility Policy**

As a best practice, the TOH Accessibility Policy is reviewed on a yearly basis to make sure that it is up to date with its language, focus and overall intent. While minor changes have been made, we believe it now better reflects the intended scope while removing conflicting messages.

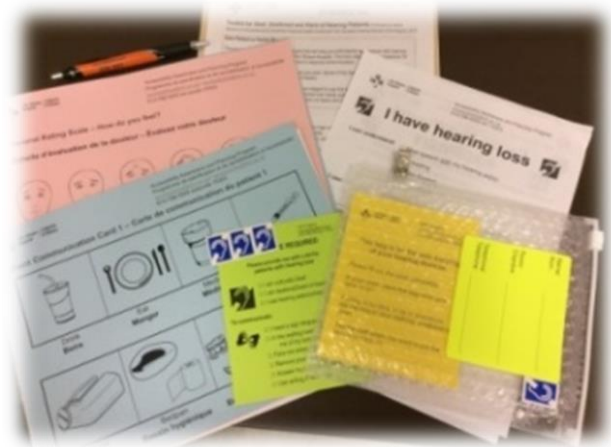
### **Renovation at the General Campus**

The General Campus is getting a new facelift at its main entrance. On several occasions during the year, the AAP team was invited to review the details of the renovation from an accessibility perspective. A new drop-off zone will lead to a very accessible entrance for people with mobility issues. Once inside the main foyer, patients and visitors will have access to newly relocated public washrooms including one washroom specifically designed for patients with disabilities. The extra wide entrance will accommodate patients who use oversized wheelchairs.

Other accessibility features will include great colour contrast, life-size diagram indicating the male – female washrooms, warm naturally lit foyer and comfortable seating area. The completion date is scheduled for early 2016.

### **Hearing Toolkit at the Civic Campus**

Communication in any health care environment is crucial in order to ensure the full participation of individuals with hearing loss. Diagnoses, medical advices or interventions must be well understood by the patient. Too often, such critical information is misheard or not heard at all by those living with hearing loss which can lead to potential health and safety issues. In order to provide a communication tool between TOH staff and people with hearing loss, a pilot project providing a hearing toolkit was launched last year.





The toolkit consists of pictograms, pain and general rating scales, a writing pad and signs to be posted at the head of the bed. After a six-month period, it was decided that this project would be expanded throughout the Civic Campus. With greater awareness and utilization of this toolkit, it is anticipated that patients with hearing loss and staff will be able to communicate with greater ease. We are working towards launching the toolkit at the Civic Campus later in 2016.

### **Service Animals at TOH**

For 14,000 years or more, dogs have been our protectors, companions and our friends. Once professionally trained, they can also become a working animal, providing much needed assistance to people with disabilities. As a result of this connection, people with disabilities can regain their independence and become participating members of their community.

Service dogs or guide dogs are often easily recognized by the special harness / vest which proudly displays the crest of the professional school from where they received their training. Trained from the time they are puppies, these animals know when they are working and when they can play.

In recognition for their great contribution, TOH has open its door allowing dogs in training and their trainers to use the hospital's property and facilities as a training ground.

“Service animals are the key to independence for patients with disabilities. Having these dogs trained at TOH as an academic center is in line with our vision and is the right thing to do” says Cameron Love, Executive Vice President and Chief Operating Officer.



### **National Survey in Search of Best Practices**

And finally, our national survey. At the beginning of November and as an attempt to raise the bar even higher during 2016, we sent out a survey on accessibility to over 30 hospitals from British Columbia to Newfoundland / Labrador. Based on some initial web based research, it appears this type of survey has never been conducted.

The survey encouraged Canadian hospitals to share with us their best practices, corporate culture, policies and services to patients with disabilities. It also provided an opportunity for hospitals to share a success story that makes their hospital unique.

What really works for one hospital may fill a gap for another. The results are presently being reviewed. Once the review is completed, they will be shared with all participating hospitals. Imagine the benefits. Gathering and sharing information related to accessibility from hospitals coast to coast. It really blends well with our campaign 'it's time to build a culture of accessibility at TOH and in our community.'

## 2015 IASR Compliance and Targets for 2016

As The Ottawa Hospital's 2014 Annual Report indicated that it has met its targets as required under the AODA, this year's report blends information gathered during the accessibility audit as well as information and feedback based on accumulated knowledge over the past 12 months.

Below, you will find the numbered Sections of the Integrated Accessibility Standards Regulation (IASR) to which The Ottawa Hospital must comply to. Each Section has its own compliance requirement and deadline.

Compliance deadlines appear in brackets and refer to January 1<sup>st</sup> of the given year.

<b>^ Green</b>	Indicates full compliance with the legislation, and may have ongoing or repeating components
<b>+ Yellow</b>	Indicates approaching compliance, with a detailed plan in place to ensure success
<b># Red</b>	Indicates a delay in achieving full compliance on schedule

The \* symbol indicates where an item has been produced in accessible format and in consultation with persons with disabilities.

### The General Requirements

#### **^ Section 3: Accessibility Policy (2013)**

##### **Summary for 2015:**

Corporate Accessibility Policy #00341 is being revised updating its language and meeting all IASR requirements\*.

**Raising the Bar in 2016** - The Ottawa Hospital will continue to review this policy on an annual basis and make sure it is properly referred to when needed.

#### **^ Section 4: Accessibility Plans (2013)**

##### **Summary for 2015:**

The 2015 Annual Report has been written, translated in French and posted on the internal and external website of The Ottawa Hospital.

**Raising the Bar in 2016** – The Accessibility Plan will continue to be the primary touchtone for TOH's journey to a fully accessible health care facility.

## **^ Section 5: Procurement (2013)**

### **Summary for 2015:**

The new electronic Product Evaluation and Standardization (PESC) form requires requestors to respond to the consideration of accessibility criteria and is a mandatory field on the electronic form.

**Raising the Bar in 2016** – The procurement, purchasing and capital equipment acquisition policies are being used effectively. Accessibility is built into the work process, contracts and acquisition initiative. This is accomplished through questions and language that present accessibility as an obligation for hospital procurements.

## **^Section 6: Self-Service Kiosks (2013)**

### **Summary for 2015:**

The Procurement team are following the guidelines related to the acquisition of accessible self-service kiosks.

**Raising the Bar in 2016** – The Procurement team will continue to monitor any concerns related to the accessibility of existing and new self-service kiosks.

## **^ Section 7: Training (2014)**

### **Summary for 2015:**

Training is ongoing and evaluations are very positive. Details are available in the introduction of this report.

**Raising the Bar in 2016** – Staff and volunteers are being trained as per Section 7. The training goes beyond the required scope of education and is flexible in training formats and methods in order to facilitate barrier-free accessibility training.

## **Information and Communication Standards**

### **^ Section 11: Accessible formats for providing feedback (2014)**

#### **Summary for 2015:**

Continued to monitor and responded to incoming requests for alternate formats.

**Raising the Bar in 2016** - While the Patient Concerns Management Policy is currently under revision, the Patient Advocacy Department continues to maintain flexibility when receiving and responding to feedback from individuals with various accommodation related concerns.

**^ Section 12: Accessible formats / communication support for all information, upon request (2015)**

**Summary for 2015:**

Upon request, the conversion of highly-used documents to an accessible format is available through the AAP office. As well, as a cost effective approach to responding to any such requests, the AAP continues to build capacity within TOH to converge and or create accessible documents.

**Raising the Bar in 2016** – While the opportunities to convert documents to an accessible format is very present, no request has been made yet even though it is well publicized on both the external and internal website. When needed, a sign language interpreter is provided whenever there is a meeting or an appointment between TOH staff and a patient who is Deaf, Deaf-Blind, hard of hearing or deafened.

**^ Section 13: Public safety information in accessible format (2012)**

**Summary for 2015:**

Confirmation that disaster / emergency planning information is not provided to the public.

**Raising the Bar in 2016** – While the hospital's emergency plan and procedure are not public information, it is willing to accommodate if a patient inquires about whether there is an adequate fire safety or emergency plan for their own safety.

**^ Section 14: Website conforms to Web Content Accessibility Guidelines - WCAG 2.0 – Level A (2012)**

TOH website is presently going through refresh / redesign, integrate the WCAG requirement (minimum Level A) into any plan to redesign the corporate website.

**+ Section 14: Website conforms to Web Content Accessibility Guidelines - WCAG 2.0 – Level AA (2021)**

**Summary for 2015:**

TOH has purchased a program that identifies broken links and pdf documents that are not accessible while providing corrective solutions.

In the fall of 2015, initial discussions took place in order to put in place a plan to meet full accessibility Level AA by 2021.

**Raising the Bar in 2016** – The Ottawa Hospital is following policy guidelines effectively during the process of rebranding. This connects to the requirements to update the website by 2021. Features that will contribute to meeting this requirement included but is not limited to; enlarged print, change in colour contrast, audio features, amongst others. The AAP will be part of the discussion leading up to full implementation of the WCAG 2.0- Level AA to ensure that accessibility features are fully in place.

## Employment Standards

### **^ Section 22: Notify about availability of accommodations in recruitment process (2014)**

#### **Summary for 2015:**

The Ottawa Hospital has the capacity to accommodate a host of different accessibility requirements upon request. Depending on each job posting's specific requirements, accommodations may include; accessible formats and communication supports, access to job posting information through phone, email, fax or in person.

The recruitment accommodations are typically dependent on the needs requested by the individual with disabilities.

**Raising the Bar in 2016** – Both the Hiring and the Rehire Policy explicitly account for the recruitment and hiring of qualified candidates based on their qualifications. However the specific information related to accessibility requirements are found in a separate TOH policy identified as Accessibility Policy #00341.

### **^ Section 23: Notify applicants of accommodations available during selection and consult (2014)**

#### **Summary for 2015:**

The recruitment, assessment and selection process at the Ottawa Hospital is conducted by the Human Resources department. HR assistants contact the applicants to schedule the necessary testing related to the position itself. The communication and testing methods do take into consideration any accessibility requirements as identified by the applicant.

**Raising the Bar in 2016** – Based on the information provided, TOH is compliant to Section 23 of the **Integrated Accessibility Standards Regulation (IASR)**. HR departments must continue to make sure that a statement related to accommodation upon request is consistently mentioned throughout the recruitment process.

### **^ Section 24: Notify successful applicants of policies for accommodating employees with disabilities (2014)**

#### **Summary for 2015:**

Hiring managers are the ones who will first make the offer of employment to the successful candidate either by phone or in person. Once confirmed, the Human Resources' Department forwards the official Letter of Offer to the new employee.

**Raising the Bar in 2016** – While it is the hiring manager who initiates the job offer, there is no tracking method to determine if the new employee was in fact notified of the existing policy related to accommodating employees with disabilities. To ensure consistency, the Letter of Offer is presently being revised to make sure that the message is consistent. The following statement is being considered: "As per the Accessibility for Ontarians with Disabilities Act

(AODA 2005), we encourage our employees to notify us should they need special accommodation due to a disability. A copy of the TOH policy is available upon request”.

**^ Section 25: Inform employees of policies supporting those with disabilities (2014)**

**Summary for 2015:**

New employees who identified having a disability are informed of the policy related to job accommodation. This information is shared with them as soon as practicable after they begin their employment.

Abilities Management, Return to Work and Accommodation policy changes, are communicated to all staff, as per policy protocol.

Occupational Health and Safety Services presentation at Corporate Orientation currently includes information on supports for employees with disabilities.

**Raising the Bar in 2016** – TOH is meeting the expectations of Section 25.

**^ Section 26: Provide alternate formats for workplace information, upon request (2014)**

**Summary for 2015:**

Upon request, the conversion of highly-used documents to an accessible format is available through the AAP office. The AAP office continues to access resources within TOH to converge and or create accessible documents.

**Raising the Bar in 2016** – While the opportunity and availability to convert documents to an accessible format is very present, no request has been made even though it is well publicized on both the external and internal website.

**^ Section 27: Provide workplace emergency response info to employees with disabilities (2012)**

**Summary for 2015:**

As of June 1<sup>st</sup> 2015, the Abilities Management, Return to Work and Accommodation Policy is given to each employee at the initial accommodation meeting. During that meeting, the Individual Accommodation Plan is also discussed in order to determine if there are any new emergency evacuation needs that must be considered. If yes, the Occupational Health and Wellness assistants ensure that the employee completes the Emergency Evacuation Checklist with their manager. A copy of the document is then kept in an evacuation binder located on every floor.

**Raising the Bar in 2016** – The documents are kept within reach of managers and others who may assist in the event of an evacuation.

**^ Section 28: Develop written process for documented individual accommodation plans (2014)**

**Summary for 2015:**

Abilities Management, Return to Work and Accommodation policy developed, approved by Senior Management Team and communicated.

Documented Individual Accommodation Plans at the Ottawa Hospital include prescribed elements developed in collaboration with the employee with a disability establishing future assessment strategies, the union's role, confidentiality agreement of all personal information, how and when the plan is reviewed or updated.

**Raising the Bar in 2016** – Since May of 2015, there has been a documentation form linking individual accommodation plans and return to work process. All information on this form has been captured in the Occupational Health and Wellness files, return to work files and databases.

**^ Section 29: Develop a documented return-to-work process (2014)**

**Summary for 2015:**

Outlined in detail, The Ottawa Hospital's Abilities Management, Return to Work and Accommodation Policy explicitly states the mandates surrounding the return to work requirements taking into consideration the accessibility needs of the individual throughout the process.

**Raising the Bar in 2016** - The necessary steps to assess the individual return to work process, forms and guidelines are meeting accessibility standards.

**^ Section 30: Include accessibility considerations in performance management process (2014)**

**Summary for 2015:**

Performance Management at The Ottawa Hospital is collected by the Human Resources Department. All permanent full-time and part-time employees are required to complete the 'ePerformance – TOH Annual Assessment'. The answers provide information to begin initial conversation with managers to make sure the employee's work environment is as accessible as possible. Sample question: In order to perform well at your work, what support or accommodation do you need as a person with a disability?

**Raising the Bar in 2016** – With 97% of employees completing their ePerformance form in early 2015, nearly everyone, including people with disabilities, had an opportunity to identify any needs for accommodation.

**Identified gap:** People in leadership position use a different evaluation tool called Leader Evaluation Manager (LEM). Using this tool, they are evaluated using a different formula, not providing an opportunity to be asked if they may have any accommodation needs should they

have a disability. In order to address this gap, discussion is already taking place suggesting that all leaders are to use ePerformance as their own performance management tool.

**^ Section 31: Include accessibility considerations in career development and advancement (2014)**

**Summary for 2015:**

All compliance requirements under this Section have been met. Within the Performance Document TOH Annual Assessment, the following question is provided: “In order to participate in career development activities or to pursue career growth, what supports or accommodation do you need as a person with a disability?”

**Raising the Bar in 2016** – Through its Performance Document, on an annual basis, TOH provides an opportunity to employees to identify firstly if they are considering any career developments or career growth activities. Secondly, again on an annual basis, they are asked if they would have any accommodation needs should they participate in career development or career growth activities.

**Identified gap** – While TOH does not have a specific policy reflecting Section 31, it will set the process in progress to this end.

**^ Section 32: Include accessibility considerations and individual accommodations in redeployment (2014)**

**Summary for 2015:**

All compliance requirements under this Section have been met.

**Raising the Bar in 2016** – The Redeployment process is clearly identified under the Accessibility Policy. Also, there is language in each collective agreement that is prescriptive to individual circumstances in arranging mutual agreements. With the Individual Accommodation Plan and Accessible Formats and Communication Support in place, an employee with a disability would have access to a successful redeployment should such an opportunity presents itself.



## Built Environment Standards

**^ Sections 80.33 to 80.37:** Design of Public Spaces – Accessible Parking (2016)

**^ Sections 80.16, .22,.28:** Design of Public Spaces – Exterior paths of travel and Outdoor eating areas (2016)

**^ Sections 80.39 to 80.41:** Design of Public Spaces – Service counters, fixed queuing guides, waiting areas (2016)

### Summary for 2015:

The Hospital continues to make accessibility related renovations as concerns are identified and budget permitting. More and more, the AAP team is invited to provide feedback before and / or during the construction phase of the renovation. Special consideration is given to proper signage and extra security during the construction phase to ensure that everyone, including people with disabilities, can manoeuver safely around the campuses.

**Raising the Bar in 2016** – 2016 promises to see continued activity in accessibility related renovation. TOH has experts in accessibility related criteria taking into consideration the Building Code requirements. They will continue to work together to ensure that the Hospital offers an accessible environment for people with disabilities seeking medical care, to volunteer and to work at. Everyone is encouraged to remain vigilant and to report any concerns they may have or have observed.

## Closing Comments

As this journey for greater accessibility for person with disabilities continues towards the year 2025, we will see new ideas, technology and expertise that will enhance the delivery of an accessible health care environment. Already 10 years of such achievements have taken place. While we are celebrating many great accomplishments, our work continues.

The Ottawa Hospital, its Board of Governors, senior management team, staff and volunteers will continue to embrace new initiatives that will provide greater access to world class care services, exceptional service and compassion for patients who live with a disability.

This is a commitment from The Ottawa Hospital to you.



...to build a culture of accessibility  
at The Ottawa Hospital and in the  
community. **Think accessibility!**