

Ottawa Hospital / Hôpital d'Ottawa

AODA Self-Certified Accessibility Report

| | Question | Answer |
|---|--|--------|
| 1 | Is your organization complying with the requirements of the Customer Service Standard that came into effect prior to this report and are you implementing the Customer Service training policy by continuing to train staff on an ongoing basis? | YES |
| 2 | Does your organization have written accessibility policies and a statement of commitment? | YES |
| 3 | Has your organization established, implemented, maintained and posted a multi-year accessibility plan? | YES |
| 4 | Does your organization provide its emergency procedures, plans or public safety information that it makes available to public, in an accessible format upon request? | YES |
| 5 | Does your organization provide individualized emergency response information for employees that require it and does it review the information in accordance with the Employment Standard? | YES |
| 6 | Do you provide accessible vehicles or equivalent service to people with disabilities upon request? | YES |
| 7 | Do you include accessibility criteria and features in your procurement process and, if applicable, do you incorporate accessibility features when designing, procuring or acquiring self-service kiosks? | YES |

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Rapport sur l'accessibilité autocertifié pour la LAPHO

| | Question | Réponse |
|---|--|---------|
| 1 | Votre organisation respecte-t-elle les exigences de la Norme d'accessibilité pour les services à la clientèle qui sont entrées en vigueur avant la parution de ce rapport, et applique-t-elle la politique de formation sur les services à la clientèle en continuant d'offrir une formation continue à son personnel? | OUI |
| 2 | Votre organisation a-t-elle des politiques d'accessibilité écrites et une déclaration d'engagement? | OUI |
| 3 | Votre organisation a-t-elle élaboré, mis en œuvre, tenu à jour et affiché un plan d'accessibilité pluriannuel? | OUI |
| 4 | Votre organisation fournit-elle dans un format accessible, sur demande, les mesures ou plans d'urgence ou de sécurité publique qu'elle met à la disposition du public? | OUI |
| 5 | Votre organisation fournit-elle des renseignements individualisés relatifs aux interventions d'urgence aux employés qui en ont besoin, et examine-t-elle ces renseignements conformément aux exigences de la Norme d'accessibilité à l'emploi? | OUI |
| 6 | Fournissez-vous, sur demande, des véhicules accessibles ou des services équivalents aux personnes handicapées? | OUI |
| 7 | Prenez-vous en compte les critères et options d'accessibilité dans votre processus d'approvisionnement, si nécessaire, prenez-vous en compte les options d'accessibilité lors de la conception, de l'obtention ou de l'acquisition de guichets libre-service? | OUI |

The comments section below is in a table that will read the question in English, then the question in French, answer in English, answer in French and then the comments. La section des commentaires ci-dessous est sous la forme d'un tableau qui présente la question en anglais et la question en français, puis la réponse en anglais et la réponse en français, et après les commentaires.

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| | Comment |
|---|--|
| 1 | Since 2009 all new employees and volunteers receive customer service/accessibility training at Corporate Orientation including a session, an online module and a quiz. This is tracked and monitored by the electronic learning management system. |
| 2 | Corporate Accessibility Policy (#00341) was revised and implemented on December 17, 2012 to include a statement of commitment and all requirements of the AODA and IASR legislation. It is posted on the internal and external TOH websites. |
| 3 | The Ottawa Hospital Multi-year Accessibility Plan (2013-2017) was created in December 2012 and published to the internal and external websites in early January 2013. |
| 4 | |
| 5 | All departmental emergency planning templates include accessibility prompts and a comprehensive emergency planning guide for managers for use with employees with disabilities who may need support or assistance in the event of an emergency. |
| 6 | Employees who are not able to access the hospital shuttle bus which runs between campuses are advised to take an accessible taxi-cab and the hospital will reimburse them. |
| 7 | Corporate Purchasing (#00219) and Capital Acquisition (#00224) policies were revised in 2012 and procedures implemented to meet all requirements of Sections 5 and 6 of the IASR. See comments below. |

General Comment:

The revised accessibility policy includes the following statement of commitment:

“The Ottawa Hospital (TOH) is committed to providing equal treatment to people with disabilities with respect to the use and benefit of Hospital services, programs, goods and facilities. TOH is committed to giving people with disabilities the same opportunity to access its services and to allowing them to benefit from the same services, in the same place and in similar ways as other patients/clients. This commitment extends to patients, families, visitors, employees and volunteers with visible or non-visible disabilities.”

Our corporate purchasing and capital acquisition policies include the responsibilities of all purchase requestors to consider accessibility in their purchases, and to document if impracticable. The policies are available on the internal and external hospital websites. Accessibility prompts are included in purchase request forms, and the Product Evaluation Standardization Committee processes have been integrated with accessibility prompts, so that accessibility is also considered relative to medical and surgical supplies.

The hospital's AODA compliance work plan is maintained by the Accessibility Awareness and Planning program, and is monitored by the Corporate Accessibility Committee on a quarterly basis.