



The Ottawa Hospital | L'Hôpital
d'Ottawa

Annual Report on Accessibility 2014

The Ottawa Hospital and Affiliate Organizations



UNIVERSITY OF OTTAWA
HEART INSTITUTE
INSTITUT DE CARDIOLOGIE
DE L'UNIVERSITÉ D'OTTAWA

University of Ottawa Heart Institute



Ottawa Hospital
Research Institute
Institut de recherche
de l'Hôpital d'Ottawa

Ottawa Hospital Research Institute

This publication is available on the following web sites:

www.ottawahospital.on.ca

www.ottawaheart.ca

www.ohri.ca

January 1, 2015

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

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Executive Summary

The **Accessibility for Ontarians with Disabilities Act (AODA) 2005** has set a path for public sector organizations such as **The Ottawa Hospital** to become fully accessible for persons with disabilities by the year 2025. Based on the standards described in the **Integrated Accessibility Standards Regulation (IASR) 2011**, the Hospital is to make itself accessible in 5 (five) different areas: Customer Services, Employment, Communication and Information, Transportation and Built Environment.

The Ottawa Hospital and its affiliate organizations, **The University of Ottawa Heart Institute (UOHI)** and the **Ottawa Hospital Research Institute (OHRI)**, are dedicated in providing equal treatment to people with disabilities with respect to the use and benefit of services, programs, goods and services. This same dedication is also extended to providing equal employment opportunities for people with disabilities in the various departments within the Hospital. The Ottawa Heart Institute Research Corporation is the research arm of the Heart Institute and is included in this plan.

The year 2015 is the tenth anniversary of the AODA being tabled at the Legislature. The Ottawa Hospital continues to affirm its ongoing commitment to creating and expanding the accessibility of services and processes for patients, visitors, families, employees, physicians and volunteers. To this end, two documents were developed as a guide for The Ottawa Hospital to follow and ensure compliance to the regulations. The documents are: the **2013-2017 Multi-year Accessibility Plan** and the **Annual Report on Accessibility 2013**.

Both the Plan and the Report have been developed in consultation with persons with disabilities and The Ottawa Hospital's Accessibility Committee. They are available for viewing on The Ottawa Hospital's website at www.ottawahospital.on.ca under 'Patients and Visitors / Accessibility', as well as on myHospital, the internal employee portal. This report is also available in alternate formats or with communication support, upon request.

Please direct your enquiries to:

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The Accessibility Awareness and Planning Program

The Ottawa Hospital Rehabilitation Centre

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Ottawa, Ontario

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The History

The **AODA** was passed at the provincial legislature in 2005. Under the leadership of the Honorable Madeleine Meilleur, Minister for the Ministry of Community and Social Services, five **Accessibility Standards Development Committees (ASDC)** were put in place:

- Customer Services ASDC
- Employment ASDC
- Communication ASDC
- Transportation ASDC
- Built Environment ASDC

The ASDCs consisted of stakeholders from across the province who met on a regular basis to begin the conversation and envisioned an accessible Ontario by the year 2025. The Ottawa Hospital has adopted that vision, not only because it is now the law but also because it is aligned with TOH vision..

The Ottawa Hospital's Commitment

The Ottawa Hospital is committed to meet the objectives and timelines as set by the AODA. It also recognized that, in order to do so, each employee and volunteer has a critical role to play in identifying, removing and preventing barriers from interfering with the world-class care, exceptional service and compassion that we would want for our loved ones.

The Population

Based on previous surveys and censuses, it is believed that 1 in 7 Canadians have a disability and 1 in 5 is suffering from a mental illness. In Ottawa alone, with a population of 930,000, more than 133,000 citizens live with a disability and 186,000 live with a mental illness. With an aging population, these numbers will likely increase over the next 10 years.

The Ottawa Hospital Accessibility Committee

With a commitment to oversee the implementation of the IASR Regulations within the hospital, the Accessibility Committee meets four times a year. There are three main purposes to the quarterly meetings:

- A presentation on a specific project related to Accessibility at the hospital
- The collection of updates related to the ongoing implementation of the IASR Regulations.
- An opportunity for community members to share any community updates and or concerns that are related to accessibility at TOH that may have been expressed by other members of the community.

This Committee, a group of over 20 TOH staff and community representatives, is committed to being a voice for persons with disabilities and to nurture a culture that promotes accessibility and awareness for everyone who comes to the hospital either as a patient, a visitor, a volunteer, an employee or a physician.

2014 IASR Compliance and Targets for 2015

The following is a summary of actions taken in 2014 to achieve compliance with the Integrated Accessibility Standards Regulation (IASR) of the Accessibility for Ontarians with Disabilities Act (AODA) at TOH.

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

^ Green	Indicates full compliance with the legislation, and may have ongoing or repeating components
+ Yellow	Indicates approaching compliance, with a detailed plan in place to ensure success
# Red	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)

Achievements for 2014:

- Corporate accessibility policy was revised in 2012 and meets all IASR requirements*.

^ Section 4: Accessibility Plans (2013)

Achievements for 2014:

- TOH's Accessibility Plan 2013-2017 is posted on website*.
- Plan monitored by Accessibility Committee (AC) and used as a guide for the following year's activities.
- Annual Report on Accessibility prepared prior to year-end*.

Targets for 2015:

- Annual Report 2015 to be completed by year-end.

^ Section 5: Procurement #(2013)

Achievements for 2014:

- Contracting and Procurement Services met the majority of requirements in the year 2013.
- Prompts / language were incorporated into the i-procurement template for the purchase of capital equipment and devices and requestors of equipment are prompted to respond to the requirements to consider accessibility criteria.
- All previous accomplishments involving language in RFPs, and contracts remain intact.

Targets 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. The form is currently in pilot mode to be launched and will be active for all hospital requestors in January 2015.

^Section 6: Self-Service Kiosks (2013)

Achievements for 2014:

- Procurement of self-serve kiosks continues to meet all targets.

^ Section 7: Training (2014)

Achievements for 2014:

- An introduction to 'Accessibility Awareness' is delivered at the Corporate Orientation on a bi-weekly basis to all new TOH employees, volunteers and students.
- 'Accessibility and Leadership' for Management Foundations was provided to 78 Coordinators, Managers, Directors and other individuals who are aspiring to move up within the Corporation.
- TOH's new Blue Tie Ambassadors received Customer Service Training as well as wheelchair safety instruction (January, April, May and November).
- All staff in Facilities, Engineering, Planning and Development have completed online training on the Design of Public Spaces standard of IASR (built environment).

Targets for 2015:

- Continue to provide targeted training and consultation throughout organization when requested.
- Continue to monitor staff's compliance to completing the IASR training module on ELM.
- Provide ongoing customer service training to all TOH volunteers that includes accessibility awareness. Training module will be developed and provided to both day-time and night-time volunteers. A 'train-the-trainer' session will be provided upon request.

Information and Communication Standards

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

Achievements for 2014:

- Availability of alternate formats for providing feedback was added to external and internal website as part of Section 12 (below).
- Our commitment to the identification and revision of related policies is reflected in the Accessibility policy.

Target for 2015:

- Continue to monitor and respond to incoming requests for alternate formats.

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

Achievements for 2014:

- Statement to request alternate formats has been placed on the Human Resources Department webpage, Patient Advocacy webpage and Accessibility webpage and is directed to accessibility@toh.on.ca.
- Statement has been drafted in plain language.
- Identify and revise related policy as necessary*.

Targets for 2015:

- Continue the conversion of highly-used documents to an accessible format as identified by Accessibility Committee and subgroup using a “best practices” in accessibility approach.
- Continue to build capacity within TOH to converge and or create accessible documents.

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

Achievements for 2014:

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

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

Achievements for 2014:

- 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)

Achievements for 2014:

- Continued commitment that all content will be fully accessible (Level AA) by 2021.

Targets for 2015:

- The Communication department will provide regular report on progress to the Accessibility Committee.
- Assessment / evaluation of the current website was not completed as it is up for a complete redesign.
- Identify and revise related policy as necessary*.

Employment Standards

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

Achievements for 2014:

- An accessibility statement has been included on external job postings as well as on the myHospital (the hospital's internal website) on the recruitment landing page.
- Managers have been provided with a script stating that we are an equal opportunity employer and if the applicant should require any accommodation throughout the selection process it can be provided.

Targets for 2015:

- The policy is due to be reviewed next year.

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

Achievements for 2014:

- The Hiring policy does speak to maintaining compliance and human rights in general. Managers have been provided with a script stating that we are an equal opportunity employer and if the applicant should require any accommodation throughout the selection process it can be provided. A script is also provided to the person who does the testing for the selection process.

Targets for 2015:

- The policy is due to be reviewed in 2015.

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

Achievements for 2014:

- An accessibility statement has been included in hospital offer letters.

Targets for 2015:

- The policy is due to be reviewed next year.

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

Achievements for 2014:

- Abilities Management, Return to Work and Accommodation policy has been finalized and approved*.
- 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.

Targets for 2015:

- Update Corporate Orientation Occupational Health presentation as needed.

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

Achievements for 2014:

- Information related to requests by employees for information in alternate formats is available on the internal website 'myHospital'.

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

Achievements for 2014:

- Emergency planning templates for managers include checklist for creating Individual Accommodation Plans as per IASR.
- Emergency Measures will be incorporated into all computerized plans by Dec 31/14.
- All information related to workplace emergency response is provided in an accessible format upon request.

Targets for 2015:

- All information pertaining to the existing and future Individual Accommodation Plans will be transferred or added in a computerized database.
- The Individualized Emergency Response Plans to be integrated into Individual Accommodation Plan template used in OHSS as part of new policy and procedure relating to accommodations for employees as per IASR.

+ Section 28: Develop written process for documented individual accommodation plans #(2014)

Achievements for 2014:

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

Target for 2015:

- Audit compliance with documentation on individual accommodation plans.

+ Section 29: Develop a documented return-to-work process #(2014)

Achievements for 2014:

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

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

Achievements for 2014:

- All compliance requirements under this Section have been met.

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

Achievements 2014:

- All compliance requirements under this Section have been met.

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

Achievements 2014:

- All compliance requirements under this Section have been met.

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)

Achievements for 2014:

- See Accessibility Improvements in the Built Environment – page 19.

Targets for 2015:

- Familiarize and comply with the new building code – January 1, 2015.

Initiatives and Achievements for 2014

In its continued commitment to open 'the door of accessibility' a little wider for people with disabilities, The Ottawa Hospital has endorsed multiple projects and initiatives. In doing so, financial and human resources were committed throughout the year to either address quick fixes and or to begin the process of making changes. Here are some examples.

Change in Coordinator

After two and a half year at TOH, the Coordinator of Accessibility Awareness and Planning Program, Brenda Morris has accepted a new position within the community. In mid-September, her position was transitioned over to Serge Falardeau who then began his new role as Coordinator.

Serge Falardeau is no stranger to the AODA 2005 as he played an active role in the Employment Accessibility Standard Development committee back in 2007-09. He brings with him a lifetime experience as a person with a disability who witnessed both acceptance and discrimination even in the workforce.

As the new coordinator, Serge will continue the work that was initiated over the years with a great emphasis on community involvement and consultation with persons with disabilities.

Blue Tie Ambassador Program



The Ottawa Hospital's Blue-Tie Ambassadors have been on duty at all campuses to help patients move safely from their vehicles into the hospital while family or friends go and park their vehicle. This new service began in January at TOH Cancer Centre and has been such a success that it's being expanded to all the hospital's campuses.

The program began after the hospital received a letter from, a cancer patient's wife, who voiced frustration towards the lack of compassion in TOH parking policies and practices. TOH quickly responded to her concerns, noting that parking is indeed one of the first things patients will experience at the hospital.

The Blue-Tie Ambassadors are specially trained parking attendants. They help patients, who need it, get out of their vehicles and into the building. If needed, a volunteer will

receive the patient at the door and wait with him or her until the driver returns. This leaves family or friends free to park the car, knowing their loved one has not been left alone.

By lending a hand to patients in need, the Blue-Tie Ambassadors are improving patient safety by reducing the risk for falls. As well, traffic flow around the entrances has been improved, since drivers can more quickly proceed to parking their cars.

Community Consultation – Cancer Centre Barrier Identification Walkthrough



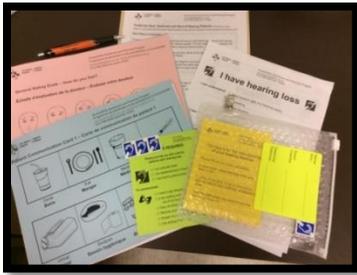
In partnership with the Cancer Centre’s Patient Experience department, a walkthrough has taken place in order to identify potential barriers for persons with disabilities. Acting as patients, three persons with disabilities participated in this exercise: Wayne McIntyre (a motorized wheelchair user), Elizabeth Darling Griffis (a senior with a walker) and Serge Falardeau (an individual with vision and hearing loss).

Project Rationale:

- Identify unintended patient experience outcomes arising from barriers to access for persons with disabilities.
- Consult directly with persons with disabilities
- Use findings to identify accessibility “best practices” that can positively impact safety, quality, efficiency and the patient experience.

Based on their observations, 40 barriers were identified and of those 40, 26 can be corrected at no cost (moving furniture, computer screens etc). Most other costs are minimal (awareness training of staff, signage, move soap dispensers etc). These recommendations were shared with Cancer Centre executives. While some of the recommendations could be addressed quite efficiently, others will require some planning and financial commitment. Already, some of the recommendations have resulted in significant changes.

The Hearing Toolkit



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.

It was for this reason that the Hearing Toolkit was brought to the attention of TOH. Representatives from the Canadian Hearing Society shared with the Accessibility group the successes experienced by another health care institution in Ontario.

In the toolkit, there are several options for patients and family members to choose from. From a writing pad to pictograms, pain scale and a general rating scale, patients now have access to tools that will assist them in better understanding what they need to know and communicating with others. Thanks to this toolkit, people living with hearing loss can now play a bigger role in their health care decisions.

The Way-Finding Terminal



In 2014, there was a new addition to the Information Desk at the General Campus. The Way-Finding Terminal assists patients, family members and visitors to independently find their way around the hospital through a visual screen. Consisting of a brightly lit screen, its visual content offers great contrast with great choice of colors, larger fonts and easy selection options. Once the desired location has been identified through the list of options on the menu, the user can then print that same information and take it with them. The terminal is accessible to users whether they are standing or using a wheelchair. The Way-Finding Terminal is a pilot project and the goal is to have one at each campus.

National Access Awareness Activities May 2014



To celebrate National Access Awareness Week, employees were given the opportunity to apply to become a Blue Tie Ambassador for the day. Those selected received a short active and hands-on accessibility and wheelchair safety training course and then worked alongside an official Blue Tie Ambassador where they greeted and assisted patients and family arriving for their appointments. This was an opportunity for staff to experience firsthand what accessibility means to our patients and family members and it was very well received!

Accessibility Improvements in the Built Environment

Throughout TOH, many renovation projects were initiated in order to increase accessibility and safety for patients, family members and visitors. Here are some good examples:

Civic

- Toilet height in patient rooms have been adjusted as well as accessories are now much more accessible
- Overall size of the washroom has increased in order to allow patients to get assistance when needed and facilitate transfers to and from a wheelchair
- Nursing station in A4 now has an accessible counter height for transaction
- New contrasting floor / border wall edges to assist individuals with vision loss
- Automatic doors on Level 4 at A, going to elevators
- Automatic doors in the corridor of B wing going to C and D wing
- Automatic door into the Rich Little Nursery
- Automatic door going into the Civic Amphitheatre
- Automatic door to the washrooms just outside the Civic Amphitheatre

General

- Module M Reception – New accessible counter installed
- The MS Clinics now have a new barrier free washroom
- New reception counter – accessible height
- New larger waiting room with space for mobility aids
- 9 new state of the art exam rooms
- New lighting
- Large entrance door in all exam rooms
- New barrier free washroom
- New reception area c/w direct vision to waiting room
- Total of 40 regular parking spaces have been converted to 34 accessible parking spaces on the 2nd floor of the parking garage. New signage including walls painted blue and hashtag painted on the pavement

General Campus Bed Planning:

- 4 new State of the art patient rooms (Single room and large)
- Barrier free Shower room
- New Galley room that has an accessible counter height
- Sheet flooring instead of VCT in new patient rooms

Central Warehouse:

- Female and male Locker room c/w Barrier free washrooms
- Large access door
- Remove old VCT tile and installed Stonhard floor
- New lighting

Clean Room:

- New lighting with motion sensor
- Large access doors

PET scanner:

- More space in the room
- New millwork comes with accessible counter
- Lower the shielded window for better vision to patients
- Remove wall for better access to treatment room
- New lighting

Nuclear Medicine:

- Larger reading room
- New lighting
- Remove old carpet and add new sheet flooring (cleaner)

7th floor outbreak:

- Built larger clean room

Café 501:

- New lighting (brighter)

Civic and General

Standard Patient Room Designed – 2 rooms created to become the new standard layout and look moving forward.

- Includes dual colour flooring to create delineation for family and staff (safer)
- Plugs on headwall raised for easier reach by patients in beds
- Coat hook within patient cabinet installed at lower, accessible height
- New nurse call bell and hand held light switch for patient

A Summary and Moving Forward to 2015

A continued commitment

The Ottawa Hospital continues to invest in putting in place more accessibility features, training for staff and volunteers, and modifications to its physical environment to create a more accessible health care facility for persons with disabilities.

Community consultation

Consultation with our community stakeholders will allow us to 'hear' where we, as a health care facility can improve on the accessibility front. There are some discussions around potentially hosting two special meetings to discuss how the hospital is presently doing, where are some of the gaps, and how can we bridge accessibility with the community.

A new hospital on the horizon

Recently, it was announced that land across the street from the Civic Campus has been secured for the construction of a new hospital. While we are years away from the ceremonial shovel-in-the-dirt ceremony, the Coordinator of Accessibility Awareness will be available for consultation during the planning and design process.

Conclusion

As partners for championing accessibility, The Ottawa Hospital and its affiliate organizations, the Ottawa Hospital Research Institute and the University of Ottawa Heart Institute, will continue to make great strides in making these health care facilities more accessible for people with disabilities, visitors, family members, friends, employees, physicians and volunteers.

From the moment patients with disabilities are greeted by a Blue Tie Ambassador at the main entrance to their hospital discharge, staff and volunteers are encouraged to ask them “How can I help you?” It is from that moment that patients are to feel that they are in a caring environment. It is a place to heal and then eventually continue to live their independent lives in their own community amongst family and friends. While their stay at TOH may be short, the impact on their patient experience is permanent.

While the OHRC and the IASR are intended to serve us as a driving force to compliance, it is more importantly a reminder that people with disabilities deserve the same benefits and services we would offer to our own family members. This is the message that is shared at all levels of this health care facility. After all, accessibility helps everyone!

Think Accessibility!