



The Ottawa Hospital | L'Hôpital d'Ottawa

January to December  
2017

# The Ottawa Hospital Annual Report on Accessibility



The Ottawa Hospital and Affiliates:



The Ottawa Hospital | L'Hôpital d'Ottawa

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UNIVERSITY OF OTTAWA  
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DE L'UNIVERSITÉ D'OTTAWA

An accessible place  
for persons with disabilities  
to work, volunteer and  
experience compassionate care.

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## Executive Summary

Welcome to The Ottawa Hospital (the Hospital) Annual Report on Accessibility for the year 2017!

The Accessibility for Ontarians with Disabilities Act (AODA) has been in place since 2005 and the Hospital is on a journey towards a fully accessible health care provider by 2025 is already a success story. We are very pleased and proud to be part of helping the province to develop a more accessible environment for persons with various types of disabilities.

Actions and Initiatives undertaken in 2017 to address barriers at the Ottawa Hospital include:

- Updating the Hospital's Five Year Accessibility Plan
- Upgrading the Hospital's external website to meet WCAG 2.0 Level AA requirements
- Building a new, more accessible main entrance to the General Campus
- Installing a new accessible ramp in front of the University of Ottawa Heart Institute to ensure easier access to parking
- Installing automatic doors at the Civic campus parking garage
- Ensuring that wheelchairs are always available next to the elevators in the Civic campus parking garage
- Improving transportation and mobility between campuses using the new Inter-Campus shuttle service vehicles offering greater ease of access for those with mobility issues.
- Improving access to interpretation and sign-language interpretation for patients and families through new partnerships
- Actively participating on the new Health Care Standard Development Committee created by the Province to advise the Minister Responsible for Accessibility and the Minister for Health and Long-Term Care on new standards for a more accessible health care for persons with disabilities
- Leading the creation of the Ontario Health Care Network of Accessibility Professionals (OHCNAP), a new provincial network for accessibility professionals based in hospitals or in long-term care.

Combined, the actions and initiatives listed above demonstrate that 'meeting the Regulations' is not enough for The Ottawa Hospital. The Hospital's determination to go beyond the expectations of the Act is a true testimony of the world-class care, exceptional service and compassion we would want for our loved ones.

We invite you to read this report, celebrate with us the amazing accomplishments to date and join us on that journey that will go far beyond 2025!

## New Accessibility Committee Members

At their first meeting of the year held on January 19<sup>th</sup>, 2017, the Hospital welcomed new members to its Accessibility Committee. Cameron Love, the Hospital's Chief Operating Officer shared a few words welcoming everyone and provided a vision of an accessible hospital. New committee members include individuals representing people with severe hearing loss, people with intellectual disabilities and people with developmental disabilities. See the Appendix for the membership list.

## 2017 AODA Compliance Report

For the first time since the AODA became law in 2005, over 400,000 employers throughout the province were required to submit their Compliance report by December 31 2017. This report provides all employers, including the Hospital, with an opportunity to give the province its status as it relates to meeting the requirements under the AODA.

The Hospital continues to meet all the Regulations, as required. With the collaboration of many departments, the Hospital meets the requirements on employment, built environment, training and emergency preparedness, the focus of this year's reporting request.

We continuously monitor the many activities taking place in our large organization. When a previously unidentified non-compliance issue comes to our attention, a plan is immediately put in place in order to meet full compliance in a timely manner.

## The Hospital's Five Year Accessibility Plan

In mid-2017, a sub-committee of staff and community partners was established to develop the Hospital's second Five-Year Accessibility Plan (the Plan), which will cover the period of January 1<sup>st</sup> 2018 to December 31<sup>st</sup>, 2022. The Plan focuses on four key areas: Training, Information and Communication, Employment and Built Environment. Specific departments provided their own objectives for the next five years.

This is a hospital-wide plan. While it gives a projection of the activities that will take place during the next five years, it is not all encompassing. This living document will keep growing. New ideas on how to identify, remove and prevent barriers will surface and will become part of this momentum to continuously improve accessibility for persons with disabilities.

To summarize, the Plan includes increasing community partnerships with local agencies, better safety for staff and volunteers with disabilities, promoting an inclusive culture and the involvement of people with disabilities in the planning of the new hospital. To read the Plan in its entirety, contact [accessibility@toh.ca](mailto:accessibility@toh.ca).

## The Ottawa Hospital External Website

The Hospital transferred its existing website platform to Word Press in order to meet the WCAG 2.0 Level AA as required by the Regulations of the AODA 2005. Therefore, web visitors who use special reading devices now have greater access to all the information on the Hospital's external website. It gives access to information to all visitors regardless of their disability while using their devices. For example, some of the devices are able to read content, describe pictures and graphics.

## New Entrance at the General Campus



In early 2017, the new drive-up access and the automatic doors at the General Campus began welcoming patients and visitors alike into a spacious and bright foyer. Upon their arrival, they may now approach one of the volunteers at the Information Desk, which is just steps away from the entrance.

Two new features include a bright, wide-open space providing ample sitting area and a fully accessible washroom providing access for patients who may require more space or may need to use it as a family room. This new entrance serves as an example of the level of accessibility that will be considered when designing the new Civic campus of the Hospital.

## Accessible Parking

During this past year, extensive work took place in order to increase accessibility at some of the Hospital's parking garages and lots. For example, a new ramp in front of the University of Ottawa Heart Institute is now accessible, allowing individuals to more easily make their way to the parking lot, which is lower than the street level.

As well, work is under way at Civic Campus - P1 (a five-level parking garage) where automatic doors will be installed on all doors in and out of the parking garage. Also, most of the accessible parking spaces will be located on the ground level floor. For those who may need one, wheelchairs are available just outside the elevators for patients or visitors with mobility issues.

## New Shuttle Service



Staff, volunteers and patients who need to travel from one campus to another welcomed a new shuttle service in early October 2017. With four vehicles on the road, the schedule has been improved with scheduled departure options at 20 minute intervals instead of 30 minutes.

The new vehicles offer greater ease of access when compared to the older generation buses which had steep and cornered steps. The new vehicles are more user friendly for passengers with mobility issues who may or may not be using mobility devices such as walkers. As required, passengers who need a more accessible transportation service continue to have access to a local accessible taxi service.

## New Vendor for Interpretation Services

The Hospital recently partnered with MCIS Language Solutions to provide interpretation services to our patients for both spoken and sign language. MCIS brings with them many years of experience in providing interpretation services for health care.

A newly designed Interpreter Orientation program co-hosted by the Hospital and MCIS was attended by over 50 interpreters. To better support their work this program ensured Interpreters had an understanding of Privacy, Infection Control, and Accessibility concerns. It also provided them with an overview of the operation of the Emergency Department and the Mental Health units. This session provided an opportunity for the interpreters to learn what is expected of them from the Hospital's perspective, as well as an opportunity for the Hospital to hear some of their concerns as interpreters.

The Hospital has also partnered with CHS Interpreting Services (formally known as OIS) in order to meet the demand for sign language interpretation services, enabling the Hospital to provide the appropriate level of service to our patients who are part of the Deaf community.

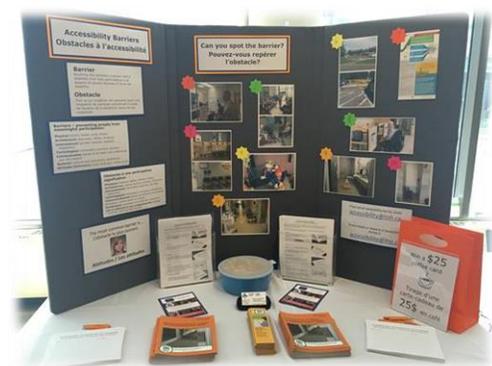
## Internal and External Accessibility Training

During 2017, almost 3,000 new staff and volunteers received training on accessibility awareness through the Hospital's mandatory training program. Approximately 300 staff received targeted training based on the unique service that they provide.

The Hospital continues to deliver training on demand to government organizations and community service providers. During this past year, an additional 322 participated in training sessions. In order to meet their training needs, the Hospital modified training packages and content to include a session with sensitivity exercises. Some of the clients this year included trainees from the Canadian travel industry as well as guides and hosts from a local museum.

The income generated by providing training to the community was directed towards the purchase of special equipment, enabling the Hospital to provide immediate over-the-phone / video interpretation services for our patients.

## National Access Awareness Week 2017



This year's theme for celebrating National Access Awareness Week at the Hospital's Staff Appreciate Week was "Accessibility Barriers". Staff and volunteers identified barriers in each photo by completing a fun quiz. This was a great learning opportunity for staff and volunteers by creating awareness around print-material, obstacles in corridors, waiting areas, washrooms etc. This event was held at the Civic, General and Riverside campuses over a period of a few days. Thousands of staff and volunteers mingled and visited the different booths.

## New Health Care Standards

Under the leadership of both the provincial Minister Responsible for Accessibility and the Minister for Health and Long-Term Care, over twenty representatives from across the province were recruited for the new Health Care Standard Development Committee. Tasked with developing new standards for a more accessible health care for persons with disabilities, this group consists of hospital representatives, community agencies and persons with disabilities. While the health care sector is complex and multifaceted, the scope of the committee's work will focus on 'hospitals' across the province.

The Hospital is pleased to have a representative sitting on this new committee. It provides the Hospital with a unique opportunity to bring forward known challenges and offer potential solutions to increase access to services to all patients, including patients with disabilities.

This work, which began in mid-June 2017 will be completed by December 2018, following an extensive consultation with the public and key community stakeholders. Once the standards are legislated, hospitals across the province will have a new set of directives to follow including additional training for all staff and volunteers. Additionally, this Committee is contemplating putting together some resources and best practices that will assist hospitals to reach the intent of the new standards.

## ONAP Conference – Ottawa 2017



The Ontario Network of Accessibility Professionals (ONAP) consists of a membership of over 160 professionals from across the province who connect with each other on accessibility related matters. The Hospital has been a member of this network for many years and has greatly benefited by the experience and knowledge of its members.

Members of this network meet face-to-face twice a year. The Ottawa Hospital was pleased to co-host this event with the City of Ottawa on October 19<sup>th</sup> and 20<sup>th</sup>. With a peak attendance of almost 50 on opening day, the conference was deemed a huge success with updates from both the Federal and Provincial government and training opportunities.

## Ontario Health Care Network of Accessibility Professionals

With the Hospital's involvement on the new provincial Health Care Standard Development Committee, it was determined that a network specifically for the health care sector was greatly needed; therefore, the Ontario Health Care Network of Accessibility Professionals (OHCNAP) was created. Promoted through both the Ontario Hospital Association and the Long-Term Care Association, the membership is open to all accessibility professionals who work within the health care sector.

This new network will provide an avenue for its members to share their best practices, expertise as well as conduct inquiries related to accessibility within the health care sector. In doing so, accessibility professionals from all across the province will be working together towards making the Ontario health care sector more accessible for staff, volunteers and patients with disabilities. For more information, please contact [sfalardeau@toh.ca](mailto:sfalardeau@toh.ca).

## Summary and Next Steps

'Accessibility' is an aspiration and a work in progress. It requires creativity and a willingness to raise the bar as new opportunities for greater accessibility come knocking at our door. It requires continued support and engagement not only from within but from the community, as well.

The accomplishments to date could not have been possible without the engagement and support of the Hospital's Senior Management Team, the collaboration from the associate partners, members of the Accessibility Committee and the community at large.

During the year 2018, we will once again witness that same energy and collaboration to put in place a more accessible health care service to members of the community who live with a disability, visible or not visible, permanent or temporary, serious or minor. Regardless of their situation, we have a duty to accommodate them based on their needs whether they are a staff member, a volunteer or a patient.

The Ottawa Hospital is an accessible place to work, to volunteer and to experience compassionate care.

### **Our Team at The Ottawa Hospital:**



Serge M. Falardeau, Coordinator, Accessibility and Interpretation Services



Kelly Parent, Assistant, Accessibility and Interpretation Services

## Appendix - TOH Accessibility Committee Membership

<b>Name</b>	<b>Department</b>
<b>Falardeau</b> , Serge (Co-Chair)	Accessibility and Interpretation Services
<b>Leveque</b> , Charles (Co-Chair)	Learning and Leadership Development, HR
<b>Parent</b> , Kelly (Recorder)	Accessibility and Interpretation Services
<b>Adams</b> , Kim	Ottawa Hospital Research Institute
<b>Beauchemin</b> , Fred	The Rehabilitation Centre
<b>Bojin</b> , Minda	Community Advisor
<b>Breton</b> , Daniel	Information Services
<b>Bryant</b> , Nikki	Quality, Risk and Privacy – Heart Institute
<b>Clairmont</b> , Julie	Contracting and Procurement Services
<b>Delacour</b> , Claire	Community Advisor
<b>Donoghue</b> , Shauney	Occupational Health
<b>Ducharme</b> , Shanon	Admin/Heart Institute
<b>Fitches</b> , Andrew	Printing Services
<b>Girard</b> , Yann	Parking and Shuttle Services
<b>Jonathan</b> , Trishia	Nursing Professional Practice
<b>Kaspardlov</b> , Andrée	Talent Acquisition, HR
<b>Keyes</b> , Marianne	Community Advisor
<b>Lancaster</b> , Kim	Social Work
<b>Marsolais</b> , Richard	Community Advisor
<b>McAfee</b> , Arran	Audiology
<b>McCurdy</b> , Kenzie	Social Work
<b>Milne</b> , Kelly	Regional Geriatric Program of Eastern Ontario
<b>Perrone</b> , Josh	Security
<b>Priest-Brown</b> , Alex	Occupational Therapy
<b>Tan</b> , Hung	Emergency Preparedness
<b>Young</b> , Kathryn	Communications
<b>Representative</b>	Patient Advocacy
<b>Representative</b>	Infection Control