

# 2019 Accessibility Compliance Report

## Foundation requirements

**1. Does your organization have written policies and a statement of commitment?**

Comments: Yes. The Accessibility Policy was reviewed and updated in 2018 in order to separate 'policy' and 'procedures'. The policy includes a statement of commitment.

**2. Has your organization established, implemented and maintained a multi-year accessibility plan and posted it on your organization's website?**

Comments: Yes. We have a new 5-year accessibility plan covering the years 2018-2022 and it is posted on the hospital's external website.

**3. Has your organization completed a review of its progress implementing the strategy outlined in its accessibility plan and documented the results in an annual status report posted on the organization's website?**

Comments: Yes. In addition to giving updates on the plan, we also include other successes generated by a team of dedicated staff within the many levels of operation at The Ottawa Hospital.

**4. Did your organization consult with people with disabilities when establishing, reviewing and updating its multi-year accessibility plan?**

Comments: Yes. Members (with and without disabilities) of The Ottawa Hospital Accessibility Committee were selected in order to review and discuss our priorities for the next 5 years.

**5. Does your organization provide the appropriate training on the Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to persons with disabilities?**

Comments: Yes. Members of the Board of Governors, staff and hospital volunteers must go through this training prior to their first day at The Ottawa Hospital. Training is provided by the distribution of the Accessibility Guide, by face-to-face or an online module.

**6. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to persons with disabilities, including actions that your organization will take when a complaint is received?**

Comments: Yes. Our Patient Relations department responds to all patients' concerns by including hospital key stakeholders responsible to address the specific concern. Follow-up is then provided to the patient.

- 7. Does your organization ensure that its feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports, upon request, and do you notify the public of this accessible feedback policy?**

Comments: A statement about requiring information or providing feedback in an alternate format is posted on the hospital's external website. This also includes providing sign language interpreters for both ASL and LSQ.

## Information and communications

- 8. Does your organization have a process to provide accessible formats and communication supports for persons with disabilities in a timely manner and at no more than the cost of other persons who ask for the same information, and do you notify the public of this accessible information policy?**

Comments: Yes. The public notification is posted on the hospital's external website.

## Employment

- 9. Does your organization notify its employees and the public about the availability of accommodation in its recruitment process?**

Comments: Yes. The following statement appears on all job postings and the career opportunity page on the hospital's external website: "Upon request, accommodations due to a disability are available on the job and throughout any new selection process."

- 10. Does your organization notify successful applicants of its policies for accommodating employees with disabilities during offers of employment?**

Comments: Yes. As required by the Employment Standards, all new employees are made aware in writing that accommodation is available to them upon request.

- 11. Does your organization develop and have in place a written process for the development of documented individual accommodation plans or employees with disabilities?**

Comments: The Occupational Health department is responsible to collect information, seek out consults when needed and to make the appropriate recommendation to accommodate a person based on their disability / preferences.

## Transportation

- 12. Does your organization provide transportation services?**

Comment: Yes

- 12 a. Does your organization conduct employee and volunteer accessibility training on the safe use of accessibility equipment and features of your transportation vehicles?**

Comments: Yes. The Ottawa Hospital provides inter-campus transportation using a third-party vendor. All their drivers have received the required training on the safe use of accessibility equipment and features of the vehicles.

## Design of public spaces

- 13. Since your organization last reported on its accessibility compliance, has our organization constructed new or developed existing off-street parking facilities that it intends to maintain?**

Comment: No.

- 14. Since your organization last reported on accessibility compliance, has your organization constructed new or developed existing outdoor public spaces that it intends to maintain?**

Comment: No.

## Customer service

- 15. In your policies, practices and procedures, does your organization permit persons with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law? If excluded by law, does your organization have alternate ways for people with service animals to access and use your goods, services or facilities?**

Comments: Yes. If necessary, staff will accompany the patient if their service animal is not permitted in certain parts of the hospital.

## General requirements

- 16. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the information and communication standards in effect under the Integrated Accessibility Standards Regulation?**

Comments: Yes. To the best of our knowledge, we are complying with all applicable requirements of the information and communication standards.

- 17. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the employment standards in effect under the Integrated Accessibility Standards Regulation?**

Comments: Yes. To the best of our knowledge, we are complying with all applicable requirements of the employment standards.

- 18. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the transportation standards in effect under the Integrated Accessibility Standards Regulation?**

Comments: Yes. To the best of our knowledge, we are complying to all applicable requirements of the transportation standards.

**19. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the design of public spaces standards in effect under the Integrated Accessibility Standards Regulation?**

Comments: Yes. To the best of our knowledge, we are complying to all applicable requirements of the design of public spaces standards.

**20. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the customer service standards in effect under the Integrated Accessibility Standards Regulation?**

Comments: Yes. To the best of our knowledge, we are complying to all applicable requirements of the customer service standards.

**21. Other than the requirements cited in the above questions, is your organization complying with all general requirements in effect under the Integrated Accessibility Standards Regulation?**

Comments: Yes. To the best of our knowledge, we are complying to all general requirements under the IASR.