

The Ottawa Hospital 2023 Accessibility Annual Status Report

This report is available on the hospital's website and in an accessible format, upon request.

The Ottawa Hospital's 2023 and 2024 Multi-Year Accessibility Plan outlines the Hospital's commitment to identify, remove and prevent barriers to accessing the Hospital's goods, services and facilities and meeting the requirements of the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

The Annual Status Report provides an update on the progress made in 2023 to meet the AODA requirements. Below is a summary of our accomplishments and ongoing initiatives to further accessibility at The Ottawa Hospital:

General Requirements and Customer Service

- Completed and submitted the 2023 biannual Accessibility Compliance Report.
- Continue to mandate AODA training as part of our onboarding process. For the 2023 year, 3,678 new employees, 233 new volunteers and 22 Board of Governors completed the accessibility training.

Employment

Recruitment

- Continued partnerships with Employment Accessibility Resource Network (EARN) and March of Dimes organizations. These organizations connect employers with people with disabilities seeking employment while providing support and resources throughout the process.
- Accessible Recruitment and Onboarding training for the Talent Acquisition Lead to ensure enhanced knowledge for recruitment and also support leaders in hiring and onboard staff with disabilities.
- We continue to advise candidates of the availability of accommodation during all stages of the recruitment process including the testing process.

Emergency Management

- Continue to improve education for leaders regarding individual emergency response plans including having these discussions embedded within the annual employee performance review process.
- Completed review of multi-modal emergency code notification to ensure visual and audible notifications which includes our paging system (Spok mobile), desk top pop ups as well as notifications on our electronic health system (EPIC).
- Incorporated icons to accompany colour-coded emergency code materials for staff who are colour-blind or partially sighted.

Information and Communication

- Continue to offer and provide sign language interpretation (ASL or LSQ) via in-person or virtual. For the 2023 year, there were 399 fulfilled requests (373 for ASL and 26 for LSQ).
- Purchased an additional Pocket-talker and received 2 complimentary Pocket-talkers to add to our assistive devices available for loan to help facilitate conversations between patients who are hard of hearing and their health care team.
- Updated Accessibility page on external website to include information on the accessible services available.
- Developed a tip sheet for our employees to assist with providing information to patients with disabilities in alternate formats or with communication supports as needed including tips for writing in plain language.
- Maintain accessible websites using SiteImprove, a web performance platform that monitors and reports ongoing feedback regarding search engine optimization and accessibility issues, updates and recommendations.
- Begun a web transformation project at TOH where the new site will feature a best-in-class, inclusive infrastructure and design that will be accessible and created for all and meet AODA compliance regulations.
- Over the 2023 calendar year, the Patient Relations Department has received public feedback on 41 concerns related to Accessibility. Topics were wide ranging, including concerns related to signage, barriers to mobility, seating, communications, equipment, accessible parking, technology, and access to sign language interpretation. The Patient Relations Department in collaboration with the Accessibility and Official Languages Office have recently refined our mechanisms to track and report on Accessibility-related public concerns. This will help increase the impact of the information presented to TOH by the public and gain a better understanding of the barriers individuals face upon seeking services.

Transportation

- Continue to provide accessible inter-campus and parking lot shuttle services for our employees with disabilities.

Built Environment

As part of our overall strategy to increase accessibility in the built environment at The Ottawa Hospital, the following projects were completed between January 1, 2023, and December 31, 2023.

Civic Campus

- Automatic door operator – CT room
- F-Main accessible washroom renovation
- Employee hoteling space
- Exterior signage replacement

General Campus

- Updated 31 crosswalk locations across the Ottawa Health Sciences Centre (OHSC) to meet relevant provincial accessibility standards. This includes items such as widening pathways, installing tactile plates, and improving grading.
- OHSC pedestrian link
- Emergency Department door replacement/automatic door operator

Riverside Campus

- Exterior signage replacement

Robin Easey

- Elevator lift upgrade

Throughout TOH

- Signage improvements
- Lift installation – various in-patient units
- Room refreshes

The Ottawa Hospital's commitment to accessibility goes beyond meeting the legislated requirements under the AODA. We are pleased to continue expanding services and supports, both to our staff as well as our patients. As part of our commitment to Equity, Diversity and Inclusion, a staff community@TOH was formed for individuals with disabilities and allies.