

One-year Extension of The Ottawa Hospital's 2023-2024 Accessibility Multi-Year Plan

The Ottawa Hospital is extending its 2023-2024 Accessibility Multi-Year Plan by one year, providing staff with additional time to reach the objectives of the 2-year plan as the Hospital works toward building a 5-year plan (2026-2031). The 2026-2031 plan will be created considering the final recommendations put forward for new provincial accessibility standards for health care, and by seeking the input of multiple voices from persons with disabilities.

Customer Service and Proposed Provincial Health Care Accessibility Standards Work Plan

- The main goal for 2025 is to complete a refreshment of training for manager-level leaders, with the following objectives:
 - Develop an awareness of the legislation relevant for compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*.
 - Equip leaders with knowledge on how to foster dignity, independence, inclusion and equal opportunity for their staff with disabilities.
 - Offer additional resources on Accessibility to help identify, prevent, and remove barriers for staff and patients.

Employment Standard – Talent Acquisition Work Plan

- The main focus for 2025 is the inclusion of language on job postings that will help attract candidates with disabilities by increasing their confidence in the Hospital's efforts to promote and support inclusion and equal opportunity. The Talent Acquisition Team will also continue to increase its awareness of barriers faced by candidates with disabilities, increasing knowledge and applying growing expertise to processes and messaging in order to minimize barriers and counter real and perceived stigmatization in regards to hiring persons with disabilities.

Employment Standard – Emergency Management Work Plan

- The main focus for 2025 is to participate in a multi-team effort to ensure that individualized workplace emergency plans are updated when an employee requiring

such a plan changes work location or sees changes in their accessibility needs. The Emergency Management team will also continue to work to ensure effective and accessible public and staff communication of emergency codes and protective measures linked to incidents that impact access to services or that are linked to on-site health and safety concerns.

Information and Communication Standard Work Plan

- The main goal for 2025 is to finish the internal style guide to make sure staff-written content is clear, easy to read and free from language that could cause stigma toward people with disabilities. Work will also focus on aligning communications with the hospital's strategic plan by increasing the visibility of people with disabilities and broadening the focus from Nurturing our Social Responsibility to also include Ignite the Power of People and Enriching the Quality of Care for Patients.

Built Environment and New Campus Work Plan

- For 2025, there will be continued efforts toward incorporating accessibility design principles into the upgrading of existing facilities, new renovation projects and the design and construction of the New Campus Development. Special focus will be brought to the reinstatement of a subcommittee dedicated to directing priorities for accessibility improvements to the built environment, with the objective of ensuring optimal allocation of 2025-2026 fiscal year budget funding for accessibility-centered renovations. The teams supporting the accessibility of the built environment will also continue to respond to accessibility concerns flagged by staff and patients by making improvements where possible, as well as continue to proactively ensure the maintenance of existing accessibility features at the hospital sites and main campuses.

Any questions or comments regarding the Hospital's Accessibility Multi-Year Plan may be submitted to accessibility@toh.ca.

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