

## 2023 Accessibility Compliance Report

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Contact: For any questions, please write to [Accessibility@toh.ca](mailto:Accessibility@toh.ca)

### General

1. Has your organization created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements in the IASR?

**Answer:** Yes

**Comments:** All policies are reviewed and updated on a regular schedule. Our accessibility policy is under review to ensure it includes elements that are related to each of the IASR Standards. We also conduct assessments to ensure all elements of regulation are reflected in various policies so that we may address any gaps that we may find.

2. Has your organization established and implemented a multi-year accessibility plan?  
(If Yes, please answer additional questions)

**Answer:** Yes

- a. Does your organization have a website? (If Yes, please answer additional questions)

**Answer:** Yes

- a.i. Is your organization's accessibility plan posted on your organization's website?

**Answer:** Yes

- a.ii. Does your organization provide the accessibility plan in an accessible format when requested?

**Answer:** Yes

- b. Does your organization update the accessibility plan at least once every 5 years?

**Answer:** Yes

3. Does your organization provide appropriate training on:

a. The AODA Integrated Accessibility Standards Regulation?

**Answer:** Yes

b. The Human Rights Code as it pertains to people with disabilities?

**Answer:** Yes

#### Information and communications

4. Does your organization have a process for receiving and responding to feedback that is accessible to people with disabilities?

Note: this requirement is applicable regardless of whether customers are permitted on your premises (If Yes, please answer an additional question)

**Answer:** Yes

a. Does your organization notify the public about the availability of accessible formats and communications supports with respect to the feedback process?

Note this requirement is applicable regardless of whether customers are permitted on your premises

**Answer:** Yes

5. Does your organization have one (or more) website(s) which it controls directly or indirectly ('controls' means that your organization is able to add, remove and/or modify content and functionality of the website)? (If Yes, please answer an additional question)

**Answer:** Yes

a. Does your organization's internet websites conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA (except for live captions and pre-recorded audio descriptions)? In the comments box, please list the complete names and addresses of your publicly available web content, including websites, social media pages, and apps.

**Answer:** Yes

**Comments:** As of Nov. 16, 2023, our TOH website is at 90.6% compliance and our New Campus Development website is at 89.6% when tested against WCAG 2.0 Level AA. We continue to work at increasing the compliance rate. Our publicly available web content is TOH: [ottawahospital.on.ca](http://ottawahospital.on.ca); TOH New Campus Development: [newcampusdevelopment.ca](http://newcampusdevelopment.ca); MyChart: [epicapps.toh.ca/mychart](http://epicapps.toh.ca/mychart) (mobile device/application login pages also exist); Facebook: [facebook.com/OttawaHospital](https://facebook.com/OttawaHospital); Twitter: <https://twitter.com/OttawaHospital>. A web transformation project is underway at TOH. 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. TOH will continue to follow up with regular accessibility management using SiteImprove. TOH has engaged in a robust process to ensure that this project will result in a website that will meet a high level of accessibility compliance and maintain an ongoing elevated user experience.

### Customer Service

6. Does your organization provide training about providing goods, services or facilities to persons with disabilities to the following?
- Staff and volunteers
  - People involved in developing accessibility policies
  - People providing goods services or facilities on behalf of the organization (If Yes, please answer an additional question)

**Answer:** Yes

a. Is the training include all of the following:

- A review of the purposes of the AODA?
- A review of the purposes of the Customer Service Standards?
- How to interact and communicate with persons with various types of disability?
- How to interact with persons who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person?
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability?

- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities?

**Answer:** Yes

**Comments:** Training provided through our mandatory eLearning module includes all of the above. We also provide some role specific training, such as training included in departmental onboarding, and the Accessibility Guide— Tips for interacting with and supporting people with disabilities that is provided to Volunteers (this guide, along with other guidance on Accessibility, is available to our employees on our intranet, and is promoted occasionally in our newsletter).

We are conducting a review of training in 2024 to ensure that we cover role-specific training needs and that all relevant third parties receive training.

7. Does your organization provide information in an accessible format? (If Yes, please answer an additional question)

**Answer:** Yes

a. Is the provision of information in inaccessible format done so in a timely manner that takes into account the individuals disability?

**Answer:** Yes

**Comments:** As far as we know, we believe this is the case. Guidance has recently been disseminated to relevant employees, and we will continue our efforts to raise and ensure awareness in this regard, including with all staff.

b. Is the provision of information in accessible format at a cost no more than the regular cost charge to other persons?

**Answer:** Yes

8. Does your organization ever require a person with a disability to be accompanied by a support person when on your premises? (If Yes, please answer an additional question)

**Answer:** Yes

a. Does your organization do all of the following before requiring a person with a disability to be accompanied by a support person on your premises?

- Consult with the person with the disability?
- Determine a support person is necessary to protect the health or safety of the person with a disability or others on premises?
- Determine that there is no other way to protect the health or safety of the person with a disability or others on premises?

**Answer:** Yes

**Comments:** There are times where a support person would be required. These are handled on a case-by-case basis and involves complex medical needs/decisions for the safety of the patient and to allow for the health care team to perform treatment safely (Substitute decision makers, POAs, case workers, group home workers, family member/loved one).

### Employment

9. Does your organization employ any persons with disabilities for whom you have provided individualized workplace emergency response information? (If Yes, please answer an additional question)

**Answer:** Yes

a. Does your organization review individualized workplace emergency response information for all of the following?

- When the employee moves to a different location in the organization?
- When the employee's overall accommodation needs or plans are reviewed?
- When your organization reviews its general emergency policies?

**Answer:** No

**Comments:** Currently there no formal process in place and therefore we cannot confirm the level of adherence to the regulation. The Hospital is working with relevant stakeholders to create and solidify processes related to the maintenance of employee emergency response plans. We anticipate this will be completed within the next 6 months, i.e. by June 2024.

b. Do any employees for whom your organization has provided individualized workplace emergency response information require assistance? (If Yes, please answer an additional question)

**Answer: Yes**

b.i. Has the organization, with the employee's consent, provided the workplace emergency response information to the person designated to provide assistance to the employee?

**Answer: Yes**

b.ii. Was the individualized workplace emergency response information provided as soon as practicable after your organization became aware of the need for accommodation due to the employee's disability?

**Answer: Yes**

#### Design of public spaces

10. Since January 1, 2017, has your organization constructed new or redeveloped any of the following items?

- Outdoor public use eating areas
- Outdoor play space
- Off-street parking
- Service counter
- Fixed queuing guides
- Waiting areas

(If Yes, please answer an additional question)

**Answer: Yes**

a. Where applicable, do the newly constructed or redeveloped items meet the general requirements as outlined in the Design of Public Spaces Standards?

**Answer: Yes**

**Comments:** Design teams are responsible for following all applicable codes and by-laws. Internal stakeholder input is sought throughout design.

b. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order?

**Answer:** Yes

**Comments:** Appropriate alternatives are identified and put into place during disruptions.