

2021 Accessibility Compliance Report

The Ottawa Hospital
1053 Carling Avenue
Ottawa, ON

Contact: Accessibility Services and AODA Compliance | accessibility@toh.ca

Questions 1 to 3 are not applicable to The Ottawa Hospital.

Foundational requirements

4. Does your organization have written accessibility policies that include a statement of commitment?

Answer: Yes

Comments: The original policy was revised and now consist of two separate documents: Accessibility Policy (statement of commitment) and Accessibility Standard Operating Procedures.

5. Does your organization have a document or documents of your accessibility policies publicly available and, on request, provide them in an accessible format?

Answer: Yes

Comments: The Accessibility Policy is available on the TOH public website and available in an alternate format upon request.

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

Answer: Yes

Comments: Our 5-year multi-year accessibility plan (2018-22) is available on the TOH public website.

7. 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?

Answer: Yes

Comments: The review is conducted and posted on the TOH public website annually. While we met all requirements under the AODA, our objectives to 'raise the bar' were not all met as our focus was redirected to meeting the needs of our patients during the pandemic.

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

Answer: Yes

Comments: Members of the Accessibility Committee (some with disabilities) and department leaders were involved in the writing, reviewing and updating of the plan.

9. 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?

Answer: Yes

Comments: All existing employees and volunteers have completed the required training.

10. Were all persons that require training trained as soon as practicable? Under Section 7(1) of the Integrated Accessibility Standards Regulation, the following persons require training: (a) all persons who are an employee of, or a volunteer with, the organization; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.

Answer: Yes

Comments: All new employees, volunteers and member of the Board of Governors completed their IASR and other mandatory training during on-boarding, prior to beginning their journey at the hospital.

11. Does your organization provide training in respect of any changes to your accessibility policies on an ongoing basis?

Answer: Yes

Comments: There have been no major changes to our Accessibility Policy.

12. Does your organization keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided?

Answer: Yes

Comments: We have electronic and/or paper records of all who participated in both external and internal accessibility related training.

13. Does your organization ensure that its public 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?

Answer: Yes

Comments: We have a very dedicated team responsible to provide a robust accessible feedback process while making alternate methods of communication available upon request.

Information and communications

- 14. As of January 1, 2021, do all 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)? Please indicate in the comment box provided the complete names and addresses of your publicly available web content, including websites, social media pages, and apps.**

Answer: Yes

Comments: Our websites are presently at 90% compliance when tested against WCAG 2.0 Level AA. We continue to maintain and work at increasing that percentage to a higher level.

The Ottawa Hospital - <https://www.ottawahospital.on.ca/>
New Civic Development - <https://newcivicdevelopment.ca/>

Employment

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

Answer: Yes

Comments: All new employees are made aware in writing that accommodation is available to them upon request. We include this information on our career pages, all job postings and letters of offer.

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

Answer: Yes

Comments: All requests for individual accommodations are processed first through the employee and their leader then forwarded to the hospital's Occupational Health department for full assessment and steps to accommodate that employee.

Transportation

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

Answer: Yes

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

Comments: Transportation is provided to staff, volunteers and patients who travel from one campus to the other. All drivers have received the necessary training on the safe use of accessibility equipment assisting persons with mobility needs.

Design of Public Spaces

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

Answer: No.

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

Answer: No.

- 20. 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 required under the Integrated Accessibility Standards Regulations Part IV are not in working order?**

Answer: Yes

Comments: While it is not part of the multi-year plan, the process is embedded in our standard operating procedures/policies.

Confirmation questions

- 21. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the *Information and Communications Standards* under the Integrated Accessibility Standards Regulation?**

Answer: Yes

Comments: To the best of our knowledge, we comply with all other requirements for the Information and Communication Standards.

- 22. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the *Employment Standards* under the Integrated Accessibility Standards Regulation?**

Answer: Yes

Comments: To the best of our knowledge, we comply with all other requirements for the Employment Standards.

- 23. Other than the requirements cited in the above questions, is your organization complying with all other requirements for *Transportation Standards* under the Integrated Accessibility Standards Regulation?**

Answer: Yes

Comments: To the best of our knowledge, we comply with all other requirements for the Transportation Standards.

24. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the *Customer Service Standards* under the Integrated Accessibility Standards Regulation?

Answer: Yes

Comments: To the best of our knowledge, we comply with all other requirements for the Customer Service Standards.

25. Other than the requirements cited in the above questions, is your organization complying with all other requirements for the *Design of Public Spaces Standards* under the Integrated Accessibility Standards Regulation?

Answer: Yes

Comments: To the best of our knowledge, we comply with all other requirements for the Design of Public Spaces Standards.