



The Ottawa Hospital | L'Hôpital d'Ottawa

2018-2022

Multi-Year Accessibility Plan



The Ottawa Hospital and Affiliates:



UNIVERSITY OF OTTAWA
HEART INSTITUTE
INSTITUT DE CARDIOLOGIE
DE L'UNIVERSITÉ D'OTTAWA

An accessible place
for persons with disabilities
to work, volunteer and
experience compassionate care.



The Ottawa Hospital | L'Hôpital d'Ottawa
RESEARCH INSTITUTE | INSTITUT DE RECHERCHE

Civic



General



Riverside



Table of Contents

- Introduction 4
- Summary of the Objectives 5
- The Ottawa Hospital Vision 5
- The Ottawa Hospital Mission 5
- Where it all began 5
- Why accessible health care is important 6
- Communication of the Plan 6
- Barrier Identification Methodologies 6
- Review and Monitoring of Plan 7
- New Projects on the Horizon 7
 - A. The New Campus 7
 - B. New Provincial Health Care Accessibility Standards 7
- Raising the Bar – A Final Word 8
- We’d like to hear from you 8
- Appendix A – The Ottawa Hospitals 5-Year Accessibility Plan 9
 - Employment 9
 - Information and Communication 11
 - Customer Service Standard 13
 - Built Environment 15
- Appendix B – The Ottawa Hospital Accessibility Committee Membership 16

Introduction

For many years, The Ottawa Hospital (the Hospital) has been working to become a more accessible hospital by identifying, removing and preventing barriers that interfere with access to goods, services and opportunities for patients, visitors, staff and volunteers.

When the Accessibility for Ontarians with Disabilities Act (AODA 2005) was enacted, not only did it provide specific regulations with timelines for all organizations and employers to follow but it also provided provisions for accountability. One of the provisions identified in the Integrated Accessibility Standards Regulation (IASR) of the AODA was the requirement to develop a multi-year accessibility plan (the Plan), to assist the organization in meeting the needs of people with disabilities by using the Regulations of the AODA 2005 as a guide to reach this goal.

This is our second multi-year plan which provides a high-level overview of our strategy to continue to meet and exceed the standards in the regulation. It is a reflection of the continued commitment to build a culture of accessibility for members of this community, taking into consideration the various types of visible and non-visible disabilities.

In keeping with the AODA and IASR, this plan was created in consultation with our Accessibility Committee, including representatives from the Hospital, the University of Ottawa Heart Institute, the Ottawa Hospital Research Institute and employees with disabilities. In addition, a variety of internal stakeholders from across all member organizations have been consulted and involved in the multi-year planning process.

We are committed to providing equal treatment to people with disabilities with respect to the use and benefit of services, programs, goods and facilities. We are committed to providing people with visible or non-visible disabilities same services, in the same place and in similar ways as all other patients, clients and employees.

We welcome your support and your comments as we strive to make this Hospital the most accessible health care institution in the Champlain Region. By sending an email to accessibility@toh.ca, our team will be pleased to hear from you. And finally, we invite you to embrace our Mission Statement as it complements the Hospital's vision of providing each patient with world-class care, exceptional service and compassion we would want for our loved ones.

Renée Légaré
Executive Vice-President & Chief Human Resources Officer

Summary of the Objectives

The following is a summary of the objectives as recommended by a sub-committee and endorsed by the appropriate departments at The Ottawa Hospital.

The areas of focus are as follow:

1. **Employment** includes building community partnerships, targeted recruitment and job accommodation including emergency plans for staff with disabilities.
2. **Information and Communication** focusing on accessible pdf documents, maximizing plain language, clear print guidelines and inclusion of persons with disabilities in TOH's promotional videos / material.
3. **Customer Service Training** with a focus on the AODA Regulations, professional development / targeted training and Lunch 'n Learn opportunities.
4. **Built Environment** taking into consideration accessibility related designs, accessible washrooms, parking and sidewalks upgrades and wayfinding.

Each objective has specific project targets, timelines and identification of the departments responsible to meet those targets. To view the plan in its entirety, See Appendix A.

The Ottawa Hospital Vision

To provide each patient with the world-class care, exceptional service and compassion we would want for our loved ones.

The Ottawa Hospital Mission

The Ottawa Hospital is a compassionate provider of patient-centered care with an emphasis on tertiary-level and specialty care, primarily for residents of Eastern Ontario.

The Ottawa Hospital educates future health-care professionals in partnership with the University of Ottawa and other affiliated universities, community colleges and training organizations.

The Ottawa Hospital develops, shares and applies new knowledge and technology in the delivery of patient care through world-leading research programs in partnership with the Ottawa Hospital Research Institute (OHRI).

Where it all began

The Ottawa Hospital was created on April 1st, 1998 through the amalgamation of the Ottawa Civic Hospital, The Ottawa General Hospital, the Riverside Hospital, and the Grace Hospital. Soon after the amalgamation, the Grace Hospital was closed and services were transferred to the remaining three campuses leaving the current multi-site Academic Health Sciences Centre that exists today.

With a combined workforce of approximately 12,000 employees, 1,200 volunteers, 1,400 physicians, 1,000 residents, a capacity of over 1,000 beds and 4 million square feet of floor space, The Ottawa Hospital is now considered one of the largest academic health sciences centre in the

country. With a range of academic, research and clinical specialties, The Ottawa Hospital is recognized as a leader in providing the best health care now available in Canada.

In 2017, The Ottawa Hospital received 'Exemplary Status' from Accreditation Canada. The Hospital was recognized for its commitment to patient care, and this Plan is an extension of that commitment with the objective of making its services, products and facilities accessible for persons with disabilities. This Plan draws the path of the Hospital's accessibility goals and objectives for the next five years.

Why accessible health care is important

With one (1) in seven (7) individual living with a disability, it is important that our services, products and environment are accessible. Using the Accessibility for Ontarians with Disabilities Act (AODA 2005) as our main tool, the Hospital is not only committing resources to meet the regulation but is always looking for ways to raise the bar. In doing so, we want to ensure that our patients with disabilities are discharged, or returned home after a clinical visit, knowing that they received the best of accommodation from the Hospital.

Communication of the Plan

As required by law, the Plan is available on both the internal and external websites of the Hospital. Members of the community, staff and volunteers are provided with a glimpse of what is happening within the Hospital with regards to accessibility. This Plan is a "living document", and will be updated on an annual basis.

Barrier Identification Methodologies

One of the most efficient ways for the Hospital to become aware of the presence of barriers is through the eyes of staff, volunteers and patients. As they make their way around the Hospital, they become aware of barriers through personal observations or as identified by guests of the Hospital. Therefore, upon receipt of these concerns, the Accessibility office is then able to either address them or refer them to the appropriate department.

Secondly, the Patient Advocacy Department shares patient feedback with the Accessibility Team. This office is often made aware of the presence of barriers as patients, family members or friends will contact them to express their concern(s). While most of the concerns are shared by phone, they may also be reached by email, letter or through an interpreter. The concerns are then triaged to the appropriate person / department depending on the nature of the concern(s) in order to address the issue.

Continuous accessibility audits are another mechanism employed by the Hospital. Recent examples include the audit performed during Fall and Winter of 2016-17. Community partners were invited to conduct an accessibility audit related to the design of parking and sidewalk structures. It is through such partnerships that the Hospital engages with the community to understand their needs and expectations and be able to collect their feedback. This feedback and recommendations are used by the Hospital for planning and prioritizing accessibility projects.

Review and Monitoring of Plan

In order to ensure that the Plan is closely monitored and measured against its deliverables, a quarterly and annual report is provided at the regular meetings of the Accessibility Committee. Committee members will then have an opportunity to request additional information if needed, and provide comments and suggestions.

New Projects on the Horizon

During the course of this multi-year plan, the Hospital is embarking on new and exciting projects including, but not limited to the planning for the new Civic Campus and the implementation of the new set of standards specifically for the health care sector.

A. The New Campus

During the next five (5) years, the community will witness many activities related to the planning of the new Civic Campus of the Hospital. During this process, members of the community will be invited to participate in conversations that will assist in the design of the new campus taking into consideration land use, hospital design and health care access. Key participants in this conversation will be people with disabilities including agencies that support them in the community.

In order to keep that conversation going throughout the planning process, the Hospital works closely with its Coordinator of Accessibility to reach out to staff, volunteers and members of the public who have a disability. Together, they will play an active role throughout the journey leading up to a new and accessible hospital.

Key deliverables for the next five years:

1. **Town Hall Meetings:** Host accessible Town Hall meetings with guests consisting of persons with disabilities as well as community organizations that provide services to this group.
2. **The Hospital's Accessibility – Built Environment committee:** Increase the membership of this already existing committee to include members of the community with disabilities to assist in the discussion of the new campus.

B. New Provincial Health Care Accessibility Standards

The province is expanding the existing AODA 2005 to including new sets of standards for the health care sector and education.

In June of 2017, the Minister Responsible for Accessibility created a Health Care Standard Development Committee. This committee was tasked with developing new accessibility standards for all hospitals throughout the province. The Hospital's Coordinator of Accessibility represents the Hospital at that table.

With presence at that table, the Hospital has a great opportunity to be part of this discussion and bring forth some of the challenges and opportunities that can make its services, products and environment more accessible to staff, volunteers and patients with disabilities. It is anticipated that these new Standards will come into law in 2019. It will consist of new obligations for

hospitals to provide more focused training, increase the accountability at key levels of management, changes in the accessibility policy, just to name a few.

Key deliverables for the next five years:

1. **Sharing updates with the Hospital:** Provide updates to the management team when permissible / when requested.
2. **Action Items from the Minister's office:** Participate in the dissemination of information, as required by the Minister's office.
3. **Prepare the Hospital for the changes:** Participate in decision-making, taking into consideration upcoming new Standards.
4. **Implementation and Timetable:** Monitor the Minister's timetable and ensure the Hospital is leading the implementations of the new Health Care Standards.

Raising the Bar – A Final Word

A culture of accessibility is steadily growing and becoming part of the general flow of activities within all of the Hospital's campuses. More and more, clinics and administrative departments are seeking the support and expertise of the Accessibility and Interpretation Services' office as they improve the way they deliver their services to staff, volunteers and patients with disabilities.

Every day in Ontario, 60 newborns will have a disability either at birth or at one point in their life. This means that, during the life of this five-year plan, approximately 110,000 newborns will face a life with a disability. It is for this reason that this Hospital will champion accessibility and raise the bar for an accessible health care. To make this happen will require full staff engagement while creating partnerships with the community at large. This is our Mission. This is their hospital.

We'd like to hear from you

Do you have any thoughts or feedback on what has been accomplished so far? Ideas on how plans or projects could be improved? Please contact us with your questions and ideas; we would be pleased to hear from you.

The Ottawa Hospital
Human Resources – Accessibility Office
1053 Carling Avenue, Box 131, Ottawa, ON K1Y 4E9
accessibility@toh.ca – 613-737-8899 ext. 75535 or 75303

This publication is available on the following websites:

www.ottawahospital.on.ca

www.ottawaheart.ca

www.ohri.ca

Appendix A – The Ottawa Hospitals 5-Year Accessibility Plan

Employment

With a workforce of approximately 12,000 employees and a 5.8 % annual turnover rate for the 2016-17 fiscal year, the Hospital provides many opportunities for individuals, including persons with disabilities, to consider a career at the Hospital. Beginning in early 2018, the Human Resources department will expand its existing partnerships to include key organizations providing employment support to persons with disabilities. Accessing this under-utilized and skilled workforce will allow the Hospital to bring in new energy and perspectives to an already vibrant and recognized workforce.

Employment	Description	Strategy(ies)	Timeline	Responsibility
Community Partners	Develop partnerships with community organizations who support persons with disabilities in job searches.	<p>Continue to build partnerships with organizations who support people with disabilities.</p> <p>Become an active member of the EARN network.</p> <p>Provide mentorship support for job seekers e.g. coaching event.</p>	<p>Ongoing</p> <p>Immediate</p> <p>Ongoing</p>	Talent Acquisition Team
Recruitment	Increase knowledge of leaders regarding the hiring of persons with disabilities.	<p>Educate Hiring Leaders on the value of hiring people with disabilities through the Leadership Onboarding Program (LOP).</p> <p>Educate team of recruiters by participating in Lunch & Learn sessions.</p> <p>Collaborate with unions to create an environment of inclusion.</p>	<p>Immediate</p> <p>Ongoing and as required</p>	<p>Talent Acquisition Team</p> <p>Accessibility Coordinator</p> <p>Labour Relations</p>

Job Accommodation	Encourage staff with disabilities to request accommodation when needed	Be deliberate in communication during employee rounding, e-performance interviews and other opportunities.	Ongoing	Leaders in charge of a team
Emergency Plan	<p>Develop TOH Corporate Emergency Accessibility Response Plan (EARP). Included in the plan:</p> <ul style="list-style-type: none"> a) Emergency Awareness Check list for Managers b) Locations of Emergency Code Stations/Rally Points c) Individualized emergency plan for staff with disabilities. 	<p>Promote the use of emergency plans focusing on new hire, return-to-work and re-deployments within the organization.</p> <p>Review and track total number of Emergency Accessibility Response Plans.</p> <p>Utilize community resources to increase the effectiveness of the plans.</p>	<p>EARP target completion: Q4 2018: Review every 3 years, approved by Accessibility Committee</p> <p>Annually</p> <p>When required</p>	Emergency Preparedness & Section 27 Committee

Information and Communication

In anticipation of the January 1, 2021 deadline for the Hospital's website to meet the Web Content Accessibility Guideline (WCAG) 2.0 Level AA, extensive resources were put in place and the transition is now complete, and the requirement was met in 2017! Because of this transition, for example, people who are blind can now use their speech technical devices to access information on the Hospital's website. In other words, they can now have access to the same information as someone who is sighted.

Also, many documents are printed every year either by TOH Printing or at the unit level. At times, creativity and design preferences can un-intentionally turn a document into one that is not considered accessible. Font styles and/or size, graphic designs and poor color contrast are a few examples that can lead to this end.

Historically, the Hospital has not seized opportunities to invite staff or volunteers with disabilities to participate in the recording of videos or testimonials in promotional articles. Their involvement in this capacity will further demonstrate that the Hospital is an employer of choice inviting people with disabilities to consider it as an ideal place to work and to volunteer.

Information and Communication	Description	Strategy(ies)	Timeline	Responsibility
Standardize Public PDF Documents	Standardize the layouts and requirements of various PDF documents intended for the public website.	Create a process for various PDF documents on the public website to meet clear print and accessibility guidelines.	Complete templates by end of 2018	Communications
	Ensure all PDF documents posted meet accessibility guidelines.	Provide guidelines for staff to follow when using templates.	Effective immediately	
Visibility of persons with disabilities	Increase the participation of persons with disabilities when creating TOH or program promotional opportunities.	Invite staff / volunteers with disabilities to sign up as 'participants' in the event TOH or program promotional material is being developed.	Early 2018 and updated annually.	Communications
Plain Language	Provide guidance to all staff regarding drafting documents to be posted on the external website use plain language where possible.	Publish a guide for the use of all staff. Offer editing service for documents with high readership.	Late 2018	Communications

Printed Material	All printed material for public use should accommodate the CNIB Clear Print Guideline while respecting The Ottawa Hospital's branding.	Provide two accessibility related Lunch 'n Learn opportunities to the Graphic Design and Printing teams.	Annually starting early 2018	Communications/ Coordinator – Accessibility and Interpretation Services (A-IS)
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Customer Service Standard

As per Section seven (7) of the AODA Regulations, the Hospital is obligated to provide 'Customer Service' training to all staff and volunteers. New employees must complete the online training prior to their first day at work. Volunteers, participate in a 2.5 hour of highly interactive face-to-face training. Additionally, targeted training is available upon request from within and outside of the Hospital.

As the Hospital becomes more aware of the needs of its patient and staff population, it provides a great opportunity to consider and design new training modules to meet those needs. Just as our existing 'Accessibility in a Health Care Environment' module was designed to meet the Requirement under Section seven (7), the same should be done in order to develop new skills for staff and volunteers.

Customer Service	Description	Strategy(ies)	Timeline	Responsibility
AODA Training	Provide Customer Service training to all staff and volunteers. Provide overall AODA training to TOH Board of Governors (BoG).	Training to be provided through the TOH learning management system for staff using module Accessibility in a Health Care Environment and in person to volunteers. To collaborate with the BoG in identifying when and how to deliver this training.	Staff – Before their first day at work Volunteers – Before commencing their assignments At the earliest opportunity	Coordinator – Accessibility and Interpretation Services (A-IS)
Professional Development Training	Provide accessibility related training to Managers, Supervisors, Directors and or Senior Management Team.	Upon request, develop training material and deliver the training that is relevant to staff in a management position.	Six (6) per year	Coordinator – A-IS

Targeted Training / Lunch & Learn	Targeted Training and Lunch and Learn opportunities are available to the many departments within The Ottawa Hospital.	Promote the delivery of targeted training <ul style="list-style-type: none"> - L&LD training promotion - Internal news. 	Yearly (2018-2022)	Coordinator – A-IS
	Training will be designed taking into consideration the Regulations to which the teams must adhere to.	Identify teams that may need targeted training based on new Standards or upon the arrival of new team members.	Yearly (2018-2022)	Coordinator – A-IS
		Maintain records of attendance and evaluation.	As needed	Assistant – A-IS

Built Environment

The Hospital has a new process in place to review project requests that identify physical / architectural barriers for persons with disabilities. The Hospital's Accessibility – Built Environment (A-BE) committee now has an opportunity to review, prioritize and approve minor accessibility related renovation projects. With a dedicated budget for this purpose, projects will be assessed keeping in mind patient's experience and safety expectations.

Built Environment	Description	Strategy(ies)	Timeline	Responsibility
New Hospital Civic Campus	Review accessibility features / design of the new campus	Involve Accessibility group in the design phase and take into consideration best practices and AODA standards/guidelines	3 –5 years	Planning
Renovations with Accessibility Related Designs	Ensure that accessibility is a key consideration in the planning/design of renovations of existing facilities.	Bring Accessibility experts into the design process for feedback and input on new build/reno designs. Ensure new builds/renos are compliant with current standards and best practices. Review conducted regularly and prioritized by A-BE Committee.	Immediately/Ongoing	Planning/A-BE Committee
Accessible Washrooms	Identification and strategic plan to increase the number of accessible washrooms	Develop a strategic plan to increase the number of accessible washrooms.	Annually	Planning/A-BE Committee
Parking / Sidewalk	Accessibility features of sidewalks (or lack thereof), surface parking and parking garage.	Annual ongoing repairs and restoration.	Annually	Facilities – list provided annually
Wayfinding	Signage – easy to read/interpret, taking accessibility into consideration.	Update signage, other forms of notification at time of renovations and ensure any new signage follows established guidelines.	Immediately/Ongoing	Planning/Wayfinding

Appendix B – The Ottawa Hospital Accessibility Committee Membership

Name	Department
Falardeau, Serge (Co-Chair)	Accessibility and Interpretation Services
Leveque, Charles (Co-Chair)	Learning and Leadership Development, HR
Parent, Kelly (Recorder)	Accessibility and Interpretation Services
Adams, Kim	Ottawa Hospital Research Institute
Beauchemin, Fred	The Rehabilitation Centre
Bojin, Minda	Community Advisor
Breton, Daniel	Information Services
Bryant, Nikki	Quality, Risk and Privacy – Heart Institute
Clairmont, Julie	Contracting and Procurement Services
Delacour, Claire	Community Advisor
Donoghue, Shaune	Occupational Health
Ducharme, Shanon	Admin/Heart Institute
Fitches, Andrew	Printing Services
Girard, Yann	Parking and Shuttle Services
Jonathan, Trishia	Nursing Professional Practice
Kaspardlov, Andrée	Talent Acquisition, HR
Keyes, Marianne	Community Advisor
Lancaster, Kim	Social Work
Marsolais, Richard	Community Advisor
McAfee, Arran	Audiology
McCurdy, Kenzie	Social Work
Milne, Kelly	Regional Geriatric Program of Eastern Ontario
Perrone, Josh	Security
Priest-Brown, Alex	Occupational Therapy
Tan, Hung	Emergency Preparedness
Young, Kathryn	Communications
Representative	Infection Control
Representative	Patient Advocacy