

2025 Accessibility Compliance Report

The Ottawa Hospital
1053 Carling Avenue
Ottawa, ON
K1Y 4E9

Contact: For any questions, please write to Accessibility@toh.ca

1. Is your organization in compliance with all applicable requirements of the General Section?

Answer: Yes

Comments: The Ottawa Hospital (TOH) is committed to meeting the requirements of the General Section of the Integrated Accessibility Standards Regulation (IASR), all of which are applicable to the organization. Dedicated staff works to identify and address elements listed in the General Section that require actioning or improvement in order to adhere to the IASR, which may include working with relevant leaders to ensure awareness of requirements and compliance with these requirements.

2. Is your organization in compliance with all elements of the Information and Communication Standards?

Answer: Yes

Comments: TOH is committed to meeting the applicable requirements of the Information and Communication Standards. Dedicated staff works to educate leaders responsible for organizational adherence to the relevant elements of the Information and Communication Standards and participates in providing guidance to staff.

3. Is your organization in compliance with all applicable requirements of the Employment Standards?

Answer: Yes

Comments: TOH is committed to meeting the requirements of the Employment Standards, all of which are applicable to the organization. Dedicated staff works to educate leaders responsible for directing employment-related activities and processes to ensure awareness of accessibility standards and make improvements where appropriate or required.

4. Does your organization provide transportation services, either directly or through a third party?

Answer: Yes

5. Is your organization in compliance with all applicable elements of the Transportation Standards?

Answer: Yes

Comments: TOH is committed to meeting the applicable requirements of the Transportation Standards, which are very limited as the organization is not primarily in the business of transportation.

6. Is your organization in compliance with all applicable requirements of the Design of Public Spaces Standards?

Answer: Yes

Comments: TOH is committed to meeting the applicable requirements of the Design of Public Spaces Standards. Dedicated staff works to educate relevant leaders to bring awareness to accessibility standards. Feedback on concerns related to the level of accessibility of spaces, including with regard to the accessible elements listed in the IASR, is reviewed and addressed for remediation when possible.

7. Is your organisation in compliance with all applicable requirements of the Customer Service Standards?

Answer: Yes

Comments: TOH is committed to meeting the requirements of the Customer Service Standards, all of which apply to the organization. Dedicated staff works to provide, update, and make required improvements to education and training to leaders and staff, including ensuring awareness of relevant elements of the Customer Service Standards, and supporting adherence to them. Recent efforts include examining how to better understand and leverage public feedback regarding accessibility.