

The best life for every child and youth | La meilleure vie pour tous les enfants et adolescents



Accessibility Plan 2025-2030

Contents

Contents.....2

CHEO commitment to accessibility.....3

About CHEO’s Accessibility Plan3

About CHEO3

CHEO Accessibility Committee4

Communication of Accessibility Plan20

 Internal Audience20

 External Audience 20

Feedback.....21

CHEO Accessibility-related Policies and Resources21



2025-2030 Accessibility Plan

CHEO commitment to accessibility

In keeping with its values, and its priorities outlined in its [Strategic Plan](#) 2024-2029, CHEO is committed to meeting the accessibility needs of persons with disabilities in a timely manner that respects their dignity, and independence. We embrace a broad definition of disability which includes those that may not be visible or apparent. CHEO will strive to provide children, youth, families, staff, medical staff, learners, volunteers, and members of the community with barrier-free access to its communications and information, facilities, policies, programs, practices, and services. CHEO will continue to foster respectful and inclusive attitudes and behaviours that eliminate barriers for persons with disabilities.

About CHEO's Accessibility Plan

The Accessibility for Ontarians with Disabilities Act (AODA) requires all public institutions to put into motion several specific initiatives that will result in greater accessibility in the province of Ontario by 2025.

CHEO's accessibility plan demonstrates its commitment to work with all partners, including patients and families with a range of accessibility needs, to meet the minimum standard specified as AODA requirements by 2025, to exceed these requirements when able and to bring an accessibility lens to the entire organization with the goal of ensuring that we can support "the best life" for all children and youth. It is recognized that achieving accessibility and/or eliminating barriers for all children, youth, their families, partners, staff, medical staff, learners, and volunteers may require efforts beyond those specified in the AODA legislation. This Accessibility Plan is an evergreen document which will evolve as the organization continues its commitment to advance equitable treatment for all and identify and eliminate barriers to participation.

The aim of this plan is to help us achieve our vision of making CHEO fully accessible to all individuals who receive care, work in, or visit our facilities and engage in our services.

About CHEO

Dedicated to helping children and youth live their best lives, CHEO is a global leader in pediatric health care and research. Based in Ottawa, CHEO includes a hospital, children's treatment centre, school, and research institute, with satellite services located throughout Eastern Ontario. CHEO provides excellence in complex pediatric care, research, and education. We are committed to partnering with families and the community to provide exceptional care — where, when, and how it's needed. CHEO is a founding member of the Kids Health Alliance, a network of partners working to create a high quality, standardized, and coordinated approach to pediatric health care that is

centered around children, youth, and their families. Every year, CHEO helps more than 500,000 children and youth from Eastern and Northern Ontario, Western Quebec, Nunavut, and beyond.

CHEO's main facility is located at 401 Smyth Road. It consists of the original building that was built in 1974, as well as two newer care wings, two research buildings and the Children's Treatment Centre. The newer facilities on the campus provide a higher standard of accessibility. We also lease numerous satellite locations across the region. As our organization evolves and grows, we are committed to working toward optimizing accessibility for the community, inclusive of the people who work here, our partners, and the children, youth, and families we serve. This commitment will be realized in the development and construction of the Integrated Treatment Centre on CHEO's campus that will improve care and increase access to services for kids and youth living with complex medical, developmental, behavioural, or mental health needs. The Integrated Treatment Centre is being built to the highest standards of accessibility to accommodate the many patients that will receive specialized care and education there. Expected to be completed in 2028, the new building will serve more than 40,000 families yearly and provide an improved approach to care through a new model being co-created by clinicians and patients.

CHEO Accessibility Committee

The Accessibility Committee consists of staff, medical staff, and family advisors. The role of the Accessibility Committee is to uphold the human rights and dignity of people who are Deaf and/or have disabilities who work at, partner with, visit and are being cared for at all CHEO locations and through all CHEO services.

The mandate is to ensure that the organization complies with the Accessibility for Ontarians with Disabilities Act (AODA) and its standards (Integrated Accessibility Standards Regulation – IASR) by identifying, advising, and facilitating the removal of barriers, fostering a barrier-free and inclusive environment for all. Whenever possible, CHEO aims to exceed requirements and approaches its work with universal communication and design thinking to improve the experience of people who are Deaf and/or have disabilities both visible and invisible.

The Accessibility Committee supports CHEO in establishing and working towards a vision for a fully accessible organization. It is responsible for:

- Providing leadership in addressing accessibility initiatives
- Raising awareness and support for Accessibility through forums and events
- Participating in master planning for new developments and redesigned spaces at CHEO
- Building and maintaining the accessibility work plan
- Developing and updating policies related to accessibility
- Identifying accessibility barriers, reviewing leading practices related to accessibility, and bringing improvement ideas forward to the Executive Team
- Raising awareness of accessibility requirements, initiatives, and issues
- Ensuring children, youth and families are engaged in CHEO's efforts to improve accessibility

- Reporting on CHEO's compliance with the current legislation

Monitoring and review: The CHEO Accessibility Committee meets four times per year with ad hoc meetings called as needed to review and exchange reports on the progress made on the accessibility work plan. The Committee is co-chaired by the Director, Office of Indigeneity, Inclusion, Diversity, Equity, Access, and Social Justice (I-IDEAS) and the Chief Building and Planning Officer, who report to the Accessibility Steering Committee, chaired by the Vice President, Quality, Strategy and Family Partnerships. In addition, the Accessibility Committee provides regular updates to the Executive Committee chaired by CHEO's Chief Executive Officer.

Improvements to Accessibility: The Accessibility Committee actively seeks opportunities for improvement. To ensure we respond to concerns raised by patients, families and staff, medical staff, learners, and volunteers, we have created a process to track, respond to, and address accessibility issues raised. Over the past three years, the committee has made some important improvements, made possible by CHEO's investment in allocating a committed fund for improvements named the Kim McLeod Accessibility Fund, in memory of the co-founder of the parent advocacy group *One More Thing*.

Improvements include:

1. Construction of a new universal, fully accessible washroom with large change table on the first floor
2. Purchase of three accessible commodes
3. Purchase of wheelchair scales
4. Purchase of several automatic door actuators
5. Purchase of an accessible scoliosis chair
6. Purchase of an adjustable cafeteria table
7. CTC Door Removal (Room 170) to allow wheelchair access
8. Additional accessible parking spaces
9. Numerous minor adaptations and improvements

CHEO also invested in an accessibility audit of the 401 Smyth Road Building in 2023. The accessibility audit evaluated the interior of the 401 Smyth Road Campus to assess the current accessibility level of the building, identify risks, recommend mitigation strategies and priority improvements, and assess limited clinical equipment and way-finding processes. A team of consultants who are experts in accessibility measured existing infrastructure against standards developed by the Accessibility for Ontarians with Disabilities Act, and City of Ottawa Building Codes. Informed by the report, the Accessibility Committee will continue to log improvement requests, advocate, and work with partners at CHEO to go beyond the minimum requirements of the AODA.

The Accessibility Committee values partnering with the children, youth, and families we care for. CHEO also values the critical participation and perspectives of persons with lived experience of disability, so our priorities are driven from and informed by a user focus. As such, many members of the Accessibility Committee are people who identify as living with disabilities. This includes staff/medical staff and family advisors. The Accessibility Committee includes leaders or representatives from the following teams:

- Communications and Public Relations
- Development and Rehabilitation
- Facilities Management
- Human Resources
- Indigeneity, Inclusion Diversity, Equity, Access, Social Justice (I-IDEAS)
- Medical Staff
- Nursing
- Occupational Health
- One off-site location
- Organizational Development and Learning
- Patient Experience Team

- Professional Practice Leader (PPL)
- Research Institute
- Security and Parking
- Telecommunications

To contact the committee about this plan or about accessibility issues at CHEO, please e-mail accessibility@cheo.on.ca

Accessibility Workplan

A number of documents and policies were created and updated to address accessibility issues at CHEO. These are referenced throughout the 2025-2030 Accessibility Workplan and can be found in the appendix at the end of this document.

Reference: [Ontario Integrated Accessibility Standards](#)

[AODA Compliance Tracker.](#)

Standard	Regulation Section	Compliance Deadline	CHEO Policy/Procedure	Status/ Last Updated	Next Review Date (required or N/A)	Responsible Lead/ Team	Upcoming Related Task
General							
1	Establishment of Accessibility Policies Reg. 191/11, s. 3 (1)	December 31 2023	Policy: Accessibility: Providing a Barrier-Free Environment at CHEO (No. 225) Policy: Customer Service: Providing Services to People with Disabilities (policy 218)	2023	2027	Office of I-IDEAS, Accessibility Committee Chair - All	
2	Accessibility Plan Reg. 191/11, s. 4 (2).	December 31 2023	AODA requirements reviewed to establish workplan for the 2025-2030 timeframe. To be posted on CHEO website in the Fall of 2024.	2023	2027	Office of I-IDEAS, Accessibility Committee Chair - All	Standard of Work to be produced 2024
3	Procuring or acquiring goods, services, or facilities Reg. 413/12, s. 4 (1)	December 31 2023	Procurement - Equipment, Supplies and Services (Policy No. 306) RFPs to include accessibility clauses.	2025	2029	Director, Strategic Sourcing & Logistics	
4	Self-Service Kiosks Reg. 191/11, s. 6 (1).	December 31 2023	Self-service kiosks are addressed in the Policy: Accessibility: Providing a Barrier-Free Environment at CHEO (No. 225), which is posted on internal and external websites.	2023	2027	Chief Talent Officer Chief Communications Officer	
5	Training Reg. 191/11, s. 7 (1); O. Reg. 165/16, s. 5 (1).	December 31 2023	Accessibility at CHEO is mandatory training for all staff. This is part of the Policy: Accessibility: Providing a Barrier-Free Environment at CHEO (No. 225)	2023	2027	Manager, Organizational Development and Learning	Regular training and development modules

Information and Communications							
Standard	Regulation Section	Compliance Deadline	CHEO Policy/Procedure	Status/ Last Updated	Next Review Date (required or N/A)	Responsible Lead/ Team	Upcoming Related Task
6	Feedback Reg. 191/11, s. 11 (1)	December 31 2023	Feedback is accepted in the format that the family wishes (correspondence, phone, email, in person). Disabilities are accommodated by working with families to ensure communication can occur (e.g., Sign language interpreters, communicating by email, accommodating need for support persons to be present) CHEO surveys are sent in electronic form, and the introduction now includes a statement informing survey participants of the availability of an accessible format upon request.	2023	2027	Manager, Patient Experience	
7	Accessible formats and communication support Reg. 191/11, s. 12 (2).	December 31 2023	Policy: Accessibility: Providing a Barrier-Free Environment at CHEO (No. 225)	2023	2027	Chief Branding & Communications Officer, Director of Communications	

Information and Communications							
Standard	Regulation Section	Compliance Deadline	CHEO Policy/Procedure	Status/ Last Updated	Next Review Date (required or N/A)	Responsible Lead/ Team	Upcoming Related Task
8	Emergency procedure plans or public safety information Reg. 191/11, s. 13 (1).	December 31 2023	Emergency Management Program (Policy No. 226) Emergency information sheet (for the general public) Emergency Preparedness Manual (Available internally on CHEOnet) Emergency information sheet has been developed for the public. Everbridge Technology, used to notify staff.	2021	2026	Information Services & Health Information Management, Director, Information Services (Technical), Emergency Preparedness Coordinator	
8.1	Procedures for preventative and emergency maintenance of the accessible elements in public spaces		CHEO has established procedures for both preventative and emergency maintenance of accessible elements in public spaces, as required <ul style="list-style-type: none"> A comprehensive list of assets, including accessible features such as automated doors, elevators, and other critical infrastructure, is maintained in our cloud-based CMMS system. Preventative maintenance and inspection work orders are systematically scheduled and assigned to internal staff and external contractors. 	2025	N/A till end of this year Dec 2025	Director, Facilities Maintenance Operations	
8.2	Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6.		<ul style="list-style-type: none"> In addition to internal preventative maintenance and inspection work scheduled to internal staff, CHEO has Service Contracts in place with 3rd party service providers for critical items like elevators, access controls and many more. These contracts ensure that any disruption can be addressed promptly and that there is clear accountability for annual maintenance and inspection tasks. 	2025	N/A till end of this year Dec 2025	Director, Facilities Maintenance Operations	

9	Educational and training resources and materials, etc. (AODA 2001 O. Reg 191/11 s.15)	December 31 2023	Accessibility: Providing a Barrier-Free Environment at CHEO (Policy No. 225)	2023	2027	Manager, Organizational Development and Learning	
10	Producers of educational or training material Reg. 191/11, s. 17	December 31 2023	Accessibility: Providing a Barrier-Free Environment at CHEO (Policy No. 225)	2023	2027	Manager, Organizational Development and Learning	
11	Documented individual accommodation plans	December 31 2023	As part of orientation, information is collected Occupational Health and Safety Policy Statement 300	N/A on-going	N/A on-going	Manager, Organizational Development and Learning, Manager, Occupational Health & Wellness	Embed into employee internal data through park lane Develop Individual Accommodation Policy
Employment							
Standard	Regulation Section	Compliance Deadline	CHEO Policy/Procedure	Status/ Last Updated	Next Review Date (required or N/A)	Responsible Lead/ Team	Upcoming Related Task
12	Recruitment O. Reg. 191/11, s. 22.	December 31 2023	Recruitment and Selection at CHEO-OCTC (Policy No. 303)	2022	2026	Manager-Talent Acquisition, Manager, Occupational Health & Wellness	

13	Recruitment, assessment or selection process O. Reg. 191/11, s. 23 (1)	December 31 2023	Recruitment and Selection at CHEO-OCTC (Policy No. 303)	2022	2026	Manager-Talent Acquisition, Manager, Occupational Health & Wellness	
14	Notice to successful applicants Reg. 191/11, s. 24	December 31 2023	Recruitment and Selection at CHEO-OCTC (Policy No. 303)	2022	2026	Manager-Talent Acquisition, Manager, Occupational Health & Wellness	
15	Informing employees of supports Reg. 191/11, s. 25 (1).	December 31 2023	Recruitment and Selection at CHEO-OCTC (Policy No. 303)	2022	2026	Manager-Talent Acquisition, Manager, Occupational Health & Wellness	
16	Accessible formats and communication support for employees Reg. 191/11, s. 26 (1)	December 31 2023	Accessibility: Providing a Barrier-Free Environment at CHEO (Policy No. 225)	2023	2027	Manager-Talent Acquisition, Manager, Occupational Health & Wellness	
17	Workplace emergency response information Reg. 191/11, s. 27 (1).	December 31 2023	Emergency information sheet (for the general public)			Manager-Talent Acquisition, CCO- Communications, Emergency Preparedness Coordinator	
Employment							
Standard	Regulation Section	Compliance Deadline	CHEO Policy/Procedure	Status/ Last Updated	Next Review Date (required or N/A)	Responsible Lead/ Team	Upcoming Related Task
18	Return to work process Reg. 191/11, s. 29 (1).	December 31 2023	Early and safe return to work accommodation (Policy No. 095)			Manager-Talent Acquisition, Manager, Occupational Health & Wellness	

19	Documented individual accommodation plans Reg. 191/11, s. 28 (1).	December 31 2023	Accessibility: Providing a Barrier-Free Environment at CHEO (Policy No. 225) OHS policy (Early and Safe Return to Work Accommodation Policy (095) updated with accessibility clause in health and safety program. Accommodation plan developed case by case	2023	2027	Manager-Talent Acquisition, Manager, Occupational Health & Wellness	
20	Performance management and advancement. 191/11, s. 30 (1).,	December 31 2023	Staff Performance Appraisal Form Leader Performance Appraisal Form Professional Development One-page Overview			Manager-Organizational Development and Learning Occupational Health & Wellness	
21	Career development Reg. 191/11, s. 31 (1).	December 31 2023	Professional Development One-page Overview			Manager-Talent Acquisition	
22	Redeployment Reg. 191/11, s. 32 (1)	December 31 2023	Early and Safe Return to Work Accommodation Policy updated with accessibility clause in health and safety program.			Manager-Talent Acquisition, Manager, Occupational Health & Wellness	
Transportation							
Standard	Regulation Section	Compliance Deadline	CHEO Policy/Procedure	Status/ Last Updated	Next Review Date (required or N/A)	Responsible Lead/ Team	Upcoming Related Task

23	Availability of information on accessibility equipment Reg. 191/11, s. 34 (1)	December 31 2023	Our Accessibility Policy describes CHEO's policy on accessible transportation - Vans are used for YouthNet and Healthy Active Living outdoor trips – while they are not wheelchair accessible, special arrangements are made upon request.	2023	2027	Procurement Operations Manager, Director, Strategic Sourcing & Logistics	
24	Accessibility training Reg. 191/11, s. 36 (1).	December 31 2023	Our Accessibility Policy describes CHEO's policy on accessible transportation - Vans are used for YouthNet and Healthy Active Living outdoor trips – while they are not wheelchair accessible, special arrangements are made upon request.	2023	2027	Procurement Operations Manager, Director, Strategic Sourcing & Logistics	Development of Fleet Driver Training
25	Transition existing contracts Reg. 191/11, s. 39.	December 31 2023	Our Accessibility Policy describes CHEO's policy on accessible transportation - Vans are used for YouthNet and Healthy Active Living outdoor trips – while they are not wheelchair accessible, special arrangements are made upon request.	2023	2027	Procurement Operations Manager, Director, Strategic Sourcing & Logistics	
25	Transition, Existing vehicles Reg. 191/11, s. 40 (1)	December 31 2023	Our Accessibility Policy describes CHEO's policy on accessible transportation - Vans are used for YouthNet and Healthy Active Living outdoor trips – while they are not wheelchair accessible, special arrangements are made upon request.	2023	2027	Procurement Operations Manager, Director, Strategic Sourcing & Logistics	
Design of Public Spaces							
Standard	Regulation Section	Compliance Deadline	CHEO Policy/Procedure	Status/ Last Updated	Next Review Date (required or N/A)	Responsible Lead/ Team	Upcoming Related Task

26	Transition Reg. 413/12, s. 6.	December 31 2023	Commitment to accessibility in redesign or new construction	compliant	Ongoing commitment	Chief Building and Planning Officer	The Integrated Treatment Centre design is informed by AODA and Building Code
27	Slope Schedule Reg. 413/12, s. 6.	December 31 2023	Commitment to accessibility in redesign or new construction	compliant	Ongoing commitment	Chief Building and Planning Officer	The Integrated Treatment Centre design is informed by AODA and Building Code
28	Trails Reg. 413/12, s. 6.	December 31 2023	Commitment to accessibility in redesign or new construction	compliant	Ongoing commitment	Chief Building and Planning Officer	The Integrated Treatment Centre design is informed by AODA and Building Code
29	Technical Requirements for Trails	December 31 2023	Commitment to accessibility in redesign or new construction	compliant	Ongoing commitment	Chief Building and Planning Officer	The Integrated Treatment Centre design is informed by AODA and Building Code

Design of Public Spaces							
Standard	Regulation Section	Compliance Deadline	CHEO Policy/Procedure	Status/ Last Updated	Next Review Date (required or N/A)	Responsible Lead/ Team	Upcoming Related Task
30	Recreational Trails	December 31 2023	Commitment to accessibility in redesign or new construction	compliant	Ongoing commitment	Chief Building and Planning Officer	The Integrated Treatment Centre design is informed by AODA and Building Code
31	Outdoor Public Use Eating, Reg. 413/12, s. 6	December 31 2023	Commitment to accessibility in redesign or new construction	compliant	Ongoing commitment	Chief Building and Planning Officer	The Integrated Treatment Centre design is informed by AODA and Building Code
32	Outdoor Playing Space Reg. 413/12, s. 6	December 31 2023	Commitment to accessibility in redesign or new construction	compliant	Ongoing commitment	Chief Building and Planning Officer	The Integrated Treatment Centre design is informed by AODA and Building Code

Design of Public Spaces							
Standard	Regulation Section	Compliance Deadline	CHEO Policy/Procedure	Status/ Last Updated	Next Review Date (required or N/A)	Responsible Lead/ Team	Upcoming Related Task
33	Exterior paths of travel Reg. 413/12, s. 6.	December 31 2023	Any new path or majorly redeveloped path should meet accessibility standards. Does not apply to anything built for recreational experience or regulated by Ontario's building code.	compliant	Ongoing commitment	Chief Building and Planning Officer	
34	Accessible parking Reg. 413/12, s. 6	December 31 2023	CHEO exceeds current legal standards. All new or majorly renovated parking areas should be made accessible	compliant	Ongoing commitment	Manager, Security and Parking,	Comply with the Building Code, which includes AODA Regulations

35	Obtaining Services 413/12, s. 6	December 31 2023	All new service counters, queuing areas and waiting rooms will be made accessible	compliant	Ongoing commitment	Chief Building and Planning Officer	
Customer Service							
Standard	Regulation Section	Compliance Deadline	CHEO Policy/Procedure	Status/ Last Updated	Next Review Date (required or N/A)	Responsible Lead/ Team	Upcoming Related Task
36	Establishment of policies Reg. 165/16, s. 16.	December 31 2023	Customer Service: Providing Services to People with Disabilities (Policy No. 218)	2023	2027	Director, Office of I-IDEAS	
37	Use of Service animals support person Reg. 165/16, s. 16.	December 31 2023	Service Animals (does not apply to Pet Therapy Animals) (Policy No 219)	2023	2027	Director, Office of I-IDEAS	New policy will address Support Animals

38	Notice for Temporary Disruptions Reg. 165/16, s. 16.	December 31 2023	Policy: Accessibility: Providing a Barrier-Free Environment at CHEO (No. 225)	2023	2027	Manager Patient Safety, Clinical Risk, and Patient Experience, Chief Building and Planning Officer	
39	Training for Staff Reg. 165/16, s. 16.	December 31 2023	Policy: Accessibility: Providing a Barrier-Free Environment at CHEO (No. 225)	2023	2027	Director, Office of I-IDEAS	
40	Feedback Process 165/16, s. 16.	December 31 2023	Policy: Accessibility: Providing a Barrier-Free Environment at CHEO (No. 225)	2023	2027	Director, Office of I-IDEAS	
41	Format of Documents Reg. 165/16, s. 16.	December 31 2023	Policy: Accessibility: Providing a Barrier-Free Environment at CHEO (No. 225)	2023	2027	Director, Office of I-IDEAS	

Communication of Accessibility Plan

CHEO makes its Accessibility Plan available to staff, medical staff, learners, and the public. CHEO also looks for opportunities to further inform patients, families and staff, medical staff, and learners and the public of major changes, as they arise. CHEO's communication of its accessibility plan will include:

Internal Audience

- Informing all leaders and managers within the organization of the availability of the most recent Accessibility Plan.
- Posting the Accessibility Plan on CHEO's intranet site, which enables all employees and medical staff to consult or refer to the plan.
- Providing training and awareness about the plan and CHEO's commitment to accessibility, including articles, reminders, and updates via CHEO's internal newsletter and websites.

External Audience

- Posting the plan on the CHEO web site, to ensure that patients, families, and the community at large have access to the plan.
- Promoting the availability of the Patient/Family Representative and the Accessibility Committee to express concerns or provide feedback on issues of accessibility.

Feedback

As we move forward, we want to continually ask “How can we be better?” CHEO recognizes the importance of obtaining feedback from patients and families on ways in which the hospital can continue to render itself accessible. The Patient and Family Representative can be reached at 613-737-7600 ext. 3078 or by email at patientexperience@cheo.on.ca. For other comments or questions please contact accessibility@cheo.on.ca

CHEO Accessibility-related Policies and Resources

- Accessibility: Providing a Barrier-Free Environment at CHEO (Policy No. 225)
- CHEO Library Internal Policy: Accessibility
- Customer Service: Providing Services to People with Disabilities (Policy No. 218)
- Early and safe return to work accommodation (Policy No. 095)
- Emergency information sheet (for the general public)
- Emergency Management Program (Policy No. 226)
- Emergency Preparedness Manual (Available internally on CHEOnet)
- Guide to providing accessible customer service (internal webpage)
- Health and Safety Policy Statement (Policy No. 300)
- Initial Health Review (Policy No 94)
- Parking (Policy No. 313)
- Procurement - Equipment, Supplies and Services (Policy No. 306)
- Recruitment and Selection at CHEO-OCTC (Policy No. 303)
- Service Animals (does not apply to Pet Therapy Animals) (Policy No 219)