



POLICY ID: ACCESS-006

TITLE: Procurement of Accessible Goods, Services & Facilities

MANUAL: Accessibility

SECTION: n/a

APPROVED BY: Senior Leadership Team

POLICY:

North Shore Health Network (NSHN) recognizes our corporate and ethical obligations outlined within the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) to include accessibility criteria in the procurement of goods, services and facilities. Accessibility—including accessible design and features—will be considered, where possible, along with other criteria such as quality and cost. Accessibility requirements will be stated in requests for proposals, as applicable. If accessibility is not practical, and/or if NSHN is unable to find or use an accessible product, service or facility an explanation will be documented and available upon request. When requested, NSHN will provide the explanation in an accessible format or with communication supports.

GUIDELINES TO ENSURE COMPLIANCE:

When buying or acquiring goods, services or facilities, the following questions will serve as guidelines to ensure the organization is meeting accessibility standards:

A) GOODS:

- Can the product be used, for example, by someone:
 - In a seated position?
 - Using one hand, with limited upper body strength?
 - With limited fine motor skills?
 - With vision loss or low vision?
 - With hearing loss?
 - With limited cognitive ability / memory?
 - If accompanied by a service animal?
- Does the product meet ergonomic standards?
- Can the product be customized to meet different needs?
- Are instructions for using the product clear and easy to follow?
- Are support materials (e.g. training materials) available in accessible formats at no extra charge?

B) SERVICES:

- Does the firm provide accessible customer service?
- Can the service provider accommodate the needs of people of all abilities?
- Will the company use accessible signage, audio and/or print materials?

C) FACILITIES:

- Is the building accessible and barrier-free? (e.g. parking, bathrooms, ramps, walkways, automatic doors)
- Can someone using a mobility aid (e.g. wheelchair or walker) move around the facility?
- Are signs placed at an accessible height? Are they easy to read with clear directions?
- Does the facility have emergency procedures to assist people with disabilities?

REFERENCES:

- *Accessibility for Ontarians with Disabilities Act, 2005*, SO 2005, O. Reg. 191/11.
- Government of Ontario. (2022, October 5). Accessible Rules for Procurement.
<https://www.ontario.ca/page/accessibility-rules-procurement>