

Purpose

This procedure implements, in part, the City's Corporate Accessibility Policy and is in accordance with Part 3 (10) of the City's purchasing by-law, as may be amended, which requires that accessibility design, criteria and features be incorporated when procuring or purchasing City goods, services and/or facilities, where practicable.

This procedure provides direction to City representatives on how to incorporate accessibility design, criteria and features into the purchasing process for goods, services and/or facilities. The intent is to make purchases more accessible to people with disabilities, unless it is not practicable to do so. This procedure will assist in the requirement to comply with Section 5 of the Integrated Accessibility Standards Regulation.

This procedure also ensures City representatives take steps to make self-service kiosks accessible to people with disabilities so they can be used independently and securely by people with disabilities as required by Section 6 of the Integrated Accessibility Standards Regulation.

Application

This procedure applies to:

- every City representative who purchases goods, services and/or facilities for the City; and
- every City representative who oversees and/or approves the purchasing of goods, services and/or facilities.

Procedure

The City representative will investigate and inquire about the accessibility design, criteria and features of the proposed goods, services and/or facilities and consider the following general principles of accessibility. Keeping in mind the various types of disabilities, ask questions such as, but not limited to:

- **Independence** (Can a person with a disability have freedom from control or influence of others and do things in their own way, without assistance from others, when using the good, service and/or facility?);
- **Dignity** (Can a person with a disability feel as valued, deserving and respected as a person without a disability when using the good, service and/or facility?);
- **Equality** (Can a person with a disability have the same options, benefits and results as a person without a disability when using the good, service and/or facility?); and

- **Integration** (Can a person with a disability receive the full benefit, in the same place and in a similar way as a person without a disability when using the good, service and/or facility? Has the City representative considered inclusiveness and full participation?).

The City representative will ensure that the item being purchased does not pose a barrier for people with disabilities by incorporating accessibility design, criteria and features into the purchasing process. Ask questions such as, but not limited to:

- **Goods** (Can the goods be used by someone in a seated position? Can the goods be used by someone with one hand, with limited upper body strength, or limited fine motor skills? Can the goods be used by someone with vision loss or low vision? Can the goods be used by someone with hearing loss? Can the goods be used by someone with a learning or developmental disability? Does the good meet ergonomic standards and can it be customized to meet a variety of needs? Are support materials, such as manuals, training or service calls, available in accessible formats at no additional charge?);
- **Services** (Has the service provider completed training in accessible customer service as required in the Accessible Customer Service Standards under the Accessibility for Ontarians with Disabilities Act? Can the service provider accommodate the needs of people with various types of disabilities? For example, do their presentations accommodate people with different types of disabilities? Will the service provider use accessible signage, audio and/or print materials? Will the service provider supply alternative formats, upon request? Will the service provider comply with the City's Accessibility standards for administrative document); and
- **Facilities** (Can someone using a mobility aid, such as a wheelchair or walker, get around the facility? Does signage have high contrast of at least 70% and is it placed at an accessible height? Does the facility have emergency procedures to assist people with disabilities?).

The City representative will ensure the scope of work section in bid solicitation documents includes requirements on accessibility design, criteria and features for the good, service and/or facility being purchased, where applicable.

Where bid solicitation documents do not include requirements on accessibility design, criteria and features, consider including accessibility in the bid solicitation evaluation process, where applicable. For example, a request for proposals document related to the design-build services for a splash pad will typically require the bidder (design-build team) to submit a layout plan to represent the proposed scope of work. Bidder 'A' includes asphalt ground surface for all walkways within the scope of the project and bidder 'B' includes asphalt ground surface for only one walkway. In this instance, both bidders are including accessibility into the project. However, bidder 'A' is providing more accessibility, which benefits the overall project. Bidder 'A' is deserving of a higher accessibility rating than bidder 'B'.

The City representative will ensure bid solicitation documents include information on accessibility training. Bid solicitation documents shall require successful bidders to submit, within 10 business days of notification of award, a completed “representation, warranty and acknowledgement regarding accessibility training” form with their signed contract.

The City representative will consult with the Program Manager, Accessibility Standards and Integration, when necessary, to obtain information on AODA requirements and resources to assist with determining what accessibility design, criteria and features should be incorporated.

The City representative will provide an explanation, upon request, if the City determines that it is not practicable to incorporate accessibility design, criteria and features into a purchase of a good, service and/or facility. As part of the explanation, consider what else can be done to provide the good, service and/or facility to people with disabilities as an alternate solution. The explanation must be provided in an accessible format or with appropriate communication supports.

The division manager and/or section supervisor will ensure that all City representatives providing goods services and/or facilities on behalf of their division or section are aware of this procedure.

The Program Manager, Accessibility Standards and Integration, will assist City representatives in determining applicable AODA requirements when purchasing a good, service and/or facility, and assist City representatives in obtaining resources to assist them with determining what accessibility design, criteria and features should be incorporated.

Self-service kiosks

The City will incorporate accessibility features when designing, procuring or purchasing self-service kiosks such as, but not limited to, user controls, display screens, pin pads, card readers, scanners, instructions, etc.

Further information on accessible recommendations for self-service kiosk’s can be obtained from the Accessibility Coordinator.