

## Accessibility in Procurement Guidelines

These guidelines has been adapted from the Government of Ontario, [Accessibility Rules for Procurement](#).

The purpose of procurement guidelines is to consider accessibility by incorporating accessible design, criteria, and features, where possible when purchasing and acquiring goods, services, and facilities, to eliminate barriers for current and future end users.

### Questions to Consider About Accessibility

#### *For Goods*

1. Can the product be used by someone:
  - a) in a seated position?
  - b) using one hand, with limited upper body strength?
  - c) with limited fine motor skills?
  - d) with vision loss or low vision?
  - e) with hearing loss?
2. Does the product meet ergonomic standards?
3. Does the product have adjustable features to meet different needs?
4. Are the product user instructions clear and easy to follow?
5. Are supportive materials (such as manuals or training materials) available in accessible formats at no additional cost?

#### *Example*

Jay is purchasing new monitors for the office. He considers the following features for the accessibility of the new monitors:

- Offers adjustable colours and contrast, which allows them to be accessible to people with vision loss or low vision
- Includes buttons that can be easily used with one hand and felt by touch
- Contains height-adjustable features to adapt to individuals of different heights
- Ensures that the instructions on using the monitors are available in accessible formats from the vendor

#### *For Services*

1. Does the provider use accessible customer service?
2. Can the service provider accommodate the needs of people with disabilities? For example, if you are hiring someone to do research for you, do their surveys and interviews accommodate people with different types of disabilities?
3. Does the provider use accessible signage and audio-visual materials? For example, if you are hiring an event coordinator, will they use high contrast signs at an accessible height for the event?

### *Example*

Grace is contracting a company to train staff virtually. She inquires whether the company will be able to provide training material in accessible formats. She also asks how the company will accommodate individuals with disabilities, and whether the company's staff have received accessibility training.

### **For Facilities**

1. Can someone use a mobility aid (such as a wheelchair or walker) to move around and access the facility?
2. Are signs and buttons placed at an accessible height and provide high contrast?
3. Does the facility have emergency procedures to assist people with disabilities?
4. Are all facility staff trained in providing accessible customer service?

### *Example*

Maya is searching for a venue to host the company's annual conference. She ensures that the facility has an accessible entrance, washrooms, elevators, parking spaces, signage and counters. She also ensures all venue staff have training on providing accessible customer service.

### **Tips**

- Consider consulting end-users or groups representing persons with disabilities during the procurement process

### **When it is not possible to have accessible design and features for any goods, services, or facilities**

If you are not able to find or use an accessible product, service, or facility, you must be able to:

- Provide an explanation of why and it needs to be available in an accessible format or with communication supports upon request



If you need any assistance with accessibility during the procurement process, please contact:

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