



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: May 2021

Subject: Procurement for Buying and Acquiring Goods, Services or Facilities

Background

Public sector organizations must include accessibility criteria in their processes for buying and acquiring goods, services and facilities. This means you must consider accessibility, where possible, along with other criteria like the quality and cost of the items. You must also incorporate accessible design and features where possible.

The Township of East Garafraxa is committed to ensuring that people with disabilities have the same access to municipal goods and services as any other person, in the same location and in as similar manner as reasonably possible.

Purpose

The purpose of this policy is to ensure that the Township of East Garafraxa strives to provide goods and services in a way that respects the dignity and independence of people with disabilities, at all times, in compliance with the **Accessibility for Ontarians with Disabilities Act** and the associated **Ontario Regulations**.

Business Practice

When buying and acquiring goods, services or facilities, these questions should be asked to ensure they are meeting accessibility standards.

For goods

- Can the product be used 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?
- 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., manuals or training materials) available in accessible formats at no extra charge?

For services

Does the firm provide accessible customer service?



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- Can the service provider accommodate the needs of people of all abilities? For example, if you're hiring someone to do research for you, do their surveys and interviews accommodate people with different types of disabilities?
- Will the company use accessible signage, audio and/or print materials? For example, if you're hiring an event coordinator, will they use high contrast signs for the event?

For facilities

- Can someone using a mobility aid (e.g., wheelchair or walker) move around the facility?
- Are signs placed at an accessible height?
- Does the facility have emergency procedures to assist people with disabilities?

If Accessibility is not an Option

If the Township cannot find or it is not practicable to incorporate an accessible product, service or facility the Township will be prepared to:

- Explain why
- Provide the explanation in an accessible format or with communication supports, when requested