

Accessibility Expectations of Contractors doing Business with the City of Ottawa¹

The Province of Ontario has enacted legislation which includes the *Ontario Human Rights Code*, *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and their respective regulations.

This legislation applies to the City of Ottawa, including the City's procurement of goods, services and facilities.

The purpose of these pieces of legislation is to improve opportunities for persons with disabilities and to support their full participation in the life of the City and the province as a whole.

The ODA and the AODA Integrated Accessibility Standards Regulation (IASR) have specific procurement requirements which require that the needs of persons with disabilities be addressed in the City's procurement activities.

These accessibility obligations apply to the acquisition of all goods, services and facilities – regardless of value.

Accessibility Procurement Requirements

The City of Ottawa is a major purchaser of facilities, goods and services so it's important that our processes are inclusive. Accessibility in procurement:

- Saves time and money. When the needs of persons with disabilities are considered upfront, projects are better designed and costly changes and retrofits can be avoided.
- Ensures people with disabilities can use or enjoy the goods, services, and facilities provided by the City.

This means contractors who do business with the City must meet AODA accessibility requirements in the area of:

- Customer service;
- Employment accommodation;
- Information and communication;
- Transportation; and,
- Design of Public Spaces (built environment).

¹ Modified and used with permission from the Ministry of Government and Consumer Services, Ontario Factsheet "Accessibility Expectations of Suppliers doing Business with the Province of Ontario." 2015.

Procurement of goods, services or facilities for members of the public

Currently, 15.5 % of the population are people with disabilities, and this number is likely to grow to 20% in the next few years with the aging of our population.

Goods, services or facilities that will be used by the public will require that accessibility features be integrated into their design and implementation to ensure that people with disabilities can make use of them.

If you are a contractor:

- developing a form, producing a report or document, or posting information on a City-controlled website as part of your procurement project, you need to ensure the information is available in accessible formats. Contact information should be provided to ensure that persons with disabilities are able to request alternative formats or communication supports (e.g., captioning, sign language interpreting, Braille, large print, etc.).
- designing and using websites to deliver services or provide information as part of a project, your work must conform to Web Content Accessibility Guidelines (WCAG) 2.0 AA.
- consulting members of the public or holding an event on behalf of the City, you need to ensure that needs of persons with disabilities are considered so that they are able to participate.
- providing goods or services on behalf of the City, you must meet the requirements of the Accessibility Standards for Customer Service Regulation, and the City's Accessible Customer Service Policy to ensure that customers with disabilities are accommodated.

Procurement of goods, services or facilities for City employees

If you are a contractor or vendor providing programs for City employees with disabilities, you need to ensure that staff are accommodated in the workplace and in the provision of goods, services and facilities.

City employees may require specific accommodations to ensure that they are able to carry out their work without encountering barriers. This may include, for example, the procurement of accessible workspaces or equipment modifications, the provision of assistive devices, and access to touch or voice activated equipment or providing documents in alternate formats.

Accessibility Training

Consistent with the accessibility training requirements under the IASR and the Accessibility Standards for Accessible Customer Service, any third party providing

services on the City's behalf must ensure their staff receive accessibility training relevant to their work.

Contractors and their staff can access free provincially approved [AODA online training](#) on Accessible Customer Service Training and Training on the Integrated Accessibility Standards Regulation.

For more information on your obligations please consult the [Ministry of Economic Development, Employment and Infrastructure website](#).

Suppliers should be prepared to provide information to the City and/or the Province on when the training took place, and the number and names of personnel who received training, at any time during the term of the contract or afterwards.