



**Guide to Accessibility Requirements
for purchasing goods, services and facilities for North Middlesex**

**Integrated Accessibility Standards Regulation – Ontario Regulation 191/11 made under the
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

“One in seven people in Ontario have a disability. Over the next 20 years, that number will rise as the population ages”.

Source: Ministry of Community and Social Services, Making Ontario Accessible

What is my responsibility as an employee of the Municipality?

Your responsibility as an employee of North Middlesex is to incorporate accessibility criteria and features when purchasing goods, services or facilities and when designing, procuring or acquiring self-service kiosks. This is in accordance with section 5 and 6 of the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11).

Goods, services or facilities that are not accessible, may deny people the opportunity to become employees, service users or engaged citizens!

Whether purchasing computers, office equipment, self-service kiosks, renovating a building, purchasing a facility, etc.... accessibility criteria must be considered.

“70 % of disabilities are non-visible”.

Source: Ministry of Community and Social Services, Making Ontario Accessible

What are disabilities and barriers?

Sometimes when people think of disabilities, they usually think about someone who is using a wheelchair; however, there are many other disabilities and barriers to participation that are both visible and non-visible.

Accessibility for Ontarians with Disabilities Act definitions:

Disability:

1. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

Barrier:

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice, (“obstacle”)

Accessibility:

A general term used to describe the degree of ease that something (e.g. device, service environment) can be used and enjoyed by persons with a disability. The term implies conscious planning, design and/or effort to ensure it is barrier-free to persons with a disability, and by extension, highly usable and practical for the general population as well.

Before you purchase... ask yourself:

- Can a person with a disability use this good, service or facility?
- What are the barriers?
- Can someone with a disability use the facility you are planning to acquire, as easily as a person without a disability?
- Will the good, service or facility adapt to the needs of an individual with a disability?
- Will the good, service or facility be used by members of the public or by employees?
- What are the appropriate accessibility criteria and how can they be incorporated into the procurement process?
- Does the product meet ergonomic standards and can it be customized to meet a variety of needs?
- Are your brochures, handouts and information accessible for people with visual impairments or a learning disability?

Some criteria to consider when purchasing services:

- Has the service provider provided their staff with accessible customer service training, as required under the Accessible Customer Service Standard?
- Can the service provider accommodate the needs of people of all abilities?
- Will the company use accessible signage, audio and/or print materials?
- Does the company have an accessible website?
- Can the service provider accommodate the needs of people of all abilities?

Some criteria to consider when purchasing facilities:

- Can someone using a mobility aid, like a wheelchair or walker get around the facility?
- Are signs placed at an accessible height?
- Is a ramp provided to the main entrance? Or is there only stairs?
- Is there enough accessible parking?
- Are there accessible washrooms?

Give yourself time to make a purchase. Sometimes finding the right accessible good, service or facility takes time.

What if I can't find an accessible option?

If you can't find a good, service or facility that meets your needs, look for ways to make it more accessible. If someone asks, you must explain why the option you chose isn't accessible

If you determine that it is technically infeasible, or not "practicable" to incorporate accessibility criteria and features, fill out Form A and send it to the Accessibility Coordinator.

What resources should I consider for the built environment?

When purchasing items related to the built environment, staff should consult the following:

- City of London – Facility Accessibility Design Standard
- City of Markham – Accessibility Design Guideline
- Ontario Building Code – Barrier Free Section

What about print material or online documents?

Documents created, adapted or otherwise presented on behalf of North Middlesex shall be developed in accordance with the Accessible Digital Office Document manual. When posting documents on the Municipal website, staff must ensure compliance with the Web Content Accessibility Guidelines.

Accessible formats may also be requested. Accessible formats include, but are not limited to: Braille, audio, plain language, accessible documents that are compatible with screen reading software.

What if I'm purchasing the services of a consultant?

Consultants who may facilitate a public open house or otherwise seek/receive feedback on behalf of the Municipality shall ensure that all communication, equipment and materials take into account a person's disability so that all in attendance may participate equally as outlined in the AODA legislation. This includes but is not limited to:

- Communicate in a format that allows an individual to receive information in an alternate format;
- Holding events in venues that are physically accessible;
- During events be prepared to provide ASL interpreter services;
- Understand emergency evacuation procedures and be ready and willing to provide assistance to event.
- Ensure that the event aligns with the County's Accessibility for Ontarians with Disabilities Act policies and procedures.

When obtaining a third party:

In accordance with the AODA legislation the Supplier (Third Party Provider) must ensure appropriate employees have completed the following:

- Serve-Ability: Transforming Ontario's Customer Service and;
- Access Forward: Training for an Accessible Ontario

Suppliers are to ensure that training records are maintained, including dates when training is provided, the number of personnel who received training and individual training records. The suppliers are to ensure that this information is available, to the municipal contact, any time during the Term of the Contract.

How can I make a self-serve kiosk accessible?

The Integrated Accessibility Regulation requires that accessibility features be incorporated when designing, procuring or acquiring self-service kiosks.

A kiosk is defined in this legislation as an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both. The vendor/supplier must demonstrate how the kiosk will comply with the Integrated Accessibility Regulation.

What should I know about technology?

Staff should demonstrate that the purchase is compliant with the Web Content Accessibility Guidelines 2.0 as per the Integrated Accessibility Regulation.

For more information, staff should consult the Accessibility Coordinator or the Joint Accessibility Advisory Committee.

For more information....

- Learn more about the Accessibility for Ontarians with Disabilities Act at Ontario.ca/AccessON
- To learn about how to prevent barriers to accessibility in a wide range of goods, services and facilities, visit Ontario.ca/pp30
- Incorporate accessibility criteria in all stages of your procurement practices, including writing and assessing tenders at the [Centre for Excellence and Universal Design](#).
- [Checklist](#) to ensure your meeting is accessible.

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