

## OCAD Purchasing Policies on Accessibility

### 4.12 Accessibility

OCAD University is committed to ensuring accessibility for students, faculty, staff, and members of the general public with disabilities and to complying with the *Accessibility for Ontarians with Disabilities Act (AODA)* and the Human Rights Code, R.S.O. 1990, c. H.19 To that end:

- 4.12.1 User group/ departments must document how accessibility criteria and features were considered in all purchases in a format that can be provided to the public upon request (see *Appendix I*). One or more of the following accessibility criteria may apply depending on the nature of the product/service being purchased:
- 4.12.2 If the purchase involves contractors who will interact with OCAD University students, faculty, staff or members of the general public on OCAD's behalf, then all of the contractors must provide proof of having completed training on the *AODA Accessibility Standards for Customer Service*. Proof of training must be included with Appendix I.
- 4.12.3 If the purchase involves new construction or redevelopments of buildings or public spaces, then consideration of built environment accessibility guidelines, such as the *Ontario Building Code* and the *AODA Design of Public Spaces Standards*, must be documented.
- 4.12.4 If the purchase involves web-based software (e.g. websites, web-based applications, web services, etc.) then consideration of the *AODA Information and Communication Standards* must be documented. In particular, web-based materials must conform with *WCAG 2.0 Level AA* (other than success criterion 1.2.4 and 1.2.5).
- 4.12.5 If the purchase involves self-service kiosks (i.e. "an interactive electronic terminal, including point-of-sale device, intended for public use that allows users to access one or more services or products or both", then accessibility features must be incorporated and documented.
- 4.12.6 If the purchase involves educational or training resources or materials (e.g. websites, web-based applications, web services, etc.) then attempts to purchase or obtain the resources or materials (or comparable resources or materials) in accessible or conversion-ready formats must be documented
- 4.12.7 If the purchase involves non-web-based goods and services to be used for the provision of information and/or communication to OCAD University students, faculty, staff or members of the general public (e.g., desktop software, printed material, etc.), then consideration of the *AODA Information and Communication Standards* and the "Accessible Procurement Toolkit"<sup>1</sup> must be documented.

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<sup>1</sup> [//www.ap-toolkit.info/ap11000E.asp](http://www.ap-toolkit.info/ap11000E.asp)

- 4.12.8 If the purchase involves other types of goods/services (e.g., office furniture, etc.) consideration of the criteria listed in the “Accessible Procurement Toolkit”<sup>2</sup> must be documented.
- 4.12.9 If the User group/ department judges accessibility features to be “not practicable” for the purchase or if multiple options are available for a purchase and the User group/ department selects the less accessible option then explanations must be provided in Appendix I.
- 4.12.10 Suppliers/contractors must describe and certify how the product/service meets and/or does not meet the accessibility criteria identified by the User group/ department.
- 4.12.11 Suppliers/contractors must be prepared to demonstrate the accessibility of the product/service or, if the product/service has not been fully developed (e.g., a website, custom software, etc.), then a similar product/service must be demonstrated.
- 4.12.12 Suppliers must Ensure appropriate employees have completed the following government computer based self-passed training courses prior to the start of any work;  
**AODA (Accessibility for Ontarians with Disabilities Act) customer service training;**
- 4.12.13 If the purchase involves a product or service that may be change over time (e.g., due to staff changes, software updates, etc.), then the supplier/contractor must ensure that the accessibility of the product or service does not decline. If, during the warranty period of the product/service, the accessibility of the product or service is found to have declined below the originally-certified level, then the decline must be corrected at the expense of the supplier/contractor.
- 4.12.14 It is expected that all electronic documents sent from the University to the supplier/contractor and vice versa will meet the requirements of the *AODA Information and Communication Standards*.
- Related Documents:  
*Appendix I: Documentation of Incorporation of Accessibility Form*

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<sup>2</sup> //www.ap-toolkit.info/ap11000E.asp  
9001 – Purchasing Policies & Procedures Manual  
Approved by the Finance Committee of the Board of Governors