

Accessibility Considerations When Purchasing Goods or Services.

Purchase of Goods - Criteria to Consider

Can the good be used by someone:

- in a seated position?
- using one hand, with limited upper body strength, or limited fine motor skills?
- with vision loss or low vision?
- with hearing loss?
- Can the product be customized to meet a variety of needs?
- Are support materials, such as manuals, training, or service calls, available in accessible formats at no additional charge?
- Does it work with common assistive technologies?

Purchase of Services - Criteria to Consider

- Does the firm provide accessible customer service, as required under the Customer Service Standard?
- Does the supplier have emergency procedures to assist people with disabilities?
- Does the supplier have after-hours accessibility and safety?
- Can the service provider accommodate the needs of people of all abilities? For example, if you're hiring someone to conduct research, 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 signage for the event?

Purchase of Facilities - Criteria to Consider

- Can someone using a mobility aid, like a wheelchair or walker, get around the facility?
- Are signs placed at an accessible height?
- Does the facility have emergency procedures to assist people with disabilities?
- Can someone with a disability use the facility as quickly and easily as a person without a disability?