



Memorandum

**Corporate and Finance Services
Innovation and Transformation**

OAAC-24-12

Date: March 15, 2024
To: Members of the Oshawa Accessibility Advisory Committee
From: Lynda Lawson, Accessibility Program Coordinator
Re: 2024 Accessibility Award Nominations

For your information, the following is a list of the nominations for the 2024 Accessibility Awards:

Business/Community Accessibility Awards

- Canadian Blood Services – Oshawa Blood Donor Clinic

Recommendation:

That in accordance with Report OAAC-24-12 concerning the 2024 Accessibility Award Nominations dated March 15, 2024, the Chair, O.A.A.C. and the Director, Innovation and Transformation recommends that the Canadian Blood Services – Oshawa Blood Donor Clinic be nominated for the 2024 Accessibility Award.

Business/Organization Accessibility Award Checklist
for verification of the nomination to recognize steps taken to
improve accessibility in Oshawa

Business/Organization Nominee Name: _____

Canada Blood Services

Address: 1300 Harmony Rd.

Telephone/Email/Website: _____

Reason for Nomination: _____

Inspection Date/Time: March 12/24 - 4:30pm

1. Entrances

Features	Yes	No
Accessible door hardware <u>wave</u>	✓	
Good lighting	✓	
Free from steps or use of secondary entrance if more accessible	✓	
Doorbell if assistance is required for service		✓
Unobstructed paths of travel	✓	
Smooth, non-slip paths	✓	

2. Signage

Features	Yes	No
Plain language	✓	
Clearly visible	✓	
Not blocking path of travel	✓	
Use of pictograms	✓	

3. Building Interior

Features	Yes	No
Sufficient and well placed lighting	✓	
Good visual contrast	✓	
Paths of travel free from obstacles	✓	
Price tags in large font		✓
Accessible signage and wayfinding information	✓	

4. Websites/Documents

Features	Yes	No
Avoid putting text over images		
Include ALT text to describe pictures		
Plain language, sans serif font and clear contrast between text and background.		
Use of images or pictograms to support text		

5. Customer Service

Features	Yes	No
Staff trained on accessible customer service	✓	
Multiple ways for customers to give feedback	✓	
Appropriate and respectful language	✓	
Let customers know that they can ask for assistance	✓	
Electronic payment devices with accessible features	✓	
Variety of shopping options i.e. in home, delivery		

Feature(s) for which the accessibility improvement award is recommended: _____

Recommendation for Award: Yes Not at this time

Chair/Coordinator Signatures: Dorothy McFarlane