

OTTAWA HOSPITAL AUXILIARY (TOHA) COMMUNITY VENDOR AGREEMENT 2026

This Vendor Agreement ("Agreement") is made as of the date of signing between:

The Ottawa Hospital Auxiliary (TOHA)
1053 Carling Avenue, Ottawa, ON K1H 8L6
(hereinafter referred to as the "Auxiliary")

AND

Vendor Company Name:	
Vendor Mailing Address:	
Vendor Email:	
Vendor Phone:	
Vendor Name/Representative:	

(hereinafter referred to as the "Vendor")

1. PURPOSE

The Auxiliary operates the Community Vendor Program to support TOHA fundraising efforts undertaken for the benefit of The Ottawa Hospital. This Agreement outlines the terms and conditions under which the Vendor may rent designated space within The Ottawa Hospital (TOH) to sell approved goods or services.

2. RENTAL SPACE & USAGE

2.1 Authorized Use

- The Vendor may only operate within the designated vendor space assigned at the time of booking.
- All merchandise, signage, and display materials must remain within the allotted space and comply with fire and safety regulations.
- Vendors are responsible for keeping their area neat, clean, and free of debris.
- Vendors are prohibited from using TOH equipment of any sort in the setup and operation of the designated vendor space

2.2 Prohibited Items

- Vendors may not sell any items that conflict with hospital policies or compete with permanent retail locations within TOH.
- A full list of restricted items is attached as Appendix B

2.3 Subletting & Unauthorized Vendors

- Only the Vendor listed in this Agreement may operate in the rented space.
- The Vendor may not bring in or share the space with another business or individual without prior written approval from the Auxiliary.
- Any unauthorized vendor setups will result in immediate removal and may impact future participation in the program.

3. BOOKING, PAYMENT & CANCELLATION

3.1 Booking Process

- All bookings must be made through the online Skedda portal and are assigned on a first-come, first-served basis.
- The Auxiliary does not book spaces on behalf of vendors.

3.2 Fees & Payment

- Fees are outlined in Appendix C and are subject to change at the discretion of the Auxiliary.
- Payment must be made online before 3:00 PM on the day of setup via www.tohauxiliary.ca.

3.3 No-Show & Cancellation Policy

- Vendors who fail to show up without prior cancellation will be charged for the missed day.
- Multiple no-shows may result in removal from the program.

4. MERCHANDISING, PRICING & DISPLAY REQUIREMENTS

4.1 Product Display

- Vendors must ensure displays are visually appealing and maintain a clean aesthetically appropriate space.
- Extra stock must be always hidden

4.2 Transparent Pricing Policies

To ensure fairness and customer trust, vendors must adhere to the following:

- Clearly displayed pricing: All items for sale must have visible price tags or signage.
- Receipts: Vendors must provide itemized receipts for every transaction (printed or digital).
- Vendor's contact information: All receipts must include the vendor's name and contact details.
- A sign identifying your organization or business must always be clearly visible.
- HST registration number: If applicable, vendors must include their HST number on receipts.
- Return policy disclosure: Vendors must clearly communicate their return policy, including a visible sign at their booth and details printed on receipts.

5. HEALTH, SAFETY & COMPLIANCE

5.1 Fire & Safety Regulations

- Vendors must comply with all The Ottawa Hospital safety standards, including fire evacuation procedures and workplace safety regulations.
- Any vendor found violating safety policies may be asked to leave immediately.

5.2 Health Regulations

- Vendors must adhere to federal, provincial, and municipal health regulations.

Try-On Policy for Jewelry

- A "No Try-On" policy is strictly enforced for high-contact jewelry items, including earrings, nose rings, and any other piercings. These items cannot be tried on under any circumstances.
- Bracelets, necklaces, anklets, and other non-piercing jewelry may be tried on; however, they must be cleaned and sanitized before being returned to display or offered to another customer.

Scent-Free Environment

- A scent-free policy is in effect within The Ottawa Hospital; scented products are not permitted.

5.3 Hand Hygiene Guidelines

- Proper hand hygiene is essential in a healthcare environment to prevent the spread of illness and maintain a safe, sanitary workplace. Vendors are required to follow the handwashing guidelines outlined below:
 - Wash hands upon entering and exiting the hospital premises.
 - Before and after handling merchandise, particularly food or personal care products.
 - After touching shared surfaces, such as tables, door handles, or payment terminals.
 - After coughing, sneezing, or touching your face.
 - After using the restroom.
 - If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.

5.4 Emergency Preparedness

- Vendors must be familiar with TOH Emergency Paging Codes and respond appropriately in case of an emergency. These codes are used to alert staff to specific emergency situations and are as outlined in Appendix C

What You Need to Know About Hospital Emergency Codes	
What is an emergency code?	An emergency code is a notification of an emergency that requires immediate action. Different colours denote different types of emergencies (e.g. Code Red signifies fire) and are announced over the hospital's PA system.
What do I do if I hear an emergency code being called over the PA system?	Unless you are being directed by a TOH staff member, follow the contractor emergency response procedure. See below for descriptions of the different codes and the appropriate responses.
How are hospital emergency codes called?	The emergency line is different for each TOH campus. In the case of an emergency, dial the correct emergency line from any internal hospital phone and state your location and emergency.
Civic.....15555	General.....75555 Riverside.....85555 QCH.....25555 Other locations911

6. PAYMENT CARD INDUSTRY (PCI) COMPLIANCE

6.1 Secure Payment Handling

To ensure secure payment processing and protect customer information, vendors participating in the Ottawa Hospital Auxiliary Vendor Program must follow PCI DSS (Payment Card Industry Data Security Standard) requirements.

1. Secure Your Network

- ✓ Use a firewall to protect payment systems from cyber threats.
- ✓ Never use default passwords on your payment devices or Wi-Fi networks—always change them to something secure.

2. Protect Customer Payment Data

- ✓ Do not store credit card information after processing a payment.
- ✓ Use encryption when sending payment information over the internet.

3. Keep Your Systems Safe

- ✓ Install and update antivirus software to prevent malware attacks.
- ✓ Keep all software and payment devices updated with the latest security patches.

4. Control Who Can Access Payment Data

- ✓ Limit access to payment systems—only employees who need it should have it.
- ✓ Use unique login credentials for each employee (never share passwords).
- ✓ Physically protect your payment devices—do not leave them unattended.

5. Monitor and Test Security Regularly

- ✓ Keep track of who accesses payment systems (logs should be monitored for suspicious activity).
- ✓ Regularly test your security systems to make sure they are working properly.

6. Have a Security Plan

- ✓ Train employees on security best practices and handling payment data safely.
- ✓ Have a plan for security incidents—know what to do if there's a data breach.

7. Be familiar with and in compliance with TOH PCA DSS policy

- ✓ Policy attached as Appendix D

Neither the Auxiliary nor TOH are responsible for any vendor payment processing issues, fraud, or security breaches related to card transactions.

7. INSURANCE & LIABILITY

- The Auxiliary and TOH assume no responsibility for vendor merchandise, displays, or equipment.
- The Vendor agrees to indemnify and hold harmless the Auxiliary and TOH from any claims related to their participation in the program.
- Vendors are encouraged to obtain liability insurance for their operations.

8. COMPLIANCE AUDITS

The Ottawa Hospital Auxiliary and The Ottawa Hospital reserve the right to conduct compliance audits at any time to ensure that vendors are adhering to the policies outlined in this Agreement, including but not limited to:

- Health and safety standards
- Payment Card Industry (PCI) compliance
- Try-on policies and sanitation procedures
- Transparent pricing and customer receipt requirements

Vendors must cooperate with any reasonable requests for information or access during an audit. Non-compliance with these policies may result in corrective action, suspension, or termination of the vendor's participation in the program.

9. TERMINATION

9.1 Vendor-Initiated Termination

- Vendors must provide 48 hours notice to cancel a scheduled booking.

9.2 Auxiliary-Initiated Termination

- The Auxiliary reserves the right to terminate this Agreement or remove a vendor without notice for any of the following reasons:
 - Failure to comply with program policies.
 - Unauthorized sharing of vendor space.
 - Conduct deemed disruptive or inappropriate.
 - Violations of health and safety regulations.
- The Auxiliary may also terminate this Agreement for any reason with 24 hours' written notice.

10. AGREEMENT VALIDITY & SIGNATURES

By signing below, both parties acknowledge and agree to the terms and conditions set forth in this Agreement.

<i>Ottawa Hospital Auxiliary</i>	
<i>Name</i>	Tony Manconi
<i>Title</i>	Treasurer, TOHA
<i>Signature</i>	Tony Manconi
<i>Date</i>	June 28, 2026

<i>Vendor</i>	
<i>Vendor Name</i>	
<i>Representative Name</i>	
<i>Product/Service Offered</i>	
<i>Signature</i>	
<i>Date</i>	

Appendices

Appendix A – Emergency Preparedness

Appendix B – Restricted Items

Appendix C – Fee Structure

Appendix D – TOH PCI Compliance Corporate Policy

Appendix A – Emergency Preparedness

Evacuation Routes for Vendors

Please ensure you are familiar with the nearest exit in relation to your setup location. In the event of an emergency, vendors are expected to evacuate promptly and safely using the designated exits below:

- **Civic Campus: Carling Entrance Doors**
- **General Campus: Main Entrance Doors**
- **Critical Care Wing: Critical Care Wing Main Entrance Doors**
- **Riverside Campus: Main Entrance Doors**

Your awareness and cooperation are essential for maintaining a safe environment for everyone.

CODE BLACK – BOMB THREAT If a Code Black is paged overhead: • Turn off all radio-transmitting devices (cell phones, two-way radios, etc.) use only landlines during a Code Black. • Search your area for suspicious packages If you find a suspicious package: • Do not handle it • Evacuate the area and ensure others do not enter • Report back to Telecommunications	CODE RED – FIRE If you hear a fire alarm: • Stop work and shutdown all equipment (if safe to do so) • Stay in your work area and listen for overhead page • Proceed with work when "all-clear" has been called OR evacuate as instructed If you discover a fire: • Save (remove all persons from the fire affected area) • Contain (close the door(s) and windows to the fire affected area) • Alarm (activate the nearest fire pull station) • Telephone (dial emergency number and give the exact location of the fire) • Extinguish (if safe to do so and you are trained) • Evacuate (leave the area as directed)
CODE YELLOW – MISSING PATIENT If a Code Yellow is paged overhead: • Search your work area for the missing patient If you find a patient in your work area: • Keep them safe and warm • Call Telecommunications to notify Protective Services • Stay with the patient until retrieved by Protective Services	CODE GREEN – EVACUATION (PARTIAL OR FULL) If a Code Green is paged overhead: • Safely shutdown work. Know your primary and alternate evacuation routes. • If the Code Green is for your work location, leave the work area and follow the evacuation route. Proceed at least 300 feet from the building to your project muster point. Do not leave the premises unless instructed.
CODE BROWN – HAZARDOUS MATERIALS SPILL If a Code Brown is paged overhead: • If the spill is inside your work area, evacuate. • If the spill is outside your work area, stay away from area and keep clear of responding personnel. If you spill a hazardous material: • Contractors should be able to clean their own spills with their own appropriate spill clean-up materials on-site • If safe to do so, attempt to neutralize and clean-up the spill • Notify your Supervisor and the TOH Project Representative • Safely dispose of chemical waste If you cannot safely clean you the spill: • Alert your co-workers, evacuate, and activate a Code Brown by calling the correct Emergency Line for the site • Notify your Supervisor, Protective Services and the TOH Project Manager	CODE ORANGE – DISASTER (INTERNAL OR EXTERNAL) If a Code Orange is paged overhead: • Remain clam • Follow all directions from TOH Project Representative and your immediate supervisor Do not call friends or relatives of possible victims or respond to the scene of the disaster. Leave it up to the authorities
CODE GREY – CRITICAL INFRASTRUCTURE FAILURE If a Code Grey is paged overhead, • There has been a critical infrastructure failure affecting power, water, Information Systems, HVAC, or Telecom systems • Follow all directions from TOH Project Representative and your immediate supervisor. • Report to your Supervisor if your work is affected by this Code	CODE WHITE – VIOLENT PATIENT OR VISITOR If you hear a Code White paged overhead: • Listen to the overhead page for the location • Keep clear of responding personnel • Do not attempt to assist
CODE PURPLE – HOSTAGE TAKING If a Code Purple is paged overhead: In a hostage area: • Leave if it is safe to do so • Do not attempt to approach or threaten hostage taker(s) • Remain calm and follow instruction from the Police Outside the hostage area: • Shelter in place or evacuate if announced	CODE BLUE – CARDIAC ARREST/PERSON DOWN If a Code Blue is paged overhead: • Listen to overhead page for location • Keep clear of responding personnel
CODE SILVER – PERSON WITH WEAPON If a Code Silver is paged overhead: • Stay calm and evacuate if safe to do so • Hide if unable to evacuate • Do not engage with armed individual • Follow directions of Protective Services and/or Police	CODE AMBER – INFANT ABDUCTION If a Code Amber is paged overhead: • Search your work area and report anyone suspicious carrying or attempting to hide a child • Do not approach any suspicious individuals – we do not want the child harmed • Keep an eye on them and call Protective Services

Hospital Codes for your safety

Appendix B – Restricted Items

Restricted Items – Vendor Program

The following items may not be sold within The Ottawa Hospital premises due to health, safety, legal, and policy regulations:

1. Health & Safety Restrictions

- ⊘ Scented Products – Perfumes, colognes, scented candles, essential oils, air fresheners, or any other strongly fragranced items.
- ⊘ Cannabis & Related Products – Including CBD oil, edibles, topicals, or any derivative of cannabis.
- ⊘ Tobacco & Nicotine Products – Cigarettes, cigars, vaping devices, nicotine gum, or any related product.
- ⊘ Alcoholic Beverages – No sale or distribution of alcoholic drinks or alcohol-infused products.

2. Weapons & Prohibited Objects

- ⊘ Firearms, Knives, or Weapons of Any Kind – Including decorative knives, self-defense items (pepper spray, stun guns), and replica weapons.
- ⊘ Explosives or Flammable Items – Fireworks, sparklers, lighters, or any hazardous materials.

3. Medical & Healthcare-Related Products (*Unless Previously Authorized in Writing*)

- ⊘ Medical Equipment & Devices – Blood pressure monitors, stethoscopes, first aid kits, oxygen tanks, or any diagnostic tools.
- ⊘ Pharmaceuticals & Supplements – Over-the-counter medications, vitamins, herbal remedies, or any health-related ingestible products.
- ⊘ Compression Stockings & Orthopedic Supplies – Unless explicitly approved.

4. Food & Beverage Restrictions

- ⊘ Homemade or Unregulated Food Items – All food products must be pre-packaged, sealed, and comply with food safety regulations.
- ⊘ Energy Drinks & Supplements – Items containing high caffeine or stimulants.
- ⊘ Raw or Perishable Foods – Unless explicitly approved for a specific vendor event.

5. Branding & Intellectual Property

- ⊘ The Ottawa Hospital-Branded Merchandise – Any items using the hospital's logo or name without prior authorization.
- ⊘ Counterfeit or Trademark-Infringing Goods – Fake designer products, bootleg DVDs, or unauthorized brand knock-offs.

6. Ethical & Social Responsibility

- ⊘ Offensive or Inappropriate Items – Products that contain hate speech, discriminatory content, political messaging, or adult content.
- ⊘ Gambling or Lottery Products – Raffle tickets, scratch cards, or gambling-related services.

Enforcement & Compliance

- The Ottawa Hospital Auxiliary reserves the right to review and approve all vendor merchandise before and during sales.
- Any vendor found selling restricted items may face immediate removal from the program and possible suspension from future participation.

APPENDIX C – Fee Schedule

	General Main	Elephant Cage	Critical Care Wing	Riverside	Civic
Cost	Monday-Friday \$175.00 per day Saturday or Sunday \$85.00 per day	Monday-Friday \$125.00 per day Saturday or Sunday \$60.00 per day	Monday-Friday \$125.00 per day Saturday or Sunday \$60.00 per day	Monday-Friday \$150.00 per day Saturday or Sunday Not available for booking	Monday-Friday \$125.00 per day Saturday or Sunday \$60.00 per day
Payment Details	Payment to be made online BEFORE 3:00 PM on the day of setup.	Payment to be made online BEFORE 3:00 PM on the day of setup.	Payment to be made online BEFORE 3:00 PM on the day of setup.	Payment to be made online BEFORE 3:00 PM on the day of setup.	Payment to be made online BEFORE 3:00 PM on the day of setup.
Setup Details	Tables provided -extra stock must be stored out of site under the tables	Bring your own table - extra stock must be stored out of site under the tables	Bring your own table - extra stock must be stored out of site under the tables	Tables provided - extra stock must be stored out of site under the tables	Tables provided - extra stock must be stored out of site under the tables
Minimum Hours of Setup	10:00 AM – 3:00 PM	10:00 AM – 3:00 PM	10:00 AM – 3:00 PM	10:00 AM – 3:00 PM	10:00 AM – 3:00 PM

Appendix D (See Attached)
The Ottawa Hospital PCI Compliance Corporate Policy