

Accessibility Initiatives Undertaken for 2018 Municipal and School Board Election

This report, as required by Section 12.1 (3) of the Municipal Elections Act, highlights the identification, removal and prevention of barriers during the 2018 municipal and school board election that affect electors and candidates with disabilities.

Identification of Barriers

The City Clerk's Office took the following actions to identify barriers that affect electors and candidates with disabilities:

2018 Actions

1. Reviewed and took input on our election accessibility initiatives with the Accessibility Advisory Committee (AAC). Consideration for 2022 Election: Will continue to do this in 2022.
2. Gathered comments and recommendations from the municipality's Accessibility Services Coordinator on methods to meet accessibility needs. Consideration for 2022 Election: Will continue to do this in 2022.
3. Created an accessibility checklist for election personnel to use when conducting site visits of each potential voting location. Consideration for 2022 Election: Will continue to do this in 2022.
4. Worked with voting equipment vendor to understand what technology is available to support electors with disabilities and what kinds of experiences they have had supporting electors with disabilities in other jurisdictions. Consideration for 2022 Election: Will continue to do this in 2022.

Removal and Prevention of Barriers

The City Clerk's Office took the following actions to remove and prevent barriers that affect electors and candidates with disabilities:

Communications and Information

2018 Actions

1. Posted all information to the election website and used various other communication tools/methods such as social media messaging, radio ads, posters and brochures. Considerations for 2022 Election: Will continue to do this in 2022.
2. Provided links to a Candidates Guide to Accessible Elections, produced jointly by the Association of Municipal Managers, Clerk's and Treasurers of Ontario and the Province; the provincial accessibility website; the municipality's website; and any other related material. Considerations for 2022 Election: Will continue to do this in 2022.
3. Provided staff with information relating to accessible customer service. Considerations for 2022 Election: Will continue to do this in 2022.
4. Provided information to candidates regarding campaign expenses and particular rules affecting disabled candidates. Considerations for 2022 Election: Will continue to do this in 2022.

Voting Locations

2018 Actions

1. Conducted site visits of all potential voting locations to ensure full accessibility. Where standards were not met, locations were not used. Considerations for 2022 Election: Will continue to conduct site visits to potential voting sites in 2022.
2. All four voting locations on advance voting days had three types of accessible audio voting equipment which include Audio Tactile Interface, paddles and sip-and-puff devices. One location in each ward on Election Day had the same accessible voting equipment. Considerations for 2022 Election: Will continue to do this in 2022.
3. Provided appropriate signage at all voting locations. Considerations for 2022 Election: Will continue to do this in 2022.
4. Permitted service animals and support persons in all voting locations. Considerations for 2022 Election: Will continue to do this in 2022.
5. Ensured designated or reserved parking for persons with disabilities at each voting location. Considerations for 2022 Election: Will continue to do this in 2022.
6. Provided additional greeters in various locations to assist with the flow of elector traffic. Considerations for 2022 Election: Will continue to do this in 2022.

Voting

2018 Actions

1. Provided enhanced phone and email support for electors with questions prior to voting. Considerations for 2022 Election: Will continue to do this in 2022.
2. Provided instructions to election workers on use of accessible voting equipment. Considerations for 2022 Election: Will continue to do this in 2022.
3. Promoted advance voting opportunities for electors with disabilities. Considerations for 2022 Election: Will continue to do this in 2022.
4. Provided voting opportunities on the premises of
 - a. an institution in which 20 or more beds are occupied by persons who are disabled, chronically ill or infirmed;
 - b. a retirement home in which 50 or more beds are occupied.Considerations for 2022 Election: Will continue to do this in 2022.

Staff Training

2018 Actions

1. Election staff training incorporated provisions to meet accessible customer service standards as required by the Accessibility for Ontarians with Disabilities Act (AODA). Considerations for 2022 Election: Will continue to do this in 2022.
2. Provided training materials to all election staff. Considerations for 2022 Election: Will continue to do this in 2022.
3. Monitored elector's concerns and ensured that their needs were met, i.e. if an individual with a walker was in a long line, staff observed, and if felt that the elector was having difficulties, offered a chair and ensured that their

place was saved in the voting line-up. Consideration for 2022 Election: Will continue to do this in 2022.

4. Ensured that electors were aware that magnifiers were available. Considerations for 2022 Election: Will continue to do this in 2022.
5. Directed election staff to observe electors during discussions with them, and if it appeared that the voter was having difficulty understanding, ensured that the voter was able to clearly see the speaker. Consideration for 2022 Election: Will continue to do this in 2022.
6. Encouraged election workers to approach an elector if it appeared that the elector required assistance to get around in the voting location. Offered assistance to help, did not assume an individual needed help. Consideration for 2022 Election: Will continue to do this in 2022.
7. Election staff were trained to identify a service animal and followed the City's Accessible Customer Service Policy. Consideration for 2022 Election: Will continue to do this in 2022.