



# **2022 Stratford Municipal Election Accessibility Plan**

Dated: September 2022

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## 1. Introduction

The 2022 Stratford Municipal Election Accessibility Plan (Plan) supports and strengthens the City's commitment and efforts to respond to the needs of persons with disabilities. The focus of the Plan is to ensure that electoral services are accessible to electors and candidates, to identify and eliminate barriers for persons with disabilities, and to create a positive voting experience.

The City of Stratford has made great efforts in promoting a barrier free community. To ensure that the 2022 Municipal Election is consistent with core principals of the Accessibility for Ontarians with Disabilities Act, 2005, this planning document was developed in advance of the election to identify measures to be taken and reported following the election.

The City Clerk's Office will continue to develop and adjust our approaches to meet the needs of persons with disabilities. The review of accessibility issues and initiatives and addressing barrier prevention or removal is an ongoing practice. This plan will be improved and updated as new opportunities are identified or become available.

## 2. Legislative Requirements - Municipal Election Act, 1996, as amended

The City Clerk is responsible for conducting municipal elections in accordance with the Municipal Elections Act, 1996, and the Accessibility for Ontarians with Disabilities Act, 2005. The City Clerk is also responsible for establishing policies and procedures to ensure that all electors have the opportunity to fully participate in the 2022 City of Stratford election.

The Municipal Elections Act, 1996, as amended, provides:

### **Electors and candidates with disabilities**

12.1 (1) A clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities. 2009, c. 33, Sched. 21, s. 8 (8).

### **Preparation of a plan**

12.1 (2) The clerk shall prepare a plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the plan available to the public before voting day in a regular election. 2016, c. 15, s.11.

## **Report**

12.1 (3) Within 90 days after voting day in a regular election, the clerk shall prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public. 2016, c 15, s.11.

## **Ballots**

41 (3) The Clerk shall make such changes to some or all of the ballots as he or she considers necessary or desirable to allow electors with visual impairments to vote without the assistance referred to in paragraph 4 of subsection 52 (1). 1996, c. 32, Sched., s.41 (3); 2001, c. 32, s. 30 (1).

## **Accessibility**

45 (2) in establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities.

## **3. Objectives**

This plan has been created to outlines measures that the City will be implementing to ensure equal opportunity for all electors and candidates to participate in the 2022 municipal election. The objectives of the plan include ensuring that:

- all voting locations are accessible;
- persons with disabilities are able to independently cast their vote and verify their selection;
- electors and candidates living with disabilities are aware of the accessibility measures that are available;
- persons with disabilities have full and equal access to all information on where and when to vote and on eligible candidates;
- persons with disabilities can fully participate in the Municipal Election as an elector, candidate or election official; and
- efforts are made to ensure that electors with disabilities are aware of the accessibility measures available via channels such as the newspaper, the City's website and social media (Facebook, Twitter), other forms of media as determined by the Clerk.

## 4. Development of the Plan

Disabilities can take many forms, both visible and invisible. The Accessibility for Ontarians with Disabilities Act, 2005, defines “disability” as:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

In developing this Plan, the following criteria were considered:

- Policies and procedures must be consistent with the principles of the Municipal Elections Act, 1996 and must respect the dignity and independence of persons with disabilities;
- Access to electoral services must be integrated and equitable;
- Initiatives should address and accommodate a wide range of abilities; and
- The City Clerk’s Office AODA-compliant customer service policy for providing services to people with disabilities must be followed throughout the election process.

## 5. Accessible Standards for Customer Service Policy

### A.2.1

The City Clerk’s Office is committed to making our services accessible to everyone, including people with disabilities. We comply with the customer service standards of the Accessibility for Ontarians with Disabilities Act, 2005.

In fulfilling our mission, the City Clerk’s Office will provide its services in a way that respects the dignity and independence of people with disabilities. We give people with disabilities the same opportunity to access our services in the same place, and in a similar way as others. The Clerk’s Office will ensure compliance with the Accessible Standards for Customer Service Policy A.2.1, attached as Appendix A.

## 6. Consultations

Consultations with individuals and community groups provide greater knowledge and understanding in conducting elections that are accessible to all.

Initiative	Actions
Consult with individuals and groups knowledgeable in providing services to persons with disabilities in order to gain better understanding of their needs and to obtain feedback on this Plan by:	<ul style="list-style-type: none"> <li>• Presenting election accessibility initiatives to the City’s Accessibility Advisory Committee (AAC).</li> <li>• Enlisting the assistance of disability groups and individuals to disseminate election information and raise awareness about the City’s accessibility initiatives to its members.</li> <li>• Conducting a post-election survey to evaluate the success of the various accessibility initiatives.</li> </ul>

## 7. Communications and Information

Communication and information initiatives ensure election information is accessible and available in alternative formats.

Initiative	Actions
Provide general election information in an accessible format by:	<ul style="list-style-type: none"> <li>• Large Print: printed material generated by the City will be provided in a Tahoma font, minimum 12 point, and</li> </ul>

Initiative	Actions
	<p>can be made available in a font (print) size that is 16 to 20 points or larger.</p>
<p>Provide an informative and accessible municipal election website by:</p>	<ul style="list-style-type: none"> <li>• Ensuring election information is available in clear, simple language.</li> <li>• Continuously updating election information posted on the City’s website to reflect the most recent developments and information.</li> <li>• Ensuring election web pages are W3C Consortium WCAG 2.0 Level AA Compliant.</li> </ul>
<p>Provide election information in alternative formats and through multiple channels by:</p>	<ul style="list-style-type: none"> <li>• Producing election material that outlines key election information.</li> </ul>
<p>Planning and communicating service disruptions by:</p>	<ul style="list-style-type: none"> <li>• Committing to making reasonable efforts to ensure that services are reinstated as quickly as possible and that alternative services are provided where feasible.</li> <li>• In the instance of a service disruption, the City will provide reasonable notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. Accessible services in relation to this plan include voting places, election materials and/or voting provisions for electors with disabilities at the Voting Location.</li> <li>• In the event of disruptions to service or unforeseen circumstances that affect the accessibility of Voting Locations during the advance vote or on the final voting day, Notices of Disruption will be posted in real time: <ul style="list-style-type: none"> <li>• on the City’s website;</li> <li>• on Facebook;</li> </ul> </li> </ul>

Initiative	Actions
	<ul style="list-style-type: none"> <li>• on Twitter;</li> <li>• posted at the site of disruption; and</li> <li>• where applicable, a media advisory will be issued.</li> </ul>

## 8. Voting Places

These initiatives cover all aspects of obtaining voting places that are accessible to all.

Initiative	Actions
<p>Ensure all voting places are accessible to electors with disabilities by:</p>	<ul style="list-style-type: none"> <li>• Creating an accessibility checklist (attached as Appendix B) for election staff to use when conducting site visits of each voting place ensuring each facility has: <ul style="list-style-type: none"> <li>• Barrier free path of travel from the parking lot/sidewalk;</li> <li>• Barrier free parking, where parking was provided;</li> <li>• Door operators or accessible doors; and</li> <li>• Adequate lighting.</li> </ul> </li> <li>• Inspecting all voting places to ensure all locations are accessible: <ul style="list-style-type: none"> <li>• Where possible, make modifications to existing voting places to make them accessible, for example, temporary ramps.</li> <li>• Places that cannot be made accessible will be relocated or merged with other voting places in the vicinity.</li> </ul> </li> <li>• Conduct an additional accessibility check in August/September to ensure</li> </ul>



<b>Initiative</b>	<b>Actions</b>
	<p>there have been no changes to the locations.</p> <ul style="list-style-type: none"> <li>• Have election staff perform final accessibility checks during the voting period to verify the accessibility of the voting place.</li> </ul>
<p>Ensure all voting place access routes and entrances are clearly identified by:</p>	<ul style="list-style-type: none"> <li>• Ensuring there is designated or reserved parking for persons with disabilities at each voting location where parking is available.</li> <li>• Marking parking spaces clearly with the accessibility symbol or sign.</li> <li>• Providing appropriate signage at voting places.</li> <li>• Ensuring electors with accessibility needs are directed to the accessible voting entrance by prominent signage.</li> <li>• Where possible the accessible entrance is the same as the main entrance.</li> </ul>
<p>Ensure all voting place owners and managers are aware of accessibility requirements by:</p>	<ul style="list-style-type: none"> <li>• Notifying all facility owners and managers of the proposed voting places of legislative accessibility requirement in order to prevent last minute changes to voting rooms.</li> </ul>
<p>Provide mechanism for feedback on the list of proposed voting places by:</p>	<ul style="list-style-type: none"> <li>• Inviting Accessibility Advisory Committee and individuals with disabilities to provide feedback on the list of proposed voting places.</li> <li>• Using the received feedback to ensure that all voting places are accessible to electors, as required by the Municipal Elections Act, 1996.</li> </ul>
<p>Providing a dedicated contact centre to deal with accessibility issues, concerns or complaints by:</p>	<ul style="list-style-type: none"> <li>• Establishing channels so that an elector with a disability who encounters an accessibility issue can contact City Clerk's Office staff:  Email: <a href="mailto:elections@stratford.ca">elections@stratford.ca</a></li> </ul>

Initiative	Actions
	Phone: 519-271-0250 extension 237 Fax: 519-273-5041  By Mail: City of Stratford City Clerk's Office P.O. Box 818 Stratford, ON N5A 6W1

For the 2022 Municipal Election, a Voter Help Centre will be available at the Stratford Rotary Complex, 353 McCarthy Road West, Stratford. The purpose of the Voter Help Centre is to assist electors with voting using a computer if they require assistance and to accept Applications to Amend the Voters' List form EL15. The Voter Help Center will be open during the following dates and times:

- Saturday October 22, 2022 from 10:00 a.m. to 2:00 p.m.
- Sunday October 23, 2022, from 1:00 p.m. to 4:00 p.m.
- Monday October 24, 2022, from 10:00 a.m. to 8:00 p.m.

A Voter Help Desk will be available in the Clerk's Office, located in the Municipal Office, 1 Wellington Street, Stratford. Assistance in person is available during regular office hours from 8:30 a.m. to 4:30 p.m. Monday to Friday. Questions can also be submitted by calling the Voter Help Desk at 519-271-0250 extension 5237 or emailing [elections@stratford.ca](mailto:elections@stratford.ca) during the following dates and times:

- Friday, October 14, 2022, from 8:30 a.m. to 6:00 p.m.
- Saturday, October 15, 2022, from 10:00 a.m. to 2:00 p.m.
- Sunday, October 16, 2022, from 1:00 p.m. to 4:00 p.m.
- October 17, 18, 19, 20, and 21, 2022 from 8:30 a.m. to 4:30 p.m.
- Monday, October 24, 2022, from 8:30 a.m. to 8:00 p.m.

## 9. Voting Provisions for Electors with Disabilities

Various initiatives regarding voting places are used to achieve our goals of a barrier free election.

<b>Initiatives</b>	<b>Actions</b>
Provide accessible voting equipment at voting locations by:	<ul style="list-style-type: none"> <li>The voting method to be used in the 2022 Stratford Municipal Election is internet and telephone voting. At voting locations provided by the City, desktops and/or laptops with assistive devices will be provided.</li> </ul>
Welcome the use of support persons and service animals in voting places:	<ul style="list-style-type: none"> <li>Any person with a disability accompanied by a support person and/or service animal may enter the City Clerk's Offices or any voting place with their support person or service animal.</li> <li>If a person with a disability requires assistance from a support person when voting, the support person will be asked to complete Form CS24, "Oral Oaths at Voter Help Center"</li> </ul>
Provide assistance to electors with disabilities as required by:	<ul style="list-style-type: none"> <li>Having an election official in the voting place to assist a voter in casting their ballot when requested.</li> <li>Making accommodations for electors with disabilities as required.</li> </ul>
Provide for curb-side voting:	<ul style="list-style-type: none"> <li>While voting places are accessible to all electors, electors with a physical disability can request that the ballot be brought out to their vehicle or to another location within the voting place. As Stratford is using an internet and telephone voting method a laptop would be brought out for use.</li> </ul>
Provide voting opportunities in institutions and retirement homes, in accordance with Section 45(7) of the Municipal Elections Act, by:	<ul style="list-style-type: none"> <li>Establishing voting places at the following facilities in order to allow eligible residents of the facilities the opportunity to vote: <ul style="list-style-type: none"> <li>Any institution in which 20 or more beds are occupied by persons who are disabled, chronically ill or infirmed.</li> </ul> </li> </ul>

<b>Initiatives</b>	<b>Actions</b>
	<ul style="list-style-type: none"> <li>• A retirement home in which 50 or more beds are occupied.</li> <li>• Having election staff provide for bedside voting where required.</li> </ul>
Review ballot design to increase legibility through:	<ul style="list-style-type: none"> <li>• Increase legibility of electronic ballots through use of accessible font styles and sizes, appropriate case usage, and colours, where possible.</li> </ul>
Provide supplies to assist electors with disabilities:	<ul style="list-style-type: none"> <li>• Having magnifying sheets (4x) available at all voting places to assist electors with low vision.</li> <li>• Having note pads and pens available at all voting places to assist communication with electors who are deaf, deafened or hard of hearing.</li> </ul>
Providing free transit on Voting Day, including the availability of Parallel Transit:	<ul style="list-style-type: none"> <li>• If an elector faces a mobility disability and cannot attend a Voting Location without transportation assistance, election staff can refer the elector to Stratford Transit Services for free transportation on Voting Day. Parallel transit is also available to provide accessible door to accessible door service for those that are eligible.</li> </ul>

A Voter Help Centre will be provided to the following institutions and retirement homes:

- Anne Hathaway Residence, 480 Downie Street
- Stratford General Hospital CCU, 46 General Hospital Drive
- Spruce Lodge, Woodland Towers and Hamlet Estates, 639 and 643 West Gore Street and 300 John Street North
- Cedarcroft Place, 260 Church Street
- Greenwood Court, 90 Greenwood Drive
- Windmill Gardens, 94 McCarthy Road West

- McCarthy Place Retirement Residence, 200 McCarthy Road West
- River Gardens Retirement Home, 10 Romeo Street North

## 10. Assistance to Candidates

Providing candidates with information on how to make their campaigns accessible to the public and providing candidates with election information in accessible and alternative formats.

<b>Initiative</b>	<b>Actions</b>
Provide candidates with information on how to make their campaigns more accessible:	<ul style="list-style-type: none"> <li>• Providing candidates with links to the provincial publications from our Election website:               <ul style="list-style-type: none"> <li>• Accessible All-Candidates Meetings;</li> <li>• Candidates’ Guide to Accessible Elections (by AMCTO).</li> </ul> </li> </ul>
Providing candidates with access to information in alternative formats by:	<ul style="list-style-type: none"> <li>• Ensuring the candidate’s guide and/or other relevant publications are available in an accessible format, upon request.</li> <li>• Making the City of Stratford Voters’ List available in an electronic format, free of charge, to candidates with disabilities.</li> </ul>
Ensure candidate information sessions are accessible by:	<ul style="list-style-type: none"> <li>• Holding candidate information sessions in accessible locations or virtually.</li> <li>• Making accommodations and special services (for example, ASL interpreters) available upon request.</li> </ul>
Welcome the use of support persons and service animals in voting places:	<ul style="list-style-type: none"> <li>• Any candidate with a disability accompanied by a support person and/or service animal may enter the City Clerk’s Offices or any voting place with their support person or service animal.</li> </ul>

Initiative	Actions
Ensure candidates are aware of the following related to campaign expenses:	<ul style="list-style-type: none"> <li>expenses incurred by a candidate with a disability that are directly related to the candidate’s disability and would not have been incurred if not for the election are not subject to the general spending limit.</li> </ul>

## 11. Accessibility Training for Election Officials

Develop accessibility training and reference materials for all election staff.

Initiative	Actions
Ensure election officials receive accessible customer service training by:	<ul style="list-style-type: none"> <li>Holding training sessions for election staff on accessibility requirements, serving people with disabilities and on the accommodations and special services available to assist electors.</li> <li>Requiring staff to sign that they received elections and accessibility training.</li> </ul>
Develop reference materials for all election officials highlighting how to serve voters with disabilities by:	<ul style="list-style-type: none"> <li>Including AODA, customer service standard, and serving people with disabilities messaging in all training materials, classroom training and web based training being provided to election staff.</li> <li>Making individual accommodations available upon request to staff during training, for example, ASL interpretation or communication devices.</li> </ul>

## 12. Feedback

The City Clerk welcomes feedback to identify areas where changes need to be considered and ways in which the City can improve the delivery of an accessible election. The feedback process provides election staff with an opportunity to take corrective measures to prevent similar recurrences,

address training needs, enhance service delivery and provide alternative methods of providing election information and service.

This Plan is a living document and will continue to undergo changes. Please provide us with your feedback so we know how to best provide an accessible election. Feedback on this Plan can be provided through the following methods until November 4, 2022:

- In Person: To the City Clerk/Returning Officer or the Deputy Clerk
- Email: [elections@stratford.ca](mailto:elections@stratford.ca)
- Phone: 519-271-0250 extension 5237
- Fax: 519-273-5041
- By Mail To: City of Stratford, City Clerk's Office P.O. Box 818 Stratford, ON N5A 6W1

If you require this information in an alternate format, please contact the City Clerk's office.

Once feedback has been received, the following process will take place:

- Feedback will be directed to the City Clerk.
- The City Clerk will forward the feedback to the relevant department or employee.
- The relevant employee will take appropriate action in a timely manner with the assistance of the City Clerk and members of other departments if needed.
- Whether the feedback is intended to be a helpful suggestion or a complaint, the employee along with the City Clerk will assess current policies, practices, and procedures to determine if any changes are required.
- Employees will follow up with the person who submitted the feedback if more clarification is needed, or if the person has requested that follow up take place.
- Employees will keep records of all steps taken, including any discussions with the person submitting the feedback and any actions taken.

## **13. Post-election Report**

In accordance with Section 12.1 of the MEA, within 90 days after voting day, the City Clerk will prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and will make the report available to the public. This report will be available on the municipal election website, [www.stratford.ca/elections](http://www.stratford.ca/elections), and in alternative formats upon request.



## Appendix A

### The Corporation of the City of Stratford Policy Manual

**Policy Number:** A.2.1

**Policy Section:** Accessibility

**Department:** Corporate Services

**Date Adopted:** June 8, 2009

**Date Amended:**

**Scheduled for Review:**

**Date of Last Review:**

**Policy Type:** Council-adopted Policy

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#### Accessible Standards for Customer Service

##### Purpose and Scope:

The following policy is adopted in accordance with Ontario Regulation 429/07 the "Accessibility Standards for Customer Service" which came into force on January 1, 2008. That Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

##### Objectives:

The City of Stratford is committed to providing quality goods and services that are accessible to all persons that we serve. This policy applies to all individuals who deal with members of the public or other third parties on behalf of the City, whether the person does so as an employee, member of Council, agent, volunteer, or student on placement and ensures that all of our citizens with disabilities are accommodated. This policy is required based on the specifications of Ontario Regulation 429/07 to ensure consistency from all persons delivering municipal services.

##### Background:

Ontario passed the Accessibility for Ontarians with Disabilities Act (OADA) in 2005, becoming the first jurisdiction in Canada to commit to breaking down barriers through mandatory standards. The OADA allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

This policy is drafted in accordance with the Accessibility Standards for Customer Service and addresses the following:

- The provision of goods and services to persons with disabilities;
- The use of assistive devices;
- Service animals;
- Support persons;
- Notice of temporary disruptions in services and facilities;
- Staff training;
- Customer feedback regarding the provision of goods and services to persons with disabilities; and
- Notice of availability and format of documents.

**Definitions:**

**“Assistive Device”** means a device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

**“Disability”** means the same as the definition of a disability found in the Ontario Human Rights Code.

**“Service Animal”** means any animal where it is readily apparent that the animal is used by the person for reasons relating to his or her disability.

**“Support Persons”** means any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to assist them with communications, personal care, medical needs or with access to goods or services.

**Procedure:**

a) Provision of goods and services to persons with disabilities

The City will use reasonable efforts to ensure that its policies and practices are consistent with the following principles:

- The City’s goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provisions of the City’s goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary. Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the City’s goods and services
- When communicating with persons with a disability, the City will do so in a manner that takes into account the person’s abilities.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.

b) Assistive Devices

Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. Exceptions may occur in situations where the City has determined that the assistive device may pose a risk to the health and safety of another individual. It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

Assistive devices may include but are not limited to:

- Communication Aids
- Cognition Aids
- Personal Mobility Aids
- Medical Aids

c) Service Animals

Service animals, such as but not limited to Guide dogs, Hearing dogs, Seizure Response dogs, other certified service animals shall be permitted entry to all municipal facilities and meeting rooms which are open to the public. Service animals are required to be leashed or otherwise properly controlled so that the animal does not run at large.

Service animals are not permitted:

- Where food preparation is being undertaken; or
- as otherwise disallowed by law.

Where a Service Animal is to be denied access to a facility or meeting room, other accommodations may be afforded, such as:

- alternate meeting format, such as teleconference/videoconference, where technology permits;
- deliver the goods or service at an alternate time or location;
- any other assistive measures available to deliver a good or service to ensure equality of outcome.

The person with a service animal that is unruly or disruptive (e.g. barking) may be asked to remove the animal from the municipal facility.

d) Support Persons

Where a Support Person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises, the person with a disability shall be accompanied by a Support Person when on the premises.

Support Persons shall be permitted entry to all municipal facilities and meeting rooms which are open to the public, except:

- when there are fees applied against participants by a third party; **and**
- the Support Person was not pre-registered; **and**
- no vacancy exists.

If admission to an event is permitted and fees are payable to a third party, the Support Person is permitted to attend the event at their own cost. Where admission fees are charged, the municipality or the service provider will provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.

**If admission to an event is permitted and fees are payable to the municipality, the Support Person is permitted to attend at no cost.**

e) Notice of temporary disruptions in services and facilities

The municipality is aware that the operation of its services and facilities is important to the public, however, temporary disruptions in services/facilities may occur. The municipality will make reasonable effort to provide notice of the disruption, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities/services, if any that may be available. The city will make reasonable effort to provide prior notice where possible.

To inform the public of temporary disruptions, the City will provide notice by posting information in visible places such as facility entrance doors, on the municipal website ([www.city.stratford.on.ca](http://www.city.stratford.on.ca)) and by any other method that may be reasonable under the circumstances as soon as possible.

All notices shall include;

- name of the event/service
- normal service being impacted
- alternative service locations/methods
- contact information
- anticipated duration

If an unexpected disruption occurs, persons with disabilities will be accommodated by the use of other means possible to delivery the goods and service such as:

- alternative locations/time
- if appropriate/required, delivery the goods/service to the person's place of residence
- any other measure deemed appropriate

f) Staff Training

All employees and agents of the municipality providing direct service to persons with a disability shall be trained in the various aspects of accessible customer service delivery.

All training, regardless of format, shall have regard for:

- An overview of the purposes of the AODA and an awareness of the corresponding corporate policy;
- Instruction on how to interact and communicate with people with various types of disabilities;
- Instruction on interacting with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- Instruction on the use of equipment or devices available, such as wheelchairs and TTY;
- Instruction on what to do if a person with a disability is having difficulty accessing municipal services.

Timeline for Training:

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as change occur to the City's policies, procedures and practices governing the provision of goods or services to persons with disabilities. The municipality will maintain records of the training, including the date, type of training and names of individuals trained.

g) Customer Feedback

The municipality is committed to providing high quality goods and services to all members of the public it serves. Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given in a manner most convenient to them

such as via telephone, in person, in writing, in electronic format, TTY or through other methods.

All feedback will be kept in strict confidence and used to improve customer service. In addition, the author of the feedback will be provided with a response in the format in which the feedback was received outlining actions deemed appropriate, if any.

h) Notice of Availability of Documents

This policy and any other document deemed to be a key in the delivery of goods and service will be made available upon request in a format that takes into account the person's disability to any person to whom it provides goods or services.

Notwithstanding the above, this policy will be made available on the City's website, and made available to any person to whom it provides goods or services by any other method or format as is reasonable in the circumstances.

**Legislative Authority:**

This policy is delivered in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, and Regulation 429/07 Accessibility Standards for Customer Service, and is applicable to all policies, procedures and processes for the City.

**Related Documents:**

N/A

## Appendix B

### Voting Site Inspection Report

Facility or Site Name	Phone number	Date of Inspection
Address	Suite/Unit	Postal Code
Facility Booking Contact	Position	Phone number
On-site contact person on Voting Day:	Phone number	Cell Phone number

#### SECTION I – FACILITY

Describe who and how facility will be opened and set up on Voting Day

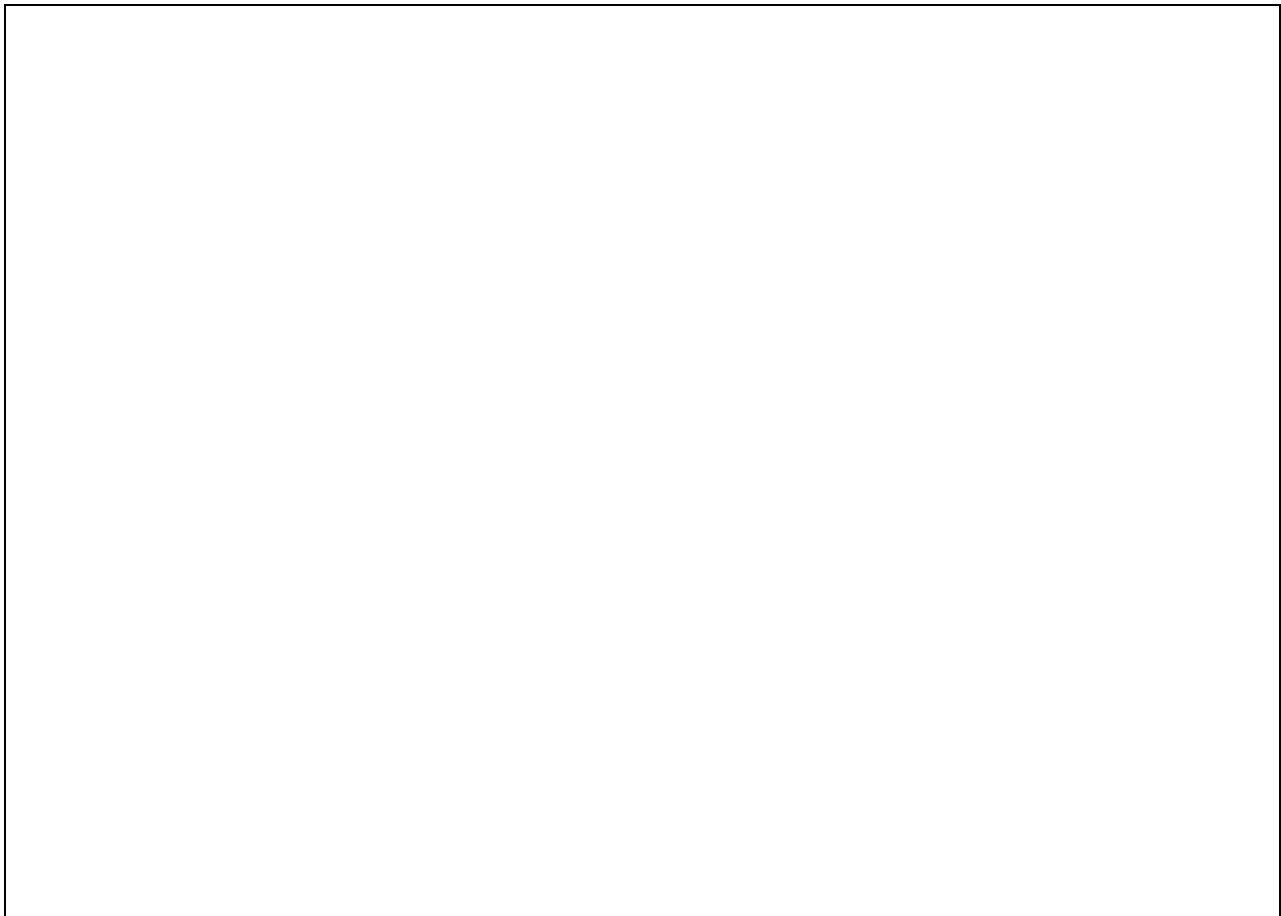
#### Equipment

Number of required chairs: Supplied Yes or No	Number of required tables: Supplied Yes or No	Heat Timer	Lights
Accessible Washrooms Yes or No	First Aid Equipment Yes or No	Telephone available Yes or No	Location of telephone access

## **FACILITY DIAGRAM**

Diagram of Voting Area including entrance and exit  
(Include accessible entrances and exits)

1. Indicate length and width of voting room.
2. Indicate entrance and exits to be used by voters, including accessible entrances and exits.
3. Indicate all washrooms available to the public and election personnel.
4. Indicate location of telephone to be used by election personnel.
5. Indicate location of Directions and Instruction Sign, Revision Clerk tables, Deputy Returning Officer tables, voting tables, and direction of voter flow using typical set up as provided (this can be changed depending on individual circumstances at certain polling locations).





## **Section II - PARKING**

### **Capacity:**

- Number of Spaces:
- Number of Spaces available to the Public:
- Number of On Street Parking Spaces:

### **Greeters, Parking and Security Personnel**

- Number of Security Personnel Required:
- Number of Greeters Required:

### **Parking Accessibility:**

- Distance from parking to voting Area (approximately);
- External lighting provided:
- If lighting provided on a timer, when do they go out:
- Arrangements made to correct lighting timer:
- Is accessible parking available?
- Is the accessible parking space clearly marked with the International symbol of Accessibility?
- Is the parking space firm and level?
- Are curb cuts provided?
- Is the space large enough to meet the needs of an elector who uses a van equipped with a wheelchair lift?
- Is the route to the entrance unobstructed and have continuous, smooth, hard surfaces with no abrupt changes in level?
- Is the route wide enough for someone using a wheelchair, scooter or service animal to travel safely?
- How many accessible parking spots are available?

## **PARKING DIAGRAM**

1. Diagram of Parking Lot, on street parking and election signage
2. Indicate area of parking lot and entrance to voting room.
3. Indicate area of staff parking and area of parking available to the public.
4. Indicate on street parking available to the public.
5. Indicate parking entrance and exits to be used by voters and flow of traffic.
6. Indicate location of parking attendant(s) (PA) if required.
7. Indicate location of large mobile directional signs (if required) and stake directional signs (if required).

## REMARKS

Remarks to be added here: