

TOWN OF CARLETON PLACE

ACCESSIBLE ELECTION PLAN

This plan is for use in the 2022 Municipal Elections in conjunction with the Town of Carleton Place' current Accessible Customer Service Policy, guidelines, training and customer service feedback standards.

OBJECTIVES

This plan is intended to highlight measures that the Town will be implementing to ensure equal opportunity for all electors and candidates. These objectives include:

- That all Voter Help Centres are accessible
- That persons with disabilities are able to independently vote
- That persons with disabilities have full and equal access to all election information
- That persons with disabilities can fully participate in the Municipal Elections as an elector and/or candidates
- That electors with disabilities are aware of the accessibility measures available

LEGISLATIVE REQUIREMENTS

In accordance with the Accessibility Standards for Customer Service O.Reg. 429/07, the Town must provide the following:

- Accessible customer service training for all election staff, including election officials and third parties
- Establish procedures for responding to feedback
- Allow for the use of service animals and support staff
- Notice of temporary disruptions of service
- Documents in alternate format that take into account a person's disability
- Notice of availability of the above documents

The *Municipal Elections Act*, 1996 S.O. 1996, Chapter 32 states:

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.

Reporting: 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.

Notice by clerk: 13 (1) Any notice or other information that this Act requires the clerk to give shall be given in a form and manner and at a time that the clerk considers adequate to give reasonable notice or to convey the information, as the case may be. Information about rights under Act: 13 (2) The clerk shall provide electors, candidates and persons who are eligible to be electors with information to enable them to exercise their rights under this Act.

HELP CENTRES

Each Help Centre will be inspected to ensure it is accessible to electors with disabilities. Locations shall have accessible parking, automatic doors, elevators, and barrier free washrooms.

VOTING

Internet and telephone voting is an accessible voting method that enables persons with disabilities to cast their vote in a manner that respects and promotes their dignity and independence.

VOTING ASSISTANCE

Support Person

Persons with disabilities shall be permitted to be accompanied by a support person at any Help Centre. A designated support person will be administered an oath of secrecy prior to providing any such assistance.

Service Animals

Individuals requiring service animals are permitted to be accompanied by a service animal at all Help Centres.

Election Officials

Election Officials are available to assist any person with a disability who is having difficulty or requests assistance. All individuals working in the capacity of an Election Official are formally appointed as such and administered an oath of secrecy prior to voting day.

ELECTION MATERIALS

The Town shall, in accordance with O.Reg. 429/07, provide a copy of a document to a person with a disability, or the information contained in the document, in a format that takes into account the person's disability.

Alternate formats are other ways of publishing information besides regular print. The Town and the person with a disability may agree upon the format to be used for the document or information.

TRAINING

All Election Officials are required to complete the Town's Accessible Customer Service training and will be provided with customized training on this plan and the related materials contained within. The scope of training shall include:

- The purposes of the Act and the requirements of the accessible customer service regulation (O. Reg. 429/07)
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons who use an assistive device or service animal
- How to use equipment or devices available to assist with the provision of services
- What to do if a person is having difficulty accessing the service

NOTICE OF TEMPORARY SERVICE DISRUPTION

If there is a temporary disruption in the delivery of election information or services, the Town shall provide public notice on the Town's website, at the physical site of the disruption and when possible, in the local media. The notice shall include the reason for the disruption, anticipated duration, and a description of alternative methods of delivering the information or service. Every effort shall be made to provide alternative

methods of providing the information or service to persons with disabilities.

REPORTING

Pursuant to Section 12.1(3) of the *Municipal Elections Act, 1996*, within 90 days after voting day, 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.

The report will be provided to the Accessibility Advisory Committee and posted on the Town's website.

FEEDBACK

Feedback is welcome to identify areas where changes need to be considered and ways in which the Town can improve the delivery of an accessible election. To assist us in ensuring that services are provided in an accessible, effective and timely manner, please submit your feedback to:

E-mail: sblair@carletonplace.ca

Phone: 613-257-6212

Mail/in-person: Carleton Place Town Hall
175 Bridge Street
Carleton Place, ON
K7C 2V8

All feedback pertaining to election services will be forwarded to the Clerk. Correspondence acknowledging receipt of all feedback will be provided.