

ELECTION ACCESSIBILITY PLAN

Town of Carleton Place

2018 MUNICIPAL ELECTIONS

ACCESSIBLE ELECTION OBJECTIVES

This plan is intended to outline the measures that the Town will be implementing to ensure that the 2018 Municipal and School Board Trustee Elections are as accessible, inclusive and barrier-free as possible and to ensure that persons with disabilities can fully participate in the Elections.

MUNICIPAL ELECTIONS ACT REQUIREMENTS

In addition to pre-existing accessibility requirements, the Town's current Accessibility Standards for Customer Service Policy, the Municipal Elections Act, 1996 S.O. 1996, CHAPTER 32, section 12 states:

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

Report

(2) Within 90 days after voting day in a regular election, the clerk shall submit a report to council about the identification, removal and prevention of barriers that affect electors and candidates with disabilities. 2009, c. 33, Sched. 21, s. 8 (8).

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).*

45. *(2) In establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities. 2009, c. 33, Sched. 21, s. 8(23)."*

DEVELOPMENT OF THE ELECTION ACCESSIBILITY PLAN

This plan will address the specific requirements pertaining to accessibility in relation to the 2018 Municipal and School Board Trustee Elections in the Town of Carleton Place.

This plan is a "living" document which will be improved and updated as best practices are identified and new opportunities of improvement arise.

During the development process of the initial Election Accessibility Plan, the following steps will be implemented:

1. In consultation with Accessibility Advisory Committee, review proposed Accessibility Plan to verify needs are being met.
2. Establish staff training standards and practices directly related to the Election to ensure that people with disabilities are able to vote in a positive environment, and ensure that all Election Officials recognize that in every way possible a voter's needs are to be accommodated whenever possible.
3. Following the Election, submit a report to the Accessibility Advisory Committee and Council about the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

COMMUNICATIONS

The 2018 Municipal Election Accessibility Plan will be made available at the Town Hall and by way of the Town's website at <http://www.carletonplace.ca>. Alternate formats will be made available upon request.

REGARD FOR THE NEEDS OF ELECTORS WITH DISABILITIES

The procedures within this plan must respect the dignity and independence of the Electors. The election process should ensure that the policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.

VOTING

INTERNET VOTING (E-VOTING)

E-voting combined with everyday tools like computers, telephones and other aids can present opportunities for persons with disabilities to accomplish more, while being consistent with the principles of independence, dignity, integration and equality of opportunity. There is the potential to eliminate long line-ups at polling stations and better address accessibility issues for persons with disabilities, those suffering from illness, those serving in the military or living abroad, those away on personal travel and other groups of citizens such as single parents who may find it difficult to visit a traditional

polling station.

Internet voting affords electors the opportunity of being able to vote at any time, a feature that further enables electors' ability to cast a ballot. Internet voting could allow greater secrecy and independence for special populations of electors with disabilities (including visually or hearing impaired). By voting electronically and therefore unassisted, these electors are afforded a greater degree of anonymity when casting a ballot. Enabling secrecy for these groups enhances the equality of the vote. E-voting has the greatest potential to positively impact accessibility for voters.

For the 2018 Municipal Election, internet and telephone voting offers an opportunity for persons to cast a ballot from the comfort and convenience of a familiar setting, complete with the tools, equipment and/or software needed to do so. Telephone and Internet voting will be available for Voting from October 15 until October 22, 2018. During this time, individuals will be able to cast their vote from anywhere in the world, 24 hours a day from any kind of phone or computer. In this system, voters can vote from the comfort of their homes and it provides for easy voting for voters with any disability.

PAPER BALLOT

Paper ballots will be made available for traditional voting at as noted below:

Carambek Community Centre

- Saturday, October 13, 2018 from 10:00 a.m. – 8:00 p.m.
- Wednesday, October 17, 2018 from 10:00 a.m. – 8:00 p.m.
- Voting Day, October 22, 2018 from 10:00 a.m. – 8:00 p.m.

The Paper Ballot system employs paper ballots on which the names of all candidates are printed. Voters record their choices by marking the boxes next to the candidate(s) they select, they then fold the ballot to conceal how they voted and return the ballot to the DRO who drops the voted ballot in a sealed ballot box. This method allows the use of various means, (magnifying glass, large print, etc.) to read the text and allows improved accessibility for voters.

VOTING PLACE

For the purposes of this plan, voting place includes the exterior parking and walkways associated with the location.

To ensure each voting place is accessible to electors with disabilities, a Site Evaluation (Appendix A) will be completed prior to the election.

The Evaluation Form will include the assessment of the following areas within the voting place:

- Exteriors
- Parking Areas
- Entrances
- Elevators (if applicable)
- Fire and Life Safety
- General Layout and Services
- Interiors
- Public Washrooms
- Facility Signage and Information Systems

Upon completion of the evaluation, a list of the barriers which have been identified will be reviewed to determine if they can be rectified to accommodate electors with disabilities. This may include the implementation of site specific accommodations for that voting place on Election Day.

VOTING PLACE INSTITUTIONS

The Municipal Elections Act requires that on voting day, a voting place shall be provided on the premises of the following:

“S. 45 (7)

1. *An institution for the reception, treatment or vocational training of members or former members of the Canadian Forces.*
2. *An institution in which, on nomination day, 20 or more beds are occupied by persons who are disabled, chronically ill or infirm.*

3. *A retirement home in which, on nomination day, 50 or more beds are occupied”*

For the 2018 Municipal Election, the following institution locations have been identified:

- Stone Ridge Manor, 256 High Street
- Riverview Seniors Residence, 204 Lake Avenue West
- Waterside Viva Retirement Community, 105 McNeely Avenue
- Carleton Place Terrace, 6 Arthur Street

A Site Evaluation Form will be completed to identify any barriers at the voting place. Accessibility of the voting place in institutions will be addressed to the best of the Town’s ability through the cooperation of the institutions’ owners/operators.

A Deputy Returning Officer will attend to the Elector anywhere within the voting place to allow an Elector with a mobility disability to vote. The time of the voting place within each institution will be arranged with the institution’s administrator.

ELECTION MATERIALS

Alternate Format

Alternate formats are other ways of publishing information besides regular print. Some of these formats can be used by everyone while others are designed to address the specific needs of a user.

The Town and the person with a disability may agree upon the format to be used for the document or information.

In the event the information is not generated by the Town or is supplied by a third party, the Town will make every effort to obtain the information from the third party in an alternate format and/or will attempt to assist the Elector by providing assistive equipment.

GENERAL ELECTION MATERIALS

Large Print – Printed material generated by the Town will be provided in Arial font, 12

point and can be made available in a font (print) size that is 16 to 20 points or larger.

Website – Information generated by the Town on the website in relation to the election will be in a format for which OCR software can be utilized. In addition, website font can be sized in three (3) levels to aid the user in reading the information.

VOTING MATERIALS (BALLOTS)

Assistive Devices – Each voting place will be equipped with magnifiers as well as the assistance of Election Officials.

VOTING PROVISION FOR ELECTORS WITH DISABILITIES AT THE VOTING PLACE

The following voting provisions are in place to accommodate the voting needs of Electors with disabilities:

Support Persons – In relation to a person with a disability, a Support Person accompanies him or her to help with communications, mobility, personal care or medical needs or with access to goods or services.

The Deputy Returning Officer may permit an Elector who needs assistance in voting to have such assistance as the Deputy Returning Officer considers necessary. The Support Person, upon the completion of the prescribed oath, may accompany the Elector behind the voting screen to assist the Elector in the voting process.

Assistive Personal Equipment – Assistive personal devices include, but are not limited to, wheelchairs, walkers, white canes, walking canes, note-taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping.

Each voting place will be equipped with magnifiers. Personal assistance from an Election Official is also available.

Service Animals – An animal is a “Service Animal” if it is readily apparent that the animal

is used by a person with a disability for reasons relating to his or her disability, for example a guide dog wearing a harness. Service Animals will be permitted in all voting places.

Physical Disabilities – Voting places including parking areas, entrances and voting areas will be selected and/or setup in a manner that enables Electors with physical disabilities to vote.

In the event an Elector is unable to access the established voting area due to a physical disability, the Deputy Returning Officer may attend to the Elector anywhere within the voting place.

Vision Loss – Each voting place will be equipped with magnifiers.

Hearing Impaired, Deafness and Hearing Loss – Each voting place will be equipped with a wipe board and/or pad of paper and pen to communicate with the hearing impaired in writing, if required.

Speech Impairments, Cognitive Disabilities & Mental Illness – Personal assistance from an Election Official will be available.

ACCESSIBLE VOTING BOOTHS

Accessible voting booths will be available at each Voting Place. Voting booths will be low in height and have a wide area to allow individuals utilizing mobility aids to vote independently and secretively. A large print Notice of Ballot shall be displayed in close proximity to the voting booth. Magnifying sheets will be available to assist any individual with low vision.

ACCESSIBILITY TRAINING FOR ELECTION OFFICIALS

All Election Officials are required to complete the Town's general Accessible Customer Service training which includes:

- The purpose of the Act
- How to interact with people with various disabilities
- How to interact with people who use the assistance of a service animal or support person

Election Officials will be provided with access to a Guidebook to assist them in delivering and maintaining accessible customer service by:

- Being aware of accessibility features at/for the voting place
- Providing tips on how to maintain these accessibility features
- Being aware of various tools available to assist with customer service such as assistive devices
- Knowing when and how to report a disruption of service
- Knowing how to collect Customer Feedback

In addition to the Town's general Customer Service Training, all Election Officials will be provided with customized training on this plan and the related materials contained within, as well as the following:

- A requirement to monitor Electors with disabilities to ensure that their needs are met, i.e. if an individual with a walker is in a long line, staff are to observe, and if it is felt that the Elector is having difficulties, then offer a chair, ensure that their place is saved in the voting line-up, etc.;
- A requirement to ensure that Electors are aware that assistance (in varying forms) is available, if required;
- Direction for Election Officials to observe Electors during discussions with them, and if it appears that the voter is having difficulty understanding, ensuring that the voter is able to clearly see the speaker;
- Encouraging Election Officials to approach an Elector if it appears that the Elector requires assistance to get around in the voting place and offer assistance;
- Conduct routine checks of the voting place to ensure accessible features are maintained (eg. Check the access doors frequently);
- Watch for Electors unable to easily enter the building and offer assistance;

Upon completion of the training program, each Election Official will be required to complete and return an **Accessibility Compliance Form**.

REPORTING

Pursuant to Section 12.1 of the *Municipal Elections Act, 1996*, "S.8(8) Within 90 days after voting day in a regular election, the clerk shall submit a report to council about the identification, removal and prevention of barriers that affect electors and candidates with

disabilities.”

In addition, said report will be provided to the Accessibility Advisory Committee. It will also be made available to the public via the Town’s website.

CUSTOMER SERVICE FEEDBACK

The Town welcomes customer feedback to identify areas where changes need to be considered and ways in which the Town can improve the delivery of an accessible Election. The Town recognizes that it is the right of our voters to submit feedback regarding the provision of accessible customer service.

To assist the Town in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, voters are invited to provide their feedback in writing, in person or by email to:

Town Clerk
175 Bridge Street,
Carleton Place, ON K7C 2V8
Phone: (613) 257-6212
Email: sblair@carletonplace.ca

ACCESSIBLE SERVICE DISRUPTIONS

From time to time and/or for unforeseen circumstances beyond the Town’s control, temporary service disruptions may be experienced. In the event of a temporary accessible service disruption, Election Officials will commit to making reasonable efforts to ensure that the services are reinstated as quickly as possible and that alternative services are provided, where feasible.

In these instances of service disruptions, the Town shall provide reasonable notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities.

Notice of temporary disruptions shall be provided in a conspicuous place and manner at the respective locations and information shall also be posted on the Town's website.

The notice shall include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Accessible services in relation to this plan include voting places, election materials and/or voting provisions for Electors with disabilities at the voting place.

APPENDIX A – VOTING PLACE SITE EVALUATION FORM

NAME OF VOTING PLACE: _____

Address: _____

Phone Number: _____

Contract Name: _____

Checklist

EXTERIORS	YES	No
Accessible pedestrian route(s) or paths are wide enough to accommodate wheelchairs, scooters, or other mobility devices		
Curb cuts or ramps are wide enough for wheelchairs and scooters, have a non-slip finish and are kept clear of snow and ice in winter weather		
Routes are not obstructed by poles, plants, bicycle racks, etc.		
Accessible entrances are clearly marked with the International Symbol of Accessibility		
Building and route signage is provided in large, high-contrast lettering		
Accessible passenger loading zone accommodates accessible vehicles		
On exterior steps, forward edges are highly colour-contrasted for easy visibility		
On both sides of ramps or exterior stairs, continuous handrails are a bright contrasting colour and have horizontal or vertical rails to prevent people from slipping through		
PARKING AREAS	YES	No
Accessible parking spaces are clearly marked with the International Symbol of Accessibility		
There is a safe, clearly marked, accessible pedestrian route from the designated parking area to an accessible building entrance or elevator lobby		
Accessible pedestrian route is made of firm, level material		
ENTRANCES	YES	No
Entrances are accessible to people using wheelchairs or scooters		

<p>Accessible door:</p> <ul style="list-style-type: none"> • opens automatically • has power assisted door operators, or • can easily be opened with one hand 		
Mats are level with the floor and door thresholds are bevelled so they do not create a tripping hazard		
People can easily find information at a reception counter, an accessible call bell or information phone for persons requiring assistance		
ELEVATORS (IF APPLICABLE)	YES	NO
Elevator doorways are wide enough and stay open long enough to allow persons using wheelchairs to pass through easily		
In accessible elevators, Braille signage and controls can be easily reached and a two-way emergency call system or telephone provided		
Audible signals announce floors and up/down direction of elevator cars		
FIRE AND LIFE SAFETY	YES	NO
A fire policy and/or fire safety plan is available to Election Officials and includes provisions for the evacuation of people with disabilities		
Main exit routes and exit doors are easily accessed and used by people using mobility aids		
Exit instructions are printed in large text, and mounted in an accessible, highly visible location		
Fire alarms have both visual and audible signals		
Fire hose cabinets and fire extinguishers are in a highly contrasting colour		
A first aid station/kit is available to Election Officials		
GENERAL LAYOUT AND SERVICES	YES	NO
Queuing areas and serving aisles are wide enough for people using mobility aids including electric wheelchairs and scooters		
Counter/tables are accessible to and useable by patrons using wheelchairs or scooters		
Appropriate lighting is installed to ensure that people with vision disabilities may clearly identify colours, patterns and signage		
INTERIORS	YES	NO
Floor finishes have non-slip surfaces under wet and dry conditions		
Open-concept, accessible routes are marked by bright colours or textural changes at floor level, to provide directional cues for people with vision disabilities		
There are no protruding objects or tripping hazards in accessible routes, and if so, they are clearly marked with a bright colour, a cane-detectible floor finish, or a guard		
Where floors are carpeted, the carpet is of firm, dense construction and easy for a wheelchair user to roll over without difficulty		
Thresholds are bevelled to accommodate different floor materials		

Walls in busy areas, corridors, ramps or staircases are finished in smooth, non-glossy, non-abrasive finishes		
Colour of doors or door frames in hallways contrast with surrounding wall colours		
PUBLIC WASHROOMS	YES	NO
An accessible stall is provided for each sex when integrated into regular washrooms or in an accessible stand-alone unisex washroom which is located nearby		
PUBLIC WASHROOMS CONT'D	YES	NO
The following washroom features are accessible to people with a wide range of disabilities: <ul style="list-style-type: none"> • grab bars • coat hooks • flush controls • wash basins • toilet paper dispenser • mounted automatic hand-dryers or paper towel holders • lever-handled faucets or automatic faucets 		
FACILITY SIGNAGE AND INFORMATION SYSTEM	YES	NO
Show the International Symbol of Accessibility		
Include appropriate pictograms wherever possible (e.g. on washroom doors)		
Include large high-contrast text, clear, light-coloured lettering or symbols on a dark background, or dark characters on a light background		
Are mounted at a convenient height for both wheelchair users and people with vision disabilities		

Person Who Completed Evaluation: _____

Areas of Concern: _____

Site Selected: **Yes:** _____ **No:** _____

Special Accommodations for Site: _____
