

Appendix A

2010 Municipal Elections

Accessibility Plan, Outcomes

And Summary of Next Steps

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VOTE
10.25.10
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1. Introduction

The Election's Accessibility Plan supports and strengthens the City's commitment and efforts to respond to the needs of persons with disabilities.

The focus of this Plan is to ensure that electoral services are accessible to all electors and candidates, to identify and eliminate barriers for persons with disabilities and to create a positive voting experience.

The City Clerk's Office will continue to learn, develop, and adjust our approaches in order 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.

1.1 Municipal Elections Act, 1996, as amended - Legislative Requirements

The City Clerk is responsible for conducting municipal elections and establishing policies and procedures to ensure that all electors have the opportunity to participate fully in City of Toronto elections.

The Municipal Elections Act, 1996, as amended states the following:

- 12.1 (1) A clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities.
- 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).
- 45 (2) In establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities.

1.2 City Clerk's Customer Service Policy

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 at all times 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.

1.3 Definition of Disability

The Accessibility for Ontarians with Disabilities Act, 2005 defines "disability" as follows:

- (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.

Disabilities can take many forms, both visible and invisible. The following criteria were considered in the development of this Plan:

- 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. This policy can be found at http://www.toronto.ca/city_clerk/disabilities.htm.

2. 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 accessible Elections. This Plan will continue to undergo changes. Feedback on this Plan can be submitted through the following channels:

Email: AccessibleElections@toronto.ca
Phone: 416-338-1111 (press 6)
Fax: 416-395-1300
TTY: 416-338-0889

By Mail: City of Toronto
City Clerk's Office
Elections & Registry Services
89 Northline Road
Toronto, ON M4B 3G1

If you require this information in a different format, please let us know.

3. Consultations

Initiative	Objectives	Outcomes
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.	Present election accessibility initiatives to the City's Disabilities Issues Committee.	Presented this Plan and provided a demonstration of accessible voting equipment to the Disabilities Issues Committee on June 7, 2010. Received positive feedback and incorporated the suggestions received.
	<p>Enlist the assistance of disability groups and individuals to disseminate election information and raise awareness about the City's accessibility initiatives to its members.</p> <p>Partner with disability groups to channel election information through their networks and communities using newsletters, links to the City's website, etc.</p>	<p>The Accessibility Plan and requests for feedback were circulated to hundreds of community groups and organizations serving people with disabilities as well as individuals.</p> <p>Successfully partnered with many organizations that assisted in channeling election information through their established networks, such as:</p> <ul style="list-style-type: none"> • Alliance for Equality of Blind Canadians (AEBC) promoted the "How to Vote" video along with the audio and video files of accessible voting equipment in two e-mail blasts and a newsletter to members advised of the Community Connect Event • Balance for Blind Adults promoted the availability of the voter assist terminal during the Weekend Advance Vote and on Election Day to its' members via email blast. • Canadian Hearing Society promoted the "How to Vote" video as well as the audio and ASL video files of accessible voting equipment. They also posted a link on their website to the City's website accessibility pages and distributed election posters. • Canadian Paraplegic Society sent an email blast to members and posted a link on their website to the City's website accessibility pages • Canadian National Institute for the Blind (CNIB) sent an email blast to members promoting the "How to Vote" video and the audio files of accessible voting equipment as well as the availability of the voter assist terminal during the Weekend Advance Vote and on Election Day

Initiative	Objectives	Outcomes
		<ul style="list-style-type: none"> • Community Living Toronto placed a front page story in its members' newsletter promoting voter assist terminal demonstration workshops • Ontario Federation of Cerebral Palsy posted voter assist terminal information and workshop dates on their Person Centered Planning Blog and Calendar • Scadding Court Community Centre created a poster and circulated it electronically to members • Ontario March of Dimes posted voter assist terminal news and election updates on their website • The Bob Rumball Centre for the Deaf dedicated one page in the Toronto Deaf Seniors newsletter to general election information, placed posters throughout their building and sent emails regarding the voter assist terminal and accessible information to their staff and Board
	Attend meetings, events and fairs to demonstrate accessible voting technology and raise awareness of the 2010 election.	<p>Staff participated in and made presentations and/or demonstrations at numerous events.</p> <p>The reaction from those who participated in these events included excitement and gratitude for the opportunity to vote independently and privately. Voters who are blind and partially sighted were quick to adapt to the equipment and found it quite easy to navigate. The ability of the physically disabled voters to manoeuvre the rocker paddle and/or other aides at the cerebral palsy event was inspiring.</p> <p>Each partner or agency also promoted the event, the accessible voting equipment, the instructional videos/audio files, posters and flyers and links to our website so that other members who were unable to attend a demonstration could also learn about the opportunities available.</p>

Initiative	Objectives	Outcomes
		<p>Events:</p> <p>December 2009</p> <ul style="list-style-type: none"> • Variety Village, International Day of People with Disabilities Event <p>March 2010</p> <ul style="list-style-type: none"> • Hispanic Resource Committee Meeting <p>May 2010</p> <ul style="list-style-type: none"> • Alliance for Equality of Blind Canadians, Community Connect 2010 Event • 2010 Landlord Learning & Networking Forum • Canadian Paraplegic Association of Ontario • Barbara Frum Seniors Event • Canadian National Institute for the Blind, Annual Assistive Technology Exhibit • North York Central Library, Seniors Tea and Entertainment Event • Doors Open Toronto, City of Toronto Archives <p>June 2010</p> <ul style="list-style-type: none"> • Disabilities Issues Committee Meeting • Seniors Living in Diversity • Toronto Public Library, Information Fair for Seniors <p>July 2010</p> <ul style="list-style-type: none"> • Ontario Federation for Cerebral Palsy <p>August 2010</p> <ul style="list-style-type: none"> • Meta Centre (Voting Equipment Demonstration) • Live Green Toronto Street Festival

Initiative	Objectives	Outcomes
		<p>September 2010</p> <ul style="list-style-type: none"> • Malvern Action for Neighbourhood Change • Multiple Sclerosis Society of Canada (Voting Equipment Demonstration) • Variety Village (Voting Equipment Demonstration) • 3rd Annual Applicious Fall Festival • Scadding Court (Voting Equipment Demonstration) • University Settlement, Municipal Election Workshop • The Anne Johnston Health Station (Voting Equipment Demonstration) • Community Living Toronto (Voting Equipment Demonstration) • March of Dimes (Voting Equipment Demonstration) <p>October 2010</p> <ul style="list-style-type: none"> • University Settlement, Municipal Election Workshop • Thorncliffe Neighbourhood Office • Cooperative Housing Federation of Toronto (Voting Equipment Demonstration) • Flemington Health Centre <p>December 2010</p> <ul style="list-style-type: none"> • Variety Village, International Day of People with Disabilities Event
	<p>Conduct a post-election survey to evaluate the success of the various accessibility initiatives.</p>	<p>Ipsos Reid was contracted to conduct a post-election survey among City of Toronto residents who were eligible to vote to provide benchmark data. The survey was circulated to the hundreds of community groups and organizations serving people with disabilities who received this Plan.</p>

Initiative	Objectives	Outcomes
		<p>Specifically the research was conducted to:</p> <ul style="list-style-type: none"> • understand residents' knowledge of the voting process • explore attitudes and opinions toward voting • understand perceptions of the voting experience • explore any problems or barriers experienced • determine recall of the communications campaign • understand sources of information about the voting process • measure awareness of services provided • measure residents' ratings of these services <p>Survey responses were received from 123 persons with disabilities.</p> <p>Overall, the majority of people with disabilities who responded to the survey rated the voting process, information made available about the process, and accessibility as excellent or good.</p> <p>Specific survey results are referred to throughout this Plan.</p>

Next Steps - Consultations

- Continue to consult with the Disabilities Issues Committee.
- Continue to consult with disability groups and individuals to disseminate election information, raise awareness about the City's accessibility initiatives and to investigate how the City can reach out to individuals not associated with any disability organizations.
- Continue to participate in meetings, events and fairs to demonstrate accessible voting technology and raise awareness of elections.
- Consider conducting future surveys to evaluate continually the success of accessibility initiatives.

4. Communications and Information

Initiative	Objectives	Outcomes
Provide an informative and accessible election website.	<p>Provide election information in clear, simple language.</p> <p>Continuously update election information posted on the City's website to reflect the most recent developments and information.</p>	<p>Election information was presented between a grade school and high school level to assist with readability for electors with English as a second language and special needs.</p> <p>Visitors to the election website consistently received updated information about election accessibility initiatives and changes to this Plan based on feedback received from partners and consultations.</p> <p>Partners were also notified about any changes directly and relayed updates to their members.</p>
	Ensure election web pages are W3C Consortium WCAG 2.0 Level AA Compliant	<p>Election web pages were redesigned in a Cascading Style Sheet template (CSS) and are now between Level AA and AAA compliant, with many of the AAA level checkpoints satisfied.</p> <p>The redesign took one individual over 75 hours to complete.</p>
	Provide a web page reader software tool on election web pages to assist individuals who have difficulty reading on-line.	<p>BrowseAloud was made available on all election web pages.</p> <p>The software, free to users, reads all website content aloud and assists individuals including people with limited vision, low literacy, English as a second language and learning disabilities, such as dyslexia. All election web pages were reviewed to ensure compatibility with the tool.</p> <p>The BrowseAloud information page was visited 2,543 times from April to December 31, 2010.</p>
	Establish and continuously update a dedicated accessibility section on the elections web page that provides information on the initiatives undertaken by the City Clerk's Office	<p>The main accessibility page of the election website contained:</p> <ul style="list-style-type: none"> • this Plan • a calendar of accessibility and voter outreach events • links to accessibility related policies, reports and legislation • information on accessible voting equipment

Initiative	Objectives	Outcomes
		<ul style="list-style-type: none"> information on providing feedback regarding the way the City Clerk's Office provides election-related services and other services to people with disabilities <p>The main accessibility page was visited 3,524 times between April and October 31, 2010.</p>
	Enhance the City's "Where Do I Vote" web application to provide accessibility information about voting places.	<p>The "Where Do I Vote" application included voting location information on:</p> <ul style="list-style-type: none"> designated entrances accessible entrances accessibility information specific to the particular voting place photographs of the voting location in specific instances <p>The application received 101,806 visitors between September 27 and October 25, 2010.</p>
Provide election information in alternative formats.	Make election information available through multiple channels.	<p>Election information was available through:</p> <p>Website: www.toronto.ca/elections</p> <p>Twitter: @TorontoVotes</p> <p>Facebook: TorontoVotes</p> <p>Phone: 3-1-1 (with interpreter services in 180 languages) 416-338-1111</p> <p>TTY: 416-338-0889</p> <p>Fax: 416-395-1300</p> <p>General email: Elections@toronto.ca</p> <p>Accessible email: AccessibleElections@toronto.ca</p> <p>The Twitter account had 930 followers and the Facebook page had 1,300 friends.</p> <p>There were 650 phone calls received regarding accessibility between April and October 31, 2010.</p> <p>Information is not available on the number of inquiries received through the TTY line.</p>

Initiative	Objectives	Outcomes		
	<p>Produce a “How to Vote” booklet in English and 22 additional languages.</p> <p>Make the booklet available at all voting places in both print format and Braille. (see page 24 of this Plan)</p>	<p>A “How to Vote” booklet was made available:</p> <ul style="list-style-type: none">• on the election web pages• in 22 languages• in Braille• in large print formats• in all voting places <p>“Google Translate” was also available on the election website.</p> <p>The booklet contained information on:</p> <ul style="list-style-type: none">• who can vote• the voting process• the offices being voted upon• how to mark the ballot• the various oaths used in the voting place• a list of acceptable identification <p>The booklet posted on the election web pages had this number of visitors:</p> <table><tr><td><ul style="list-style-type: none">• English – 1,643• French – 83• Arabic – 76• Bengali – 82• Simplified Chinese – 368• Traditional Chinese – 168• Farsi – 70• Greek – 75• Gujarati – 83• Italian – 76• Korean – 87• Polish – 84</td><td><ul style="list-style-type: none">• Portuguese – 75• Punjabi – 70• Romanian – 79• Russian – 74• Serbian – 70• Somali – 78• Spanish – 116• Tagalog – 105• Tamil – 93• Ukrainian – 70• Urdu – 96• Vietnamese – 91</td></tr></table>	<ul style="list-style-type: none">• English – 1,643• French – 83• Arabic – 76• Bengali – 82• Simplified Chinese – 368• Traditional Chinese – 168• Farsi – 70• Greek – 75• Gujarati – 83• Italian – 76• Korean – 87• Polish – 84	<ul style="list-style-type: none">• Portuguese – 75• Punjabi – 70• Romanian – 79• Russian – 74• Serbian – 70• Somali – 78• Spanish – 116• Tagalog – 105• Tamil – 93• Ukrainian – 70• Urdu – 96• Vietnamese – 91
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Initiative	Objectives	Outcomes
	<p>Produce a "How to Vote" video to post on the City's website.</p>	<p>To educate voters on the voting process and the accessible voting equipment, the following step-by-step instructional videos were produced:</p> <ul style="list-style-type: none"> • "How to Vote" • "Touch Screen Terminal", and • "Voter Assist Terminal" <p>After receiving feedback from the Canadian Hearing Society, American Sign Language (ASL) was incorporated into the videos to better serve a broader community.</p> <p>Videos were posted on the City's YouTube channel and were made available on the elections website, Facebook and twitter pages by an embedded link. The videos were viewed:</p> <ul style="list-style-type: none"> • "How to Vote" original version – 640 times • "How to Vote" with ASL – 1,795 times • "Touch Screen Terminal" original version – 496 times • "Touch Screen Terminal" with ASL – 230 times • "Voter Assist Terminal" original version – 151 times • "Voter Assist Terminal" with ASL – 197 times <p>Google Translate was made available on the election website.</p> <p>Audio description files of the physical form and features of the touch screen terminal and the voter assist terminal were also made available on the website.</p> <p>The "How to Vote" web pages, which include the video, were visited 5,757 times between April 2010 and October 31, 2010.</p>
	<p>Produce an election information mail-out to outline key election information</p>	<p>The election information mail-out containing key election information on voter qualifications, identification requirements, voting dates, accommodations and special services for electors with disabilities was delivered to 967,444 households in the City.</p> <p>Accessibility initiatives were communicated through two issues of the Our Toronto newsletter, which is also distributed to every household in the City.</p>

Initiative	Objectives	Outcomes
	.	<p>This information was available in English and 22 additional languages as well as in Braille and large print upon request. All language versions were posted on the City's website.</p> <p>No requests for the Braille version were received.</p>
	Provide equipment to facilitate communication for elections staff and members of the public who are deaf, deafened, or hard of hearing.	<p>Ubi Duo, a communication device to facilitate simultaneous face-to-face communication by means of two displays and two keyboards, was provided to a Ballot Officer who is deaf for use at training and for communicating with voters.</p> <p>Flash cards with special election messages were provided to a Tabulator Officer who is deaf in order to facilitate communications with voters.</p>

Next Steps – Communications and Information

- Work with clear language experts to review all election materials and improve readability.
- Provide Election staff with training required to ensure materials posted on the election website are accessible.
- Continue to provide BrowseAloud on all election web pages.
- Expand the use of photographs in the City's "Where Do I Vote" web application to increase accessibility information about voting places.
- Continue making election information available through multiple channels, including any emerging communication avenues.
- Continue to improve and produce "How to Vote" booklets in multiple languages and formats for use in the voting place and available on the election website.
- Continue to make Google Translator available on election web pages
- Continue to produce accessible videos and audio description files to educate voters on the voting process and accessible voting equipment

5. Assistance to Candidates

Initiative	Objectives	Outcomes
Provide candidates with information on how to make their campaigns more accessible.	Provide candidates with the following provincial publications: <ul style="list-style-type: none"> • Accessible Campaign Information and Communication • Accessible Constituency, Riding Association, Central Party and Campaign Offices • Accessible All-Candidates Meetings 	Each of the 553 candidates who filed nomination papers were provided with accessibility information: <ul style="list-style-type: none"> • in print copy as part of the Candidate's Guide • during the Candidate Information Sessions • on the Toronto Elections website These pages of the elections website received 1,381 visitors.
Provide candidates with access to information in alternative formats.	Make the Candidate's Guide available: <ul style="list-style-type: none"> • in print format • in audio format • on website at: http://www.toronto.ca/elections/candidates/guide • in any other format required, upon request Make the City of Toronto Voters' List available in an electronic format, free of charge, to candidates with disabilities.	The following alternative formats were provided to candidates: <ul style="list-style-type: none"> • one Candidate's Guide in audio format • one electronic copy of the Voters' List
Ensure Candidate Information Sessions are accessible.	Hold all Candidate Information Sessions in accessible locations.	Sessions were held at City Hall and the Civic Centres, all of which are accessible locations. A list of dates and locations was posted on the election web pages.
	Make accommodations and special services (for example, ASL interpreters) available upon request.	No requests were received for accommodations and special services at the sessions.

Initiative	Objectives	Outcomes
Campaign expenses incurred during election.	Advise candidates that the <i>Municipal Elections Act, 1996</i> provides that expenses that are incurred by a candidate with a disability that are directly related to the disability, and would not have been incurred but for the election to which the expenses relate are excluded from the permitted spending limit for the candidate.	This information was provided to all candidates in the Candidate's Guide.

Next Steps – Assistance to Candidates

- Continue to provide candidates with materials in multiple formats and communicate their availability.
- Continue to build awareness of the importance of accessible campaigns.
- Work with the City's Civic Engagement Office to investigate how to provide the public with information about All Candidates' Meetings.

6. Voting Places

Initiative	Objectives	Outcomes
Ensure all voting places are accessible to electors with disabilities.	<p>Create an accessibility checklist for election staff to use when conducting site visits of each voting place ensuring each facility had:</p> <ul style="list-style-type: none"> • barrier free path of travel from the parking lot/sidewalk • barrier free parking, where parking was provided • door operators or accessible doors • adequate lighting 	<p>An accessibility checklist was created and used by staff to assess each voting place.</p> <p>Based on the Ipsos Reid survey:</p> <ul style="list-style-type: none"> • 89% of voters with disabilities who responded to the survey rated the proximity of the voting place to their home and the location of the voting place as excellent or good • 78% of voters with disabilities who responded to the survey rated their voting place accessibility as excellent or good • 77% of voters with disabilities who responded to the survey rated their physical mobility inside the voting place as excellent or good
	<p>Inspect all voting places to ensure all locations are accessible.</p> <p>Where possible, make modifications to existing voting places to make them accessible, e.g. temporary ramps. Places that cannot be made accessible will be relocated or merged with other voting places in the vicinity.</p>	<p>Staff inspected over 1,600 potential voting places in the spring of 2010 and determined that 113 of the locations did not meet the accessibility checklist and, as a result:</p> <ul style="list-style-type: none"> • 54 locations were ramped to resolve accessibility issues • 766 Customer Service Officers assisted electors where there was no automated door opener or to operate chair lifts or elevators • 42 locations were deleted as they could not be made accessible and, of these 42, only 17 replacements could be found
	<p>Conduct an additional accessibility check in August/September.</p>	<p>All 1,562 Election Day locations were re-inspected in August/September by Ward Managers. There had been no changes to the accessibility of any of the locations since the last inspection.</p>

Initiative	Objectives	Outcomes
	Have election staff perform final accessibility checks during the Weekend Advance Vote and on Election Day to verify the accessibility of the voting place.	<p>Supervisors made final accessibility checks during the Weekend Advance Vote and on Election Day to ensure there had been no changes to the accessibility of any of the locations since the last inspection.</p> <p>Feedback was received from five voters who had difficulty entering their voting places as the entrance was locked and the Customer Service Officer was not at their assigned post at the door to provide entry. These situations were investigated and the appropriate corrective action was taken.</p>
Ensure all voting place access routes and entrances are clearly identified.	Ensure there is designated or reserved parking for persons with disabilities at each voting location where parking was available. Mark parking spaces clearly with accessibility symbol or sign.	<p>Based on the Ipsos Reid survey:</p> <ul style="list-style-type: none"> 62% of voters with disabilities who responded to the survey rated available parking at their voting place as excellent or good <p>One request was received for a ballot transfer certificate to accommodate the accessible parking needs of an elector at a location where parking was not available.</p> <p>Feedback was received from five electors that the parking lot at their voting places was too far from the building. These situations were investigated and notes were made for future consideration.</p>
	<p>Provide appropriate signage at voting places.</p> <p>Ensure electors with accessibility needs were directed to the accessible voting entrance by prominent signage. Where possible the accessible entrance was the same as the main entrance.</p>	<p>Election staff were provided with an ample supply of signs to ensure access route and doors were clearly identified.</p> <p>Based on the Ipsos Reid survey:</p> <ul style="list-style-type: none"> 77% of voters with disabilities who responded to the survey rated the signage outside the voting place identifying the location as excellent or good <p>The main entrance was the accessible entrance in 1438 out of the 1562 voting locations. In the case of the 124 voting locations where the main entrance was different from the accessible entrance, signage was posted to direct electors.</p>

Initiative	Objectives	Outcomes
Ensure all voting place owners and managers are aware of accessibility requirements.	Notify all facility owners and managers of proposed voting places of the new accessibility requirements in order to prevent last minute changes to voting rooms.	<p>A letter was sent out reminding owners and managers that there could not be any last minute changes to rooms that had already been inspected for accessibility.</p> <p>There were no last minute changes to the previously negotiated voting place rooms.</p>
Provide mechanism for feedback on the list of proposed voting places.	<p>Invite disability groups and individuals with disabilities to provide feedback on the list of proposed voting places.</p> <p>Use feedback to ensure that all voting places were accessible to electors, as required by the Municipal Elections Act, 1996.</p>	<p>In late July 2010, the list of tentative voting places was posted on the City's website. It was also emailed to the hundreds of community groups and organizations serving people with disabilities as well as individuals who received a copy of this Plan.</p> <p>Two feedback calls were received before voting places were finalized on September 10, 2010. Neither call required a change to a voting place. One voter was issued a Transfer Certificate to vote at a location with accessible parking. In the other instance, the voter requested and was provided with detailed information on the layout of a voting place.</p>
Set up process to facilitate notification of disruptions to service or last minute changes to voting places.	<p>In the event of disruptions to service or unforeseen circumstances that affected accessibility at voting places either during the Advance Vote or on Election Day, Notices of Disruption would be posted in real time:</p> <ul style="list-style-type: none"> • on the City's website • on Facebook: Toronto Votes • on Twitter: @Toronto Votes • at the site of the disruption • where applicable, a media advisory would be issued 	There were no service disruptions during the election that required notification to be given.

Initiative	Objectives	Outcomes
Provide a dedicated contact centre to deal with accessibility issues, concerns or complaints.	Establish channels so that an elector with a disability who encountered an accessibility issue could contact City Clerk's staff.	<p>An elector with a disability who encountered an accessibility issue could contact City Clerk's staff through any of these channels:</p> <ul style="list-style-type: none"> • Phone: 416-338-1111 (press 6) • Email: AccessibleElections@toronto.ca • Fax: 416-395-1300 • TTY: 416-338-0889 <p>Between April and October 2010, there were 650 calls received and responded to through the dedicated accessibility channels. Calls ranged from voters wishing to transfer their ballots to people providing feedback on this Plan.</p> <p>On Election Day, 15 phone calls and 7 emails were received and responded to through the dedicated channels.</p>

Next Steps – Voting Places

- Continue to monitor the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) for any building standard requirements and build, any established standards into future voting place inspection checklists.
- Review the current voting subdivision and voting location criteria to serve better all electors including people with disabilities.
- Continue to build awareness of the importance of the accessibility of voting places with building owners and managers.

7. Voting Provisions for Electors with Disabilities

Initiative	Objectives	Outcomes
<p>Provide various accessible voting equipment at all voting opportunities.</p>	<p>Make touch screen terminals available on each of the Weekday Advance Vote Days. (October 5, 6, 7, 8, 12 & 13)</p> <p>The touch screen terminal is a paperless electronic voting terminal which features an audio ballot. The audio ballot, in combination with the Braille-embossed navigation buttons, enables partially sighted or blind individuals to vote independently and in complete privacy. It is also wheelchair accessible.</p>	<p>Touch screen terminals were available at the six weekday advance locations:</p> <ul style="list-style-type: none"> • City Hall, 100 Queen Street West, Main Floor Rotunda • East York Civic Centre, 850 Coxwell Avenue, Council Chamber • Etobicoke Civic Centre, 399 The West Mall. Council Chamber • North York Civic Centre, 5100 Yonge Street, Lower Level, Members' Lounge • Scarborough Civic Centre, 150 Borough Drive, Committee Room 1 • York Civic Centre, 1500 Eglinton Avenue West, 2nd Floor, Council Chamber <p>Six electors with disabilities used the audio function of the touch screen terminal.</p> <p>Many electors commented they found the touch screen terminals easy to use.</p> <p>Other touch screen features utilized by voters:</p> <ul style="list-style-type: none"> • zoom feature was used 53% of the time on Election Day and 45% of the time at the Weekend Advance Vote • zoom feature with audio was used 25% of the time on Election Day and 27% of the time at the Weekend Advance Vote • Braille key pad with audio feature was used 19% of the time on Election Day and 23% of the time at the Weekend Advance Vote
	<p>Make voter assist terminals available at the Weekend Advance Vote Days in each of the 44 locations and at one location in each ward on Election Day.</p>	<p>Voter assist terminals were available at the 44 Weekend Advance Vote locations and on Election Day in one location per ward.</p> <p>Transfer Certificates were made available for voters wishing to cast their ballot at the designated Election Day location.</p> <p>This information was posted on the election web pages.</p>

Initiative	Objectives	Outcomes
	<p>The voter assist terminal is a paper ballot-marking technology that allows voters with disabilities and other special needs to mark their ballot privately and independently. With an audio function and Braille-embossed key pads, similar to the touch screen, it allows people that are blind or partially sighted to listen to their choices through headphones. This function also allows the voter to adjust the speed and volume at which the ballot is read. The zoom feature enables voters to increase the font size on the touch screen and the contrast may also be adjusted to help those with low vision. It also features a Sip and Puff tube and a Rocker Paddle that may be used by voters with limited motor function, or who are unable to use the touch screen or touch pad.</p>	<p>The voter assist terminals were used:</p> <ul style="list-style-type: none"> • 138 times during the Weekend Advance Vote • 112 times on Election Day <p>Positive feedback was received from electors with disabilities who used the voter assist terminals to mark their ballot.</p> <p>Voter Assist Terminal Officers were hired to operate each terminal as well as to advise and assist voters if requested.</p> <p>Efforts were made to recruit individuals who serve or work with people with disabilities. Recruitment information was distributed to the hundreds of community groups and organizations who received this Plan. This venture was successful as 20 individuals were recruited to fill Weekend Advance Vote positions and 19 individuals were recruited to fill Election Day positions.</p> <p>WheelTrans was provided with a list of the 44 Weekend Advance Vote locations and a list of the 44 Election Day voting locations so that they could anticipate an increased service demand and staff appropriately.</p>
<p>Provide instructions on the use of accessible voting equipment.</p>	<p>Produce videos which outline the voting process and the accessible voting technologies in use this election.</p>	<p>Elections produced informative videos and descriptive audio files for the touch screen terminal and the voter assist terminal. The videos showed step-by-step instructions on how to use the accessible voting equipment. The audio files outlined the physical characteristics and features of each machine, which was useful for those that are blind or have limited vision.</p> <p>After receiving feedback about the original videos from our partners, versions were produced with American Sign Language (ASL) to help the deaf, deafened and hard of hearing understand the voting process.</p>

Initiative	Objectives	Outcomes
		<p>Our partners promoted the video and audio files to their members through newsletters, emails and websites.</p> <p>The videos were posted to the City's website, Facebook and YouTube accounts along with links on Twitter.</p> <p>From April to October, there were 5,757 visitors to the accessible voting equipment video and audio files on our website.</p>
<p>Welcome the use of support persons and service animals in voting places.</p>	<p>Any person with a disability accompanied by a support person or service animal may enter the City Clerk's Offices or any voting place with his or her support person or service animal.</p>	<p>Staff training addressed support persons and service animals.</p> <p>During voting, a support person assisting an elector was required to take an oath, stating their commitment to confidentiality and that they would mark the ballot as directed by the elector (if the elector requested this type of assistance). The elector was also required to take an oath stating they required assistance to vote.</p>
<p>Provide assistance to electors with disabilities as required.</p>	<p>Have an Election Official in the voting place assist a voter in casting his/her ballot when requested.</p> <p>Make accommodations for electors with disabilities as required.</p>	<p>An Election Official, in consultation with the person with the disability, would determine the level of assistance the elector needed and the best way in which to provide assistance, including marking the ballot as directed by the elector.</p> <p>The identification policy was modified to accommodate instances where an elector with a disability is unable to provide identification with a signature.</p>

Initiative	Objectives	Outcomes
Provide for proxy voting.	In cases where an elector is unable to attend a voting place, he or she can appoint another person to act on their behalf.	<p>Information about proxy voting was available on the election website at: www.toronto.ca/elections/voters/faq.</p> <p>Proxy Appointment forms were made available to individuals who contacted the Elections Office.</p> <p>Statistics are not available as electors requesting a proxy were not asked to identify the reason.</p>
Provide for curb-side voting.	While all 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.	<p>An elector could request a ballot be brought out to their vehicle or another location within the voting place.</p> <p>Staff training addressed curb-side voting procedures.</p> <p>Electors with disabilities were accommodated and voted in this manner.</p>
Provide voting opportunities in institutions and retirement homes.	<p>Establish voting locations at the following facilities in order to allow eligible residents of the facility the opportunity to vote:</p> <ul style="list-style-type: none"> • any institution in which 20 or more beds are occupied by persons who are disabled, chronically ill or infirmed • a retirement home in which 50 or more beds are occupied <p>Have election staff provide for bedside voting where required.</p>	<p>Voting places were located in 101 nursing homes and 78 retirement homes.</p> <p>Bedside voting was carried out as needed.</p>
Review ballot design to increase legibility.	Consult with CNIB on accessibility design guidelines.	Legibility of ballots increased through use of accessible fonts, styles and sizes, appropriate case usage, and colours.

Initiative	Objectives	Outcomes
Provide supplies to assist electors with disabilities.	<p>Have magnifying sheets (4x) available at all voting places to assist electors with low vision.</p> <p>Have note pads and pens available at all voting places to assist communication with electors who are deaf, deafened or hard of hearing.</p> <p>Have a "How to Vote" booklet available at all voting places.</p>	<p>Each voting place was supplied with:</p> <ul style="list-style-type: none"> • magnifying sheets (4x) • note pads and pens <p>"How to Vote" booklets were available at each voting place in English, 22 languages and in Braille.</p> <p>The booklet contained information on:</p> <ul style="list-style-type: none"> • who can vote • the voting process • the offices being voted upon • how to mark the ballot • the various oaths used in the voting place • a list of acceptable identification

Next Steps – Voting Provisions for Electors with Disabilities

- Continue to consult with disability groups and individuals on ballot design to increase legibility.
- Investigate new technologies available and alternate forms of voting that may better accommodate the diverse needs of electors with disabilities.

8. Accessibility Training for Election Officials

Initiative	Objectives	Outcomes
Ensure all election officials receive accessible customer service training.	<p>Train election staff on accessibility requirements, serving people with disabilities and on the accommodations and special services available to assist electors.</p> <p>Require all staff to sign that they received elections and accessibility training.</p>	<p>Accessibility training was compulsory for all election staff including voting place staff.</p> <p>Call centre staff and Voter Assist Terminal Officers had extensive training on how to assist people with disabilities.</p> <p>Based on the Ipsos Reid survey:</p> <ul style="list-style-type: none"> 78% of voters with disabilities who responded to the survey rated the overall service received from workers at the voting place as excellent or good
Develop reference materials for all election officials highlighting how to serve voters with disabilities.	<p>Include AODA, customer service standard, and serving people with disabilities messaging in all training materials, classroom training and web based training provided to all elections staff.</p> <p>Provide every election staff member with an Accessible Customer Service Etiquette Handbook.</p> <p>Make individual accommodations available upon request to staff during training, for example, ASL interpretation or communication devices.</p>	<p>All training materials, classroom training and web based training included AODA, The Accessibility Standards for Customer Service and messaging on serving people with disabilities.</p> <p>The web based training module included voice-over and open captioning formats.</p> <p>Accessible Customer Service Etiquette Handbooks were provided to all staff.</p> <p>Provided ASL interpretation at the training of four election officials and arranged ASL interpretation for one recruitment interview.</p> <p>Flashcards with key messages were provided to one Tabulator Officer to assist with communicating with the public.</p> <p>In the training of one Ballot Officer who is deaf, the Ubi Duo communication device was provided.</p>

Next Steps – Accessibility Training for Election Officials

- Continue to build awareness of the importance of accessible customer service and how to best serve people with disabilities.

