



2014 Municipal Election Report on Accessibility





The City Clerk is committed to ensuring persons with disabilities have full and equal access to elections and the ability to vote privately and independently in the same place and in a similar way as others.

The City Clerk welcomes feedback to identify areas and ways in which the City can improve the delivery of accessible elections. Feedback on this report can be submitted through any of the following channels:

Email: accessibleelections@toronto.ca

Phone: 416-338-1111, press 6

Fax: 416-395-1300

TTY: 416-338-0TTY (0889)

Mail: Election Services
89 Northline Road
Toronto, Ontario
M4B 3G1

Please contact us if you require this information in an alternative format.

The Report

The Municipal Elections Act, 1996, as amended (MEA), requires the Clerk to have regard for the needs of electors and candidates with disabilities and to ensure that all voting places are accessible to electors with disabilities.

In 2010, the MEA required the Clerk for the first time to submit a report to City Council on the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

This report describes the legislative environment under which municipal elections are conducted in Ontario. It provides an overview of the Election Accessibility Plan and highlights how physical, attitudinal, informational, technological and communications barriers were identified, removed and prevented in the conduct of the 2014 Election.

This report also identifies accessibility achievements from the 2014 Election and details how the Clerk will continue to improve the accessibility of municipal elections in Toronto and enable all electors to exercise their democratic right to vote.

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Message from the City Clerk

I am pleased to provide this summary report documenting the City of Toronto's accessibility efforts in the 2014 Municipal Election. This report represents the culmination of the lessons learned since 2010, the efforts of Clerk's staff as well as feedback and input from persons with disabilities and the organizations that represent them.

Conducting an election that is accessible to all electors has always been a priority for the City Clerk's Office. Our commitment to provide accessible elections goes far beyond simply complying with legislative requirements. It is our role and our obligation to ensure that all voters are able to exercise their right to participate in the democratic process. Our goal is to open a dialogue and work collaboratively with persons with disabilities and the organizations that represent them.

This is the Clerk's Office's second report on accessibility. We have learned a great deal about making elections accessible since 2010 and as we continue moving forward, we remain committed to working with persons with disabilities to ensure their needs are effectively met. Their feedback and involvement is integral to making municipal elections fully accessible.

I thank all staff, City divisions, the Disability Issues Committee, members of the Accessibility Outreach Network and the hundreds of organizations and individuals across the City for their tremendous efforts and contributions to enhancing the accessibility of the 2014 Election.

While much progress has been made, we will continue to work diligently to provide more accessible voting options to enable all electors to vote confidently, independently and privately. As we move forward towards 2018, we will do so together.

I invite your comments and feedback.

Regards,



Ulli S. Watkiss
City Clerk



"We envision a city in which all are fully engaged in an open and accessible local government."

City Clerk's Office Vision Statement

Legislative Environment

One of the underlying principles of the **Municipal Elections Act, 1996** (MEA) is that elections must be accessible to all voters. The City Clerk has the legislative responsibility for conducting municipal elections and establishing policies and procedures to ensure that all electors have the opportunity to participate fully. The MEA requires the Clerk to have regard for the needs of electors and candidates with disabilities and ensure that all voting places are accessible to electors with disabilities. The Clerk is also required, within 90 days after a regular election, to submit a report to Council on the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

In addition to the MEA, the Clerk must also comply with the requirements of the following legislation:

The **Ontario Human Rights Code** provides that all persons have the right to equal treatment without discrimination, including on the basis of disability and that persons with disabilities be provided with accommodation short of undue hardship.

The **Accessibility for Ontarians with Disabilities Act, 2005** (AODA) was enacted in 2005 and sets out clear goals and timeframes for making Ontario accessible by 2025. Under the AODA, private and public sector organizations across Ontario are required to comply with Regulations established by the Province. These regulations include the Customer Service Standard and the Integrated Accessibility Standards.

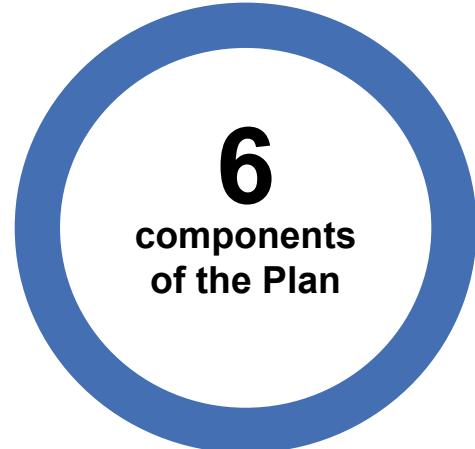
The **Integrated Accessibility Standards Regulations** (IASR) brings together accessible standards for Information and Communications, Employment, Transportation and Design of Public Spaces under one regulation and harmonizes the requirements common to each standard. Each of the standards articulates specific requirements and compliance deadlines, which will be phased in across Ontario between 2011 and 2025.

In preparation for the 2014 Municipal Election, staff reviewed the relevant legislation and implemented a number of initiatives to ensure compliance. The City Clerk's Office will continue to monitor the applicable legislation, standards and deadlines and look to relevant court decisions to ensure that any new requirements are incorporated in the Election Accessibility Plan.

"Voting is one of the most sacred rights of citizenship and that includes the right to do so in an accessible context."

James Peter Hughes v. Elections Canada. 2010
Canadian Human Rights Tribunal 23.

About the Accessibility Plan



6 components of the Plan

- Public Consultations
- Communications and Information
- Voting Places
- Voting Options and Provisions
- Employment for Persons with Disabilities & Accessibility Training for Election Officials
- Information for Candidates

The City Clerk's Office first formalized the Election Accessibility Plan (the Plan) in 2010, to implement and communicate a strategy for providing services to electors and candidates with disabilities.

The Plan supports and strengthens the City's commitment to accessibility and to respond to the needs of persons with disabilities. It is a living document that will continue to be updated and enhanced through the efforts of Clerk's staff and the valuable input and feedback provided by persons with disabilities and the organizations that represent them.

The Clerk recognizes that consulting and collaborating directly with persons with disabilities and the organizations that represent them is a key factor in the ongoing evolution of the Plan. The feedback and input they have provided has given the Clerk a greater understanding of the barriers faced by persons with disabilities in the electoral process and, as such, has contributed to a more effective plan.

"What's critically important is that disabled people are seen as a part of the whole, and the government and civil society recognizes the need to be able to have as many people who wish to be participating in elections, actually be able to vote."

Judith Heumann, Special Adviser
International Disability Rights, U.S. State Department

In the 2010 Municipal Election Report on Accessibility, the Clerk committed to:

- Building accessibility initiatives into the Plan, based on experiences from the 2010 Election and stakeholder feedback;
- Continuing to work with the Disability Issues Committee and organizations that represent persons with disabilities;
- Reaching out to persons with disabilities who are not members of an organization to involve them in the election process;
- Reviewing the election service delivery model to better serve all electors;
- Reviewing the criteria for determining voting places and continuing to identify potential accessible voting places;
- Monitoring and investigating advancements in voting equipment technology and alternative voting channels to provide more service options;
- Sharing lessons learned with other City divisions as the City moves forward to implement the AODA; and
- Continuing to raise awareness with the public and stakeholders of the importance of providing accessible elections and involving them in the planning and implementation processes.

The ways in which these actions were accomplished are highlighted in more detail in this report. From increasing engagement and communications with the accessibility community to making the voting process more accessible for persons with disabilities, the City made great strides in the delivery of an accessible election in 2014.

The full list of accessibility initiatives and outcomes for the 2014 Election is included as Appendix A.



74%
**of eligible electors
said the Plan
met the needs
of persons with
disabilities**

Ipsos Reid Survey, 2014

Public Consultations

Consult with individuals and community groups to gain knowledge and a greater understanding of conducting elections that are accessible to all.

After the 2010 Election, the Clerk recognized the importance of increasing public consultations in a truly collaborative environment, where persons with disabilities and accessibility organizations could provide input and feedback on election accessibility initiatives. The knowledge and feedback they provided has enabled Clerk's staff to gain a better understanding of the barriers faced by persons with disabilities and develop effective plans to address them.

The Clerk also recognized that more work had to be done to reach persons with disabilities who are not associated with an organization and persons who do not identify themselves as having a disability but who may encounter barriers to voting. To address these challenges, the Clerk developed internal and external partnerships to provide new avenues for persons with disabilities to obtain election information, interact with the City Clerk's Office and provide feedback on the election. The feedback provided by persons with disabilities was invaluable and has been incorporated into the Plan.

Interest in having Clerk's staff attend community events to discuss the 2014 Election and accessibility initiatives was far greater than anticipated and a number of invitations had to be declined due to resource limitations and time constraints. For future elections, Clerk's staff will investigate increasing staff resources to meet community demand.



Clerk's staff with the Honourable David Onley, at the People in Motion Exhibition, June 6, 2014.

Highlights

- **Established the Accessibility Outreach Network (AON)** and invited more than 250 individuals and accessibility organizations to participate. The AON met five times in 2014 and played an important role in identifying voting barriers, encouraging networking opportunities within the accessibility community and building strong partnerships.
- **The AON provided vital feedback** on the Internet and telephone voting project, the Plan and played a pivotal role in developing and enhancing accessibility initiatives to eliminate barriers to voting.
- **Developed new strategic partnerships** with organizations including Wheel-Trans, Meals on Wheels and Toronto Public Library (Home Delivery Service Program). These partnerships provided new and effective avenues for communicating information about the election and accessibility initiatives to persons with disabilities who may not be associated with an organization.
- **Leveraged internal partnerships** with City divisions, including Social Development, Finance and Administration, Parks, Forestry and Recreation and Long Term Care Homes and Services to ensure members of their networks were provided with election information and made aware of the accessibility initiatives in place for the 2014 Election.
- **Attended more than 85 community events and meetings** to demonstrate accessible voting equipment and provide information about the election and accessibility initiatives.
- The list of partners is included as Appendix B.

Moving Forward

- Meet regularly with the AON to provide a forum where accessibility issues can be discussed and addressed in preparation for future elections.
- Provide additional opportunities to enable persons with disabilities to provide feedback on accessibility initiatives and work to eliminate barriers in the election process, including workshops, meetings and information sessions.
- Use the feedback provided by the AON, persons with disabilities and the organizations that represent them to update and enhance the Plan.
- Further develop internal and external partnerships to expand the audience for election information and find new ways to reach people who do not identify themselves as having a disability but who may encounter barriers to voting.
- Investigate increasing resources to enable Clerk's staff to attend additional community events and enhance the level of public consultation for future elections.

“Thank you for reaching out to the community. It was great to be able to meet the accessible elections team and to be included in the development of the accessibility plan. It was also impressive to see how many representatives came from the blind and deaf communities.”

Elizabeth Hurdman, Accessibility Advocate

Communication and Information

Ensure election information is accessible and available in alternative formats.

One of the Clerk's goals for the 2014 Election was to increase awareness of the accessibility initiatives available. Feedback from the 2010 Election and the AON highlighted the need to provide more comprehensive election information for voters using multiple formats and multiple channels.

The AODA requires that websites meet the accessible design and technical standards identified in the Web Content Accessibility Guidelines (WCAG) developed by the World Wide Web Consortium (W3C) to be accessible to persons with disabilities. The WCAG 2.0 Level A standard came into effect in 2014.

While the Internet allows information to be made widely available, making that information accessible to persons with disabilities requires expertise, time and significant effort. Alternative text must be added for images, content must be organized in such a way that it can be read by screen-readers, the ability to change or adjust contrast should be implemented and options to re-size text must be included.

To be fully compliant with the WCAG 2.0 Level A standard, the Election website had to be completely redesigned and all web pages, applications and documents were made fully accessible. Not only was the Election website made fully compliant, but the vast majority of the website also met the higher 2.0 Level AA standard, which does not come into effect until 2021. Some aspects of the website met the highest 2.0 Level AAA standard.

To reach persons with disabilities, the Clerk investigated

alternative communication methods and highlighted the availability of election information in multiple formats. Clerk's staff also integrated accessibility information in all election communications.



"Accessibility encompasses more than curb cuts and wheelchair ramps. It is about being able to communicate with people."

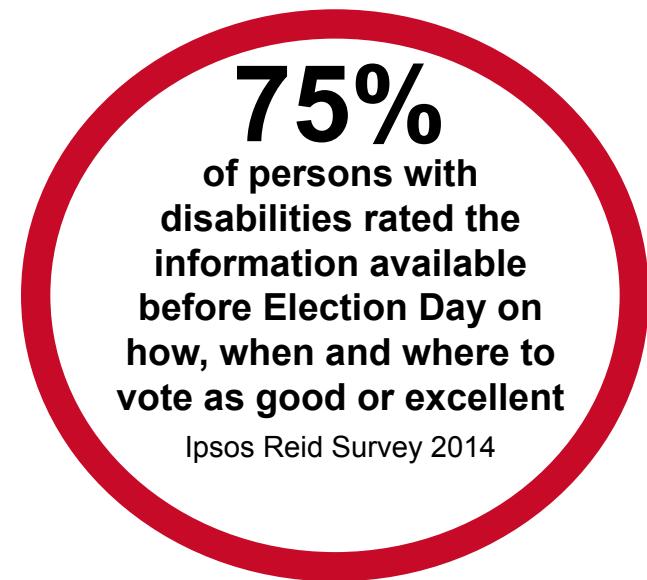
*The Honourable David Onley, Special Advisor,
Accessibility to the Minister of Economic
Development, Employment and Infrastructure*

Highlights

- Completely redesigned the **Election website** to ensure it was fully accessible to persons with disabilities and that information was presented in an easy-to-navigate manner using clear language.
- Implemented the **MyVote application** with new and enhanced features that provided voters with essential election information in one central location, including “Am I on the Voters’ List?”, real-time updates of the list of candidates in each ward and an enhanced mapping feature.
- Provided detailed accessibility information about each voting place in the MyVote application, including details regarding the main and accessible entrance to the voting place and the route of travel from the voter’s home to their voting place.
- Included accessibility information in all election communications to ensure all voters were aware of the accessibility initiatives in place, including the Voter Assist Terminal (VAT), ballot transfers, curbside voting and processes to allow a friend or election official to assist a voter with marking their ballot.
- Used radio advertisements to provide election information, based on feedback from the AON, who reported that many persons with disabilities use radio as their primary source for information.
- Provided multiple communications channels, including the Election website, radio and print ads, Facebook, Twitter, phone, teletypewriter (TTY), fax, email and in-person.
- Provided election information in multiple formats, including Braille, large print, electronic format and videos with ASL and captioning.

Moving Forward

- Continue to provide multiple communication channels to enable persons with disabilities to interact with Clerk's staff using their preferred communication method.
- Continue to make election information available through multiple channels and formats.
- Investigate emerging communication channels and accessible formats, including methods to assist electors who are blind or partially sighted.
- Ensure accessibility information is included in all elections communications to reach persons with disabilities who are not associated with an organization and persons who do not identify themselves as having a disability but may face barriers to voting.



Voting Places

Provide voting places that are accessible to all.

Under the MEA, the Clerk is required to establish voting places that she considers most convenient for electors, and that are accessible to electors with disabilities. As the Clerk does not have the power to compel building owners to install accessible amenities, finding voting places that are convenient, accessible and available continues to be a significant challenge.

Based on experiences and feedback from the 2010 Election, Clerk's staff recognized the need to inspect each voting place on multiple occasions at different times of the year to ensure their accessibility and availability on voting day.

In the spring of 2013, three Clerk's staff inspected more than 1,850 potential voting places. Each voting place was assessed using criteria that included parking, route of travel, slope and surface, level access and the availability of a power door opener. Of the voting places inspected, 1,679 were deemed to be available and accessible, or could be made accessible through the installation of a temporary ramp, transitional strip, custom door handle or by assigning an Accessibility Officer. Each of the 1,679 voting places was re-inspected in spring of 2014 and inspected again in fall of 2014.

In addition to the challenge of finding voting places that are available and accessible, feedback from members of the AON indicated that the availability of accessible transportation on voting day is a concern for many persons with disabilities. Although providing transportation to voting places does not fall within the Clerk's purview under the MEA, Clerk's staff undertook a number of initiatives to assist persons with disabilities with finding transportation to voting places.

To provide members of the public and persons with disabilities with the opportunity to identify potential accessibility issues, the tentative list of voting places was posted online and provided to candidates, community groups and members of the AON in July, 2014. Based on feedback and accessibility concerns identified by the AON, Clerk's staff made a number of changes.

Members of the AON noted that although the Advance Vote location in Ward 28, Regent Park Aquatics Centre, was fully accessible, it was not serviced by accessible streetcars. To address this concern, Clerk's staff changed the Advance Vote location to St. Lawrence Community Centre, which is serviced by accessible public transit.

Similarly, members of the AON reported that the Election Day VAT location in Ward 25, Banbury Community Centre, was not fully accessible to persons with disabilities, as it was not serviced by public transit. Based on this feedback, Clerk's staff changed the VAT location to the Bob Rumball Centre for the Deaf.

The AON also identified the need for voting places in residential buildings where a large number of residents were persons with disabilities who received on-site support. Based on this feedback, the Clerk added voting places in five of these locations.

"@torontovotes High marks for new accommodation policies & procedures for accessible voting. Job really well done. It matters. :) #TOpoli"

Highlights

- Installed 65 temporary ramps or transitional strips to make voting places accessible.
- Hired 1,005 Accessibility Officers to work in voting places without automated power door openers or to operate an elevator or direct voters to the accessible entrance, if it differed from the main entrance.
- In partnership with City Facilities Management staff, designed and installed temporary self-mounting accessible door handles for entrances that did not have accessible door handles.
- Provided additional signage for all voting places to enable voting place staff to clearly identify the accessible entrance to the building.
- To address public transit concerns identified by the AON, Clerk's staff worked collaboratively with Wheel-Trans to ensure they were aware of the dates and voting hours for the Advance Vote and Election Day and could adjust service levels as appropriate.
- Provided a link to community partners and organizations that provide transportation for persons with disabilities on the Election website.

Moving Forward

- Continue to monitor the Integrated Accessibility Standards Regulations and include any established building standards into voting place inspection checklists.
- Include transit route availability in the voting place inspection checklist.
- Explore expanding voting place accommodations, such as additional seating and signage.
- Work with City divisions and external organizations to identify transportation options for persons with disabilities in future elections.



86%
of persons with disabilities
rated their voting place
accessibility as good or
excellent

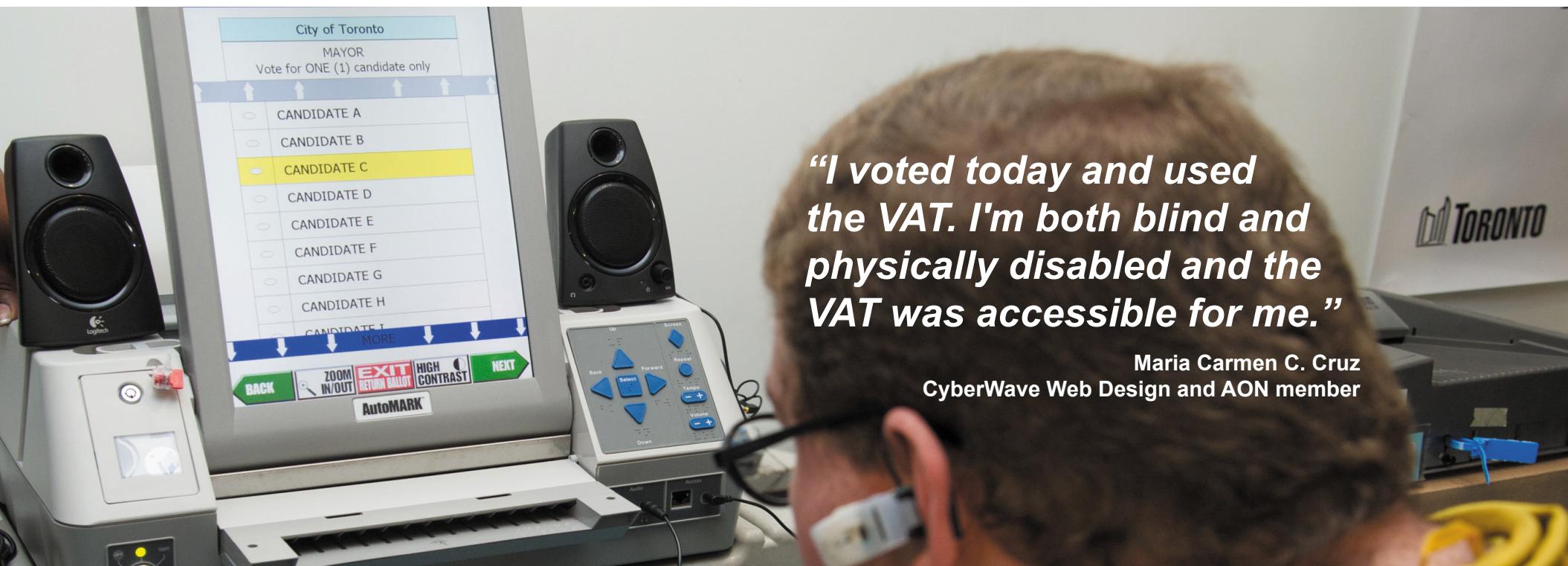
Ipsos Reid Survey 2014

Voting Options and Provisions

Provide options and provisions to enable persons with disabilities to participate in the democratic process.

The MEA requires the Clerk to have regard for the needs of candidates and electors with disabilities. Recognizing that persons with disabilities have different needs, the Clerk provided a variety of voting options and provisions for the 2014 Election, including the Voter Assist Terminal (VAT), ballot transfers, curbside voting and proxy voting.

Clerk's staff received feedback from numerous electors who were house-bound or hospital-bound that there were insufficient options available to enable them to vote privately and independently other than proxy voting. The Clerk will continue to investigate alternative voting strategies in preparation for the 2018 Election to address these concerns.



"I voted today and used the VAT. I'm both blind and physically disabled and the VAT was accessible for me."

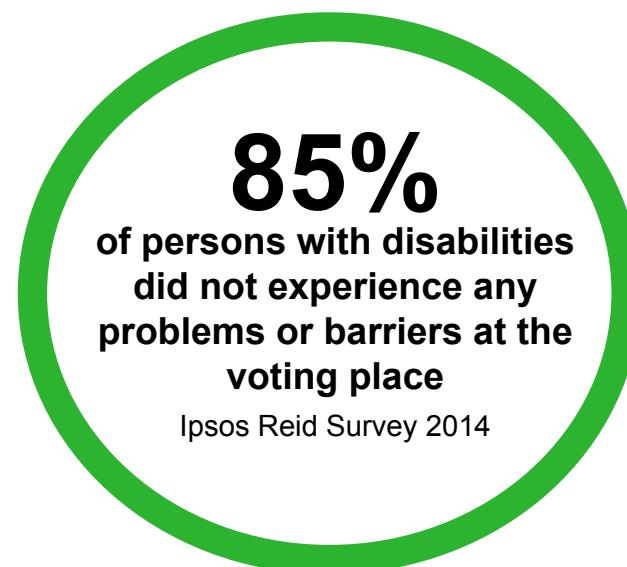
Maria Carmen C. Cruz
CyberWave Web Design and AON member

Highlights

- A VAT was available at every Advance Vote location and at one location in each ward on Election Day. A total of **654 voters used the VAT in 2014**, an increase of 160% compared to 2010. The VAT is an electronic ballot-marking machine that enables persons with disabilities to mark their ballot privately and independently through the use of assistive devices including audio, Braille keypad, sip/puff devices and rocker paddles.
- **Ballot transfers** were available to voters who wished to vote at another location within their ward. A total of 37 ballot transfers were issued in 2014. Voters could request a ballot transfer for a variety of reasons, including if they wished to use the VAT on Election Day, travel distance, disability or religious considerations.
- **Curbside voting** allowed voters who were unable to enter the voting place or voting room to request to have their ballot brought out to them.
- “**How to Vote**” booklets were available in each voting place and provided voting instructions in Braille and in 24 languages.
- **Magnifying sheets**, which allowed voters to magnify the size of printed materials (4X magnification) were available in each voting place.
- Processes were in place at each voting place that allowed a friend or election official to **assist a voter with marking their ballot**, if requested.
- **Proxy voting** allowed voters who were unable to vote for any reason to appoint another eligible elector to vote on their behalf. The number of proxy certificates issued increased by 150% in 2014 compared to 2010.

Moving Forward

- Continue to investigate new technologies available and alternate forms of voting to better meet the needs of electors with disabilities.
- Investigate alternative voting initiatives to be considered for implementation in the 2018 Election that would meet the needs of electors with disabilities. This includes options for home-bound and hospital-bound electors, such as home voting and Internet voting.
- Research accessibility initiatives, voting initiatives and vote counting equipment utilized in other municipalities.
- Ensure accessibility requirements are addressed as the City investigates replacing its current vote-counting equipment.



Internet and Telephone Voting

After the 2010 Election, the Clerk recognized the need to provide alternative voting options for persons with disabilities in future elections. When considering an alternative voting method, the Clerk must ensure it meets the guiding principles of the MEA, including:

- The secrecy and confidentiality of an individual's vote is paramount;
- The integrity of the process is maintained throughout the election;
- There should be certainty that the results of the election reflect the votes cast; and
- The proper majority vote governs by ensuring that valid votes are counted and invalid votes are rejected, so far as reasonably possible.

In June, 2013, City Council requested the Clerk form a working group to implement Internet voting for persons with disabilities for the 2014 Election.

The Clerk issued a Request for Proposal (RFP) for an Internet voting solution (the Solution) and in February, 2014, Council authorized the use of Internet and telephone voting for persons with disabilities during the Advance Vote. Council also authorized the Clerk to negotiate and execute an agreement with the highest-scoring proponent.

The Clerk advised Council that if the vendor was unable to meet the milestones detailed in the RFP due to the tight timelines

involved, or if she had reason to believe that any of the principles of the MEA were at risk of being compromised as a result of the Solution, the Internet voting project would be cancelled for the 2014 Election, to protect the integrity of the election.

Clerk's staff worked closely with the vendor and external experts, including an accessibility expert from OCAD University's Inclusive Design Research Centre, to evaluate the Solution and ensure it would be fully secure and accessible for persons with disabilities.

As Internet and telephone voting would only be available for persons with disabilities, the Solution had to be fully accessible. It had to ensure the secrecy of the vote, be secure and auditable and provide a method of voter authentication. The Solution also had to be tested extensively to ensure that it could be implemented without compromising any principles of the MEA.



To assess the accessibility and security of the Solution, the Clerk hired independent third-party experts, including an accessibility and usability expert and two security and cryptographic experts. Their reports, which highlight both accessibility and security concerns with the proposed Solution, are found in the Election Accessibility section of Appendix C in this report.

The Clerk also engaged 12 persons with disabilities to conduct usability testing on the Internet and telephone voting prototype, and assess its accessibility. Their feedback indicated that the prototype was not fully accessible for persons with disabilities, and additional work would be required.

The Clerk also held numerous consultation sessions with persons with disabilities and the organizations that represent them to ensure that their suggestions, concerns and feedback were given full weight in the process.

In July, 2014, the Clerk advised Council that Internet and telephone voting for persons with disabilities could not be implemented for the 2014 Election as there was insufficient time for the vendor to build all system components to the necessary accessibility and security standards and complete the required testing to ensure the integrity of the election.

Although Internet and telephone voting was not implemented for the 2014 Election, the lessons learned from this project have given the Clerk a deeper understanding of the key requirements and challenges of implementing a fully accessible and secure Internet voting solution. This will prove invaluable as the Clerk continues to work with persons with disabilities and the Disability Issues Committee to consider options for future elections.

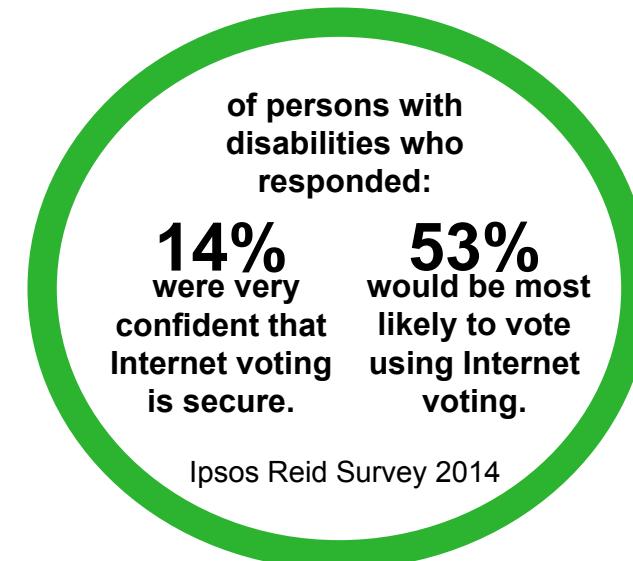
According to the Ipsos Reid survey, 53% of persons with disabilities reported that they would be most likely to vote using Internet voting if that option was available. Although this is a

strong endorsement for Internet voting, the survey also found that only 22% of persons with disabilities reported that they were very confident that their vote can remain secret using Internet voting.

For Internet voting to be successful, members of the public must be confident that the system will protect their secrecy and the integrity of their vote. Efforts to bolster the public's confidence in Internet voting must be made in concert with exhaustive testing to ensure the security, integrity and accessibility of the system.

The Clerk recognizes that there is a clear need to provide additional voting options and opportunities to allow all voters to cast their ballot, including electors who are home-bound or hospital-bound. However, if it risks compromising the principles of the MEA, or if members of the public do not have confidence in the system, its implementation would risk discrediting not only Internet voting but the election as a whole.

The Clerk will provide a separate report to Council in 2015 on the potential implementation of Internet voting in future elections.



Employment for Persons with Disabilities

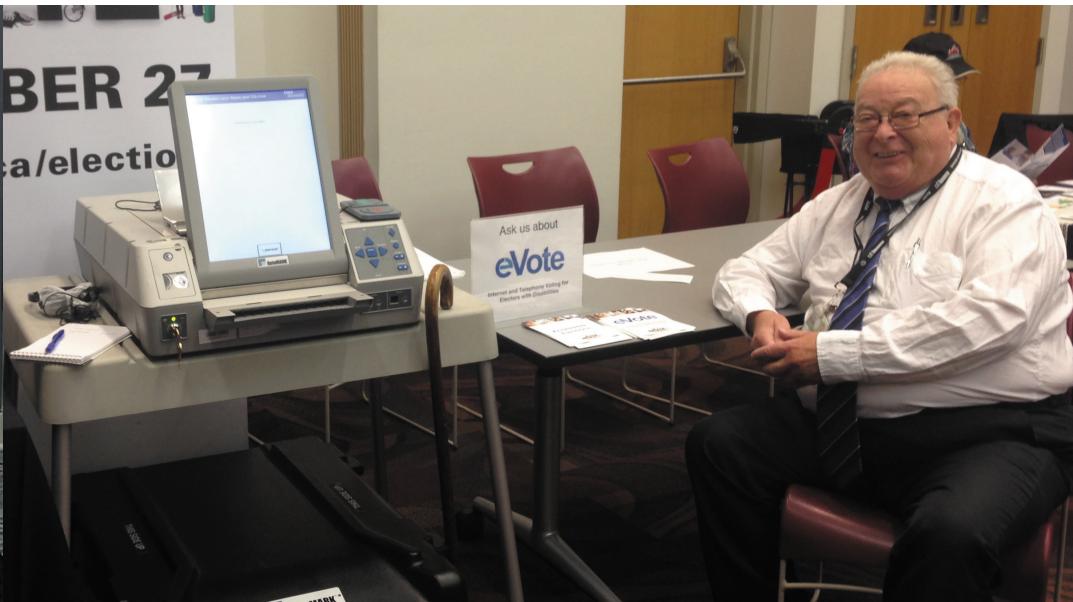
Provide employment opportunities for persons with disabilities.

The Employment Standard under the Integrated Accessibility Standards Regulation requires organizations to proactively remove barriers to employment for persons with disabilities and provides a framework for integrating accessibility into workplace processes.

In preparation for the 2014 Election, Clerk's staff sought to ensure that persons with disabilities were aware of the employment opportunities and accommodations available. This was accomplished by providing employment information to the AON and all community partners.

"As an agency we're appreciative for the City of Toronto for making the Elections an inclusive event for all persons. It was great to see meaningful employment opportunities for persons with exceptional needs."

Jeff Jefford, Community Development Manager,
Christian Horizons



Highlights

- Actively promoted voting place employment opportunities through the AON and community organizations.
- Hired persons with disabilities to assist in the **delivery of train-the-trainer sessions**. This provided election trainers with a more nuanced and comprehensive understanding of potential accessibility issues in the voting place.
- Hired persons with disabilities to assist with the **delivery of training for Voter Assist Terminal Officers**.
- Hired persons with disabilities to **conduct usability testing for the Internet and telephone voting project**, to work in voting places and to work in the Elections warehouse.
- **Provided accommodations** including ASL interpreters during job interviews and classroom training sessions.
- **Developed flash cards** containing basic election messaging for a voting place staff who was deaf, to facilitate their communication with voters.

"Thank you both for your part in allowing me to present the employment opportunities to our SCI Ontario job seekers who have a physical disability or are partially sighted/legally blind. We had over 15 job seekers employed and each were very complimentary about the positions they had."

Richard McCallum, Lead Employment Specialist

Moving Forward

- Continue to work with community organizations to promote employment opportunities for persons with disabilities.
- Highlight the availability of employment accommodations available, upon request, in communications about election employment.



Accessibility Training for Election Officials

Ensure all Election Officials receive accessible customer service training.

To provide a fully accessible voting experience for persons with disabilities, voting place staff must understand the importance of providing excellent customer service to all voters.

Feedback from the 2010 Election indicated that the vast majority of persons with disabilities were pleased with the customer service they received in the voting place. Nevertheless, Clerk's staff recognized the importance of developing specific and detailed training to provide voting place staff with the information, tools and resources required to enable them to provide accessible customer service to all voters.

In order to provide voting place staff with more specific information on effectively serving persons with disabilities, Clerk's staff revised the Accessible Customer Service Etiquette Handbook to include specific tips on how to serve voters with different disabilities.

"I was extremely impressed with the quality of work which was put into this training session and am honoured to be part of the delivery."

Ray Smith, hired as an Election Accessibility Trainer



Handbook for Election Staff



toronto.ca/elections



Highlights

- Developed an **accessibility video** presented during training sessions for Accessibility Officers and Information Officers and which comprised part of the online training component for all voting place staff.
- Included tips on **providing accessible customer service to all voters** in all training manuals for voting place staff and in all online training courses.
- Provided Call Centre staff and VAT Officers with **extensive training** on how to effectively assist persons with disabilities.
- Provided the **Accessible Customer Service Etiquette Handbook** to over 15,000 staff hired for the 2014 Election.
- Provided detailed **accessibility training to all staff**. In addition, Clerk's staff participated in training sessions developed in partnership with the Centre for Addiction and Mental Health (CAMH) on recognizing and effectively assisting persons with mental health concerns.



Moving Forward

- Continue to build awareness of the importance of human rights, accessible customer service and how to best serve persons with disabilities into all training programs.
- Continue to review and enhance accessibility training materials to ensure voting place staff are provided with the tools and resources required to provide excellent customer service to all voters.

82%
of persons with disabilities
rated the service they
received from voting place
staff as good or excellent.

Ipsos Reid Survey 2014

Information for Candidates

Provide candidates with information in accessible and alternative formats.

Under the MEA, the Clerk must have regard to the needs of candidates with disabilities. Although all information and publications for candidates was available in alternative and accessible formats, no candidate requested information in alternative formats in 2014.

The Clerk informed candidates that under the MEA, expenses 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 spending limit for the candidate.

Members of the AON and persons with disabilities reported that they encountered a number of barriers in 2014, including campaign offices and candidate websites that were not fully accessible and campaign materials that were not provided in alternative or accessible formats. Members of the AON also expressed concern that all-candidates meetings were not always held in locations that were accessible to persons with disabilities.

The MEA does not require candidates to provide a campaign office or campaign material that is accessible to persons with disabilities, nor does it require that all-candidate meetings be accessible. The Clerk therefore does not have the authority to require that candidates ensure their campaigns are fully accessible.

In preparation for the 2018 Election, the Clerk will request legislative changes to require that candidate campaigns and all-candidate meetings are fully accessible to persons with disabilities.

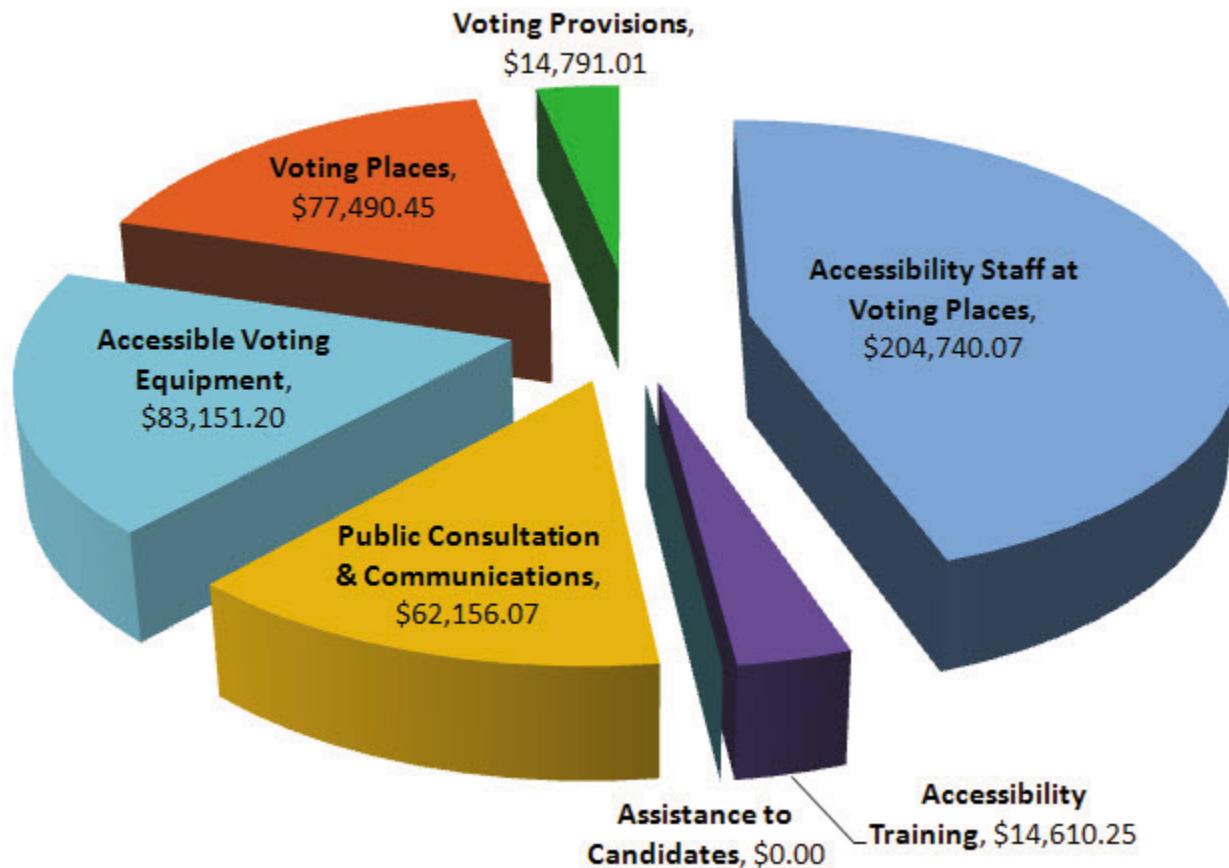
Highlights

- Provided all candidates with information on **how to make their campaigns accessible** to persons with disabilities.
- Provided all candidates with information on the various accessibility initiatives so they, their staff and volunteers could **better serve persons with disabilities**.
- Held **five Candidate Information Sessions** at fully accessible locations across Toronto, which highlighted the importance of making campaigns accessible and the accessibility initiatives in place for the 2014 Election.

Moving Forward

- Continue to build awareness of the importance of accessible campaigns and accessible all-candidate meetings.
- Request legislative changes requiring candidates to provide accessible campaign material, including an accessible website and accessible campaign office, as well as accessible all-candidate meetings.

2014 Accessibility Costs



"We have a moral duty to remove the barriers to participation and to invest sufficient funding and expertise to unlock the vast potential of people with disabilities."

Stephen Hawking, Author, Physicist, Advocate
World Health Organization World Report on Disability, 2011

The cost of accessibility-related initiatives for the 2014 Election totalled \$456,939.05. This was \$85,734.32 less than the costs incurred in the conduct of the 2010 Election. The difference in costs is due to a number of factors, including:

- Ramps and transitional strips purchased for the 2010 Election were re-used for the 2014 Election;
- In 2010, a dedicated staff-person was hired to assist Clerk's staff with the implementation of accessibility-related initiatives, as Clerk's staff did not have the necessary experience. This position was not required in 2014 as Clerk's staff had gained the knowledge and experience required to effectively implement accessibility-related initiatives; and
- Staffing costs increased in 2014 compared to 2010 due to an expanded Advance Vote model and an increased number of Election Day voting places.

Moving Forward

Everyone has the right to participate in the democratic process. It is the Clerk's role and obligation to ensure that they can do so and the 2014 Election represented an important step forward in providing accessible municipal elections.

Experiences from the 2014 Election reinforced the importance of collaborating directly with persons with disabilities when planning and conducting elections. Working closely with the AON reinforced the idea that there is no single solution to making elections accessible for all voters. Persons with disabilities have different needs and Clerk's staff must continue to investigate new and emerging ways to communicate, engage and partner with persons with disabilities and the organizations that represent them in order to make the election process fully accessible.

Members of the AON and the accessibility community made extraordinary contributions to the 2014 Election. Their willingness to share their time and expertise allowed the Clerk to gain a far deeper understanding of the issues and barriers faced by persons with disabilities and how they can be prevented and eliminated.

The Clerk would like to sincerely thank the AON and the accessibility community for their outstanding contributions to the 2014 Election and looks forward to working closely with them to deliver voting options that enable all electors to vote confidently, independently and privately in future elections.



The 2014 Election also made it clear that even small steps can have an enormous impact. In the survey conducted by Ipsos Reid, persons with disabilities reported the following for the 2014 Election, compared to the 2010 Election:

- Higher ratings for accessibility services, information and provisions available;
- Fewer problems or barriers experienced at the voting place;
- Increased privacy at the voting screens;
- Increased awareness that staff are available to assist voters at the voting place;
- Increased awareness of the ability to appoint a proxy voter to vote on their behalf; and
- Increased knowledge of where, when and how to vote.

According to the Ipsos Reid survey, 74% of electors said that the Plan meets the needs of persons with disabilities. While this indicates that the City has made great strides in the delivery of accessible elections, it also means that 26% of those surveyed believe the Plan does not meet all their needs. The survey also indicated that the voting process can be improved, that there is an opportunity to provide more accessible services, information and provisions for persons with disabilities and that there is more work to be done in order to improve signage at voting places and to remove barriers within voting places.

“Persons with disabilities and disabled persons’ organizations (DPOs) should always have a voice in programs that affect them. The principle of “nothing about us without us” is a cornerstone of disability inclusion.”

The Clerk will continue to work diligently to address these concerns and provide more accessible voting options to all electors to vote confidently, independently and privately.

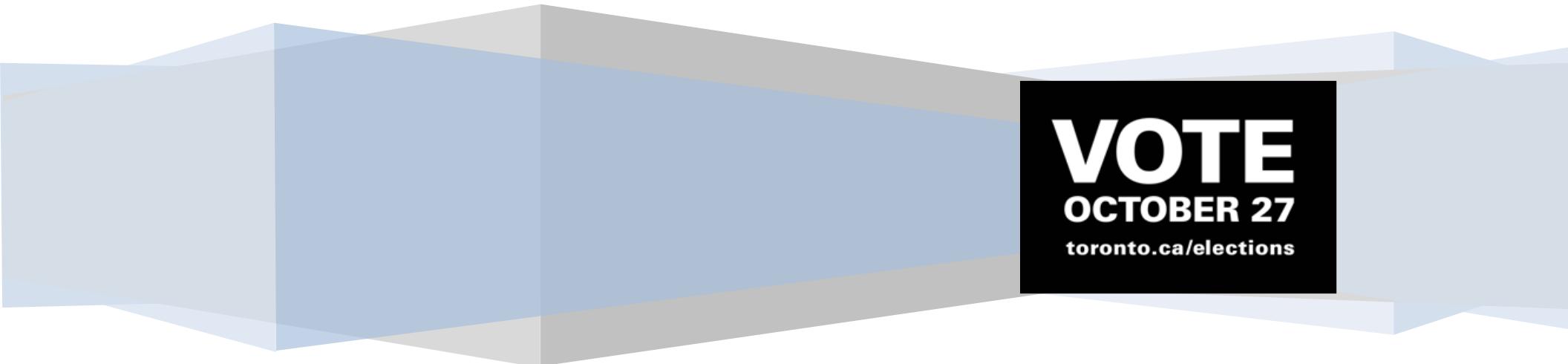
In preparation for the 2018 Election, the Clerk will:

- Find new ways to reach persons who do not identify themselves as having a disability but who may still encounter a barrier to voting;
- Continue to investigate alternative voting options that meet the principles of the MEA, including Internet voting and home voting;
- Collaborate with other City divisions to find effective ways of engaging their networks and stakeholders in the election process and disseminating election information;
- Continue to include accessibility information in all election communications;
- Continue to build awareness of the importance of accessible campaigns and accessible all-candidate meetings; and
- Continue to work closely with the Accessibility Outreach Network and persons with disabilities to eliminate barriers in the election process.

NDI report on Equal Access
How to Include Persons with Disabilities
in Elections and Political Processes

Appendix A: Accessibility Plan & Outcomes

2014 Municipal Election Accessibility Plan and Outcomes



VOTE
OCTOBER 27
toronto.ca/elections

Introduction

The 2014 Municipal Election Accessibility Plan (the Plan) supports and strengthens the City's commitment and efforts to respond to the needs of persons with disabilities.

The City Clerk's Office first formalized the Plan in 2010 to implement and communicate a strategy for providing services to electors and candidates with disabilities. This Plan describes the legislative environment under which municipal elections are conducted in Ontario and highlights how physical, attitudinal, informational, technological and communications barriers were identified, removed and prevented in the conduct of the 2014 Election. The Plan also identifies accessibility achievements and details how the City Clerk's Office will continue to improve the accessibility of municipal elections in Toronto and enable all electors to exercise their democratic right to vote.

This Plan is a living document that has been and will continue to be updated and enhanced through the efforts of staff and the valuable feedback and input provided by persons with disabilities and the organizations that represent them.

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.

City Clerk's Customer Service Policy

The City Clerk's Office is committed to making its services accessible to everyone, including persons with disabilities. The Clerk's Office complies with the customer service standards of the Accessibility for Ontarians with Disabilities Act, 2005.

In fulfilling its mission, the Clerk's Office will provide at all times its services in a way that respects the dignity and independence of persons with disabilities. The Clerk's Office gives persons with disabilities the same opportunity to access our services in the same place, and in a similar way as others.

Definitions

Accessibility is the degree to which something is accessible or usable by people with disabilities. Accessibility is a standard term when referring to products, services, and facilities in relation to people with disabilities.

Barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice (as defined by the AODA).

Disability:

- 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,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997 (as defined by the AODA).

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 persons with disabilities must be followed throughout the election process. This policy can be found at http://www.toronto.ca/city_clerk/disabilities.htm.

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 be enhanced and improved. 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 an alternative format, please let us know.

Public Consultations

Objective	Initiative	Outcome
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 Disability Issues Committee.	The Plan was shared with the Committee along with a demonstration of the accessible voting equipment on February 14, 2013. It received positive feedback and the suggestions received were incorporated into the Plan.
	<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 share election information through their networks and communities using newsletters, links to the City's website, etc.</p>	<p>To build upon the relationships established in 2010, the Accessibility Outreach Network (AON) was created as a forum to exchange election information, identify voting barriers, build strong partnerships and encourage networking opportunities. The network was comprised of community groups, persons with disabilities and the organizations that represent them. The AON met five times in 2014 to discuss this Plan, the Internet and telephone voting pilot project, employment and other accessibility initiatives. Clerk's staff also sent regular communications to the AON throughout 2014.</p> <p>AON members included organizations such as :</p> <ul style="list-style-type: none"> • Advisory Committee for Accessible Transit (ACAT) • Albanian Canadian Association Kosova • Alliance for Equality of Blind Canadians • BALANCE for Blind Adults • Bellwoods Centre for Community Living • Canadian Council on Rehabilitation and Work • Canadian Hearing Society • Canadian National Institute for the Blind (CNIB) • CARP Canada • Centre for Addiction and Mental Health (CAMH) • Centre for Independent Living in Toronto (CILT) • Christian Horizons • City of Toronto Disability Issues Committee • Commonwealth of Dominica Ontario Association • March of Dimes

Objective	Initiative	Outcome
		<ul style="list-style-type: none"> • Multiple Sclerosis Society of Canada • OCAD University - Inclusive Design Research Centre • Ontario Seniors' Secretariat • Ryerson University School of Disability Studies • Spinal Cord Injury Ontario • The Bob Rumball Centre for the Deaf • Toronto Community Housing (TCHC) • Toronto Drop-in Network • Toronto Public Library • University of Toronto Centre for Community Partnerships • Wheel-Trans • Individual accessibility advocates <p>These organizations helped disseminate election information to their networks by sending email blasts, newsletters, election postcards and posters and by posting information on their websites and social media channels.</p> <p>Partnerships were established with City divisions, agencies as well as organizations in the disability community and consultations occurred through open, personal and interactive dialogue, and social media.</p> <p>New partnerships were established to reach persons with disabilities who are not associated with an organization and to provide information on the election and accessibility initiatives:</p> <ul style="list-style-type: none"> • Wheel-Trans provided information on their website, newsletter and in their vehicles (reach – 10,000 people) • Meals on Wheels providers distributed information during their meal deliveries (reach – 1,050 people) • Toronto Public Library Home Delivery Service program (a service available for Toronto residents who are homebound for three months or longer due to age, illness or disability) distributed information during home deliveries, on Bookmobiles and at events (reach – 3,000 people)

Objective	Initiative	Outcome
		<p>Internal relationships with City divisions were leveraged in order to provide information to their established networks on accessibility initiatives to persons with disabilities who are not associated with an organization. City divisions also provided Election Services with contacts in new organizations:</p> <ul style="list-style-type: none"> • Social Development, Finance and Administration – Voterlookup.ca events were held in partnership with the City's Tower Renewal Unit and Toronto Community Housing at supportive housing units across the City. Voterlookup.ca is an online application that allows voters to determine if they are on the voters' list, update their information or add their name to the list. • Long Term Care Homes & Services provided information to residents of their facilities. • Parks, Forestry and Recreation shared information through their Accessibility Unit and provided feedback on the initiatives in this Plan. <p>These partnerships helped support the civic engagement initiatives of the following corporate strategies:</p> <ul style="list-style-type: none"> • Senior's Strategy • Toronto Strong Neighbourhoods Strategy 2020 • Tower Renewal Strategy

Objective	Initiative	Outcome
	Attend meetings, events and fairs to demonstrate accessible voting technology and raise awareness of the 2014 Election.	<p>Outreach staff attended over 85 events, presentations and/or Voter Assist Terminal (VAT) demonstrations (reach – approximately 62,000 people) across the city including:</p> <p>February 2014</p> <ul style="list-style-type: none"> • Access Alliance – Elections 101 presentation • Ryerson University– Accessibility presentation & VAT demonstration to the Advancing the AODA program • City of Toronto Civic Engagement – Elections 101 presentation at a staff Lunch & Learn <p>March 2014</p> <ul style="list-style-type: none"> • The 519 Church Street Community Centre – Elections 101 presentation • Agincourt Community Services Association – Elections 101 presentation • The East Scarborough Storefront – Elections 101 presentation at Learning Day event <p>April 2014</p> <ul style="list-style-type: none"> • Election Outreach Network meeting • The Canadian Coalition of Youth Councils – Global Youth Service Day Volunteer Fair <p>May 2014</p> <ul style="list-style-type: none"> • Accessibility Outreach Network meeting • Live Green Toronto – Elections 101 presentation at volunteer meeting • Centre for Independent Living in Toronto (CILT) –Elections 101 presentation at conference • Elections Canada – Inspire Democracy conference presenter and participant • Doors Open Toronto – Information booth and VAT demonstrations at Toronto Archives

Objective	Initiative	Outcome
		<p>June 2014</p> <ul style="list-style-type: none"> • Success Beyond Limits – Elections 101 presentation and mock election • Toronto Seniors' Forum – Seniors' Month event at Nathan Phillip Square • People in Motion Disability Exhibition – Information booth and VAT demonstration • People in Motion Disability Exhibition – Accessibility presentation • Toronto Youth Cabinet – Elections 101 presentation • Toronto Public Library – Information booth and VAT demonstration at Seniors' Discovery Fair • Accessibility Outreach Network meeting • Social Planning Toronto – Elections work group • Toronto Public Library – Panel member at Civic Engagement event • University of Toronto – Elections work group • BALANCE for the Blind – VAT demo at Annual General Meeting (AGM) • Action for Neighbourhood Change – Elections 101 presentation and mock election at civic engagement event • Commonwealth of Dominica Ontario Association – Elections 101 presentation <p>July 2014</p> <ul style="list-style-type: none"> • Municipal Property Assessment Corporation (MPAC) - Voterlookup.ca event in City Hall rotunda • MicroSkills – Voterlookup.ca event at Rexdale Hub • Live Green Toronto – Information booth at festival • Accessibility Outreach Network meeting • University of Toronto – Elections work group • Election Outreach Network meeting • City of Toronto – Social Development, Finance & Administration Voterlookup.ca events

Objective	Initiative	Outcome
		<ul style="list-style-type: none"> - 55 Emmett Ave - 3400 Weston Road - 75 Silver Springs Blvd - 2667 Kipling Ave <p>August 2014</p> <ul style="list-style-type: none"> • Toronto Community Housing Corporation (TCHC) – Animator training • The Stop Community Food Centre – Elections 101 presentation and community event • Access Alliance – Information booth at community event • Toronto Community Housing Voterlookup.ca events <ul style="list-style-type: none"> - 121 Kendleton Drive - 91 Augusta Ave - 35 Shoreham - 250 Davenport - 275 Shuter St - 12 Thornecliffe Park Rd - 4301 Kingston Road - Crescent Town • Warden Woods Community Centre – Elections 101 presentation • Agincourt Community Services Association (ACSA) – Elections 101 presentation to staff • University of Toronto – Elections work group and voting equipment demonstration • Malvern Family Resource Centre – Voterlookup.ca event at Malvern Public Library • Toronto Youth Cabinet – Presentation • City of Toronto Youth Outreach Workers – Presentation at team-building event • Advisory Committee on Accessible Transit (ACAT) – Accessibility presentation • City of Toronto Social Development, Finance and Administration – Elections 101 presentation at Strong Neighbourhoods Conversations - Ionview Community

Objective	Initiative	Outcome
		<p>September 2014</p> <ul style="list-style-type: none"> • City of Toronto Social Development, Finance & Administration – Presentation at team meeting • Birchmount Bluffs Neighbourhood Centre and CILT – VAT demonstration and Elections 101 presentation • Accessibility Outreach Network meeting • University of Toronto – Information booth at Streetfest frosh week event • Seneca College – Elections 101 presentation to students in the Public Administration program • Seneca College – On-campus outreach • Bellwood Centre for Community Living – VAT demonstration and Elections 101 presentation • The Alliance for Equity for Blind Canadians – VAT demonstration and Elections 101 presentation • City of Toronto Social Development Finance & Administration – Amazing Race youth event • Toronto Public Library – VAT demonstration and Elections 101 presentation at Toronto Reference Library • York University – Presentation on election initiatives • Action for Neighbourhood Change – Elections 101 presentation to outreach workers • Ontario Association of Non-Profit Homes and Services for Seniors (OAHNSS)– Accessibility presentation • Scadding Court Community Centre – VAT demonstration and Elections 101 presentation • University of Toronto – Elections 101 staff training • City of Toronto Social Development Finance & Administration – Brighter Nights event • Steeles L'Amoreaux Strength in Partnership – Elections 101 presentation • The Stop Community Food Centre – Elections 101 presentation

Objective	Initiative	Outcome
		<ul style="list-style-type: none"> • City of Toronto Social Development, Finance & Administration – Information booth at 106 & York event • Canadian National Institute for the Blind (CNIB) – VAT demonstration and Elections 101 • Toronto Public Library – Information booth at Fairview Turnout Toronto event and VAT demonstration • Scarborough Village Neighbourhood Action Partnership – Elections 101 presentation <p>October 2014</p> <ul style="list-style-type: none"> • Malvern Family Resource Centre – Elections 101 presentation and mock vote • Centre for Independent Living in Toronto (CILT) – VAT demonstration at AGM • ARCH Disability Law Centre – Elections 101 presentation and VAT demo at AGM • OCAD University – On-campus outreach • University of Toronto – Information booth at Hart House civic engagement fair • Central Neighbourhood House – Elections 101 presentation and mock vote • East Metro Youth Services – Elections 101 presentation and mock vote

Objective	Initiative	Outcome
	<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 of eligible voters to measure perceptions of their voting experience and gather feedback on the voting process and procedures including any barriers. The survey was also circulated to the more than 250 members of the AON, inviting their participation.</p> <p>The survey was conducted to:</p> <ul style="list-style-type: none"> • Understand residents' knowledge of the voting process • Explore attitudes and opinions towards voting, including voting by alternate methods (Internet, proxy, advance, curb-side) • Understand perceptions of the voting experience • Explore any problems or barriers experienced • Determine residents' recall of the communications campaign; • Understand where electors receive information about the voting process • Measure awareness of services provided by the City during the Election • Measure resident's ratings of these services <p>The objective was to measure public opinions, attitudes, knowledge and experience and to compare them to 2010 survey results. A detailed Final Report, including methodology, findings and analysis of survey results, is available at www.toronto.ca/elections/library.</p> <p>A total of 180 persons with disabilities responded to the 2014 survey, an increase of 46% from 2010. Findings from the survey are referred to throughout this Plan.</p>

Moving Forward – Public Consultations

- Meet regularly with the AON to provide a forum where accessibility issues can be discussed and addressed in preparation for future elections.
- Provide additional opportunities to enable persons with disabilities to provide feedback on accessibility initiatives and work to eliminate barriers in the election process, including workshops, meetings and information sessions.
- Use the feedback provided by the AON, persons with disabilities and the organizations that represent them to update and enhance the Plan.
- Further develop internal and external partnerships to expand the audience for election information and find new ways to reach people who do not identify themselves as having a disability but who may encounter barriers to voting.

Communication and Information

Objective	Initiative	Outcome
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>Content on the Election website is written at a level between grade school and high school to assist with readability for electors with English as a second language and special needs.</p> <p>The Election website was updated regularly to provide visitors to with information about accessibility initiatives and changes to this Plan based on the feedback received from partners and consultations.</p> <p>Partners were also notified about any changes directly and relayed updates to their members.</p> <p>According to the Ipsos Reid survey, 75% of persons with disabilities rated the availability of information before Election Day on how, when and where to vote as excellent or good.</p>
	<p>Ensure election web pages are World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level A compliant.</p>	<p>The election website was redesigned to meet W3C web accessibility design and technical standards as required by the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This ensured the website was accessible for various audiences, including persons with disabilities, seniors, youth, and people whose first language is not English.</p> <p>WCAG is an international standard for making websites and web content accessible through a series of technical checkpoints (Level A and Level AA) so that websites and content are increasingly accessible to a broader range of users with disabilities.</p> <p>The website was enhanced to provide users of assistive devices with new features, including:</p> <ul style="list-style-type: none">• The ability to navigate between the website's pages• Alternative text for all images for people who are blind or partially-sighted• The ability to navigate the website using a keyboard

Objective	Initiative	Outcome
		<p>The website was reviewed by an external accessibility expert from OCAD University's Inclusive Design Research Centre to ensure accessibility and compliance.</p> <p>Not only was the Election website made fully compliant with the WCAG 2.0 Level A standard, the majority of the website met the higher 2.0 Level AA standard which does not come into effect until 2021. Some aspects of the website met the highest 2.0 Level AAA standard.</p>
	<p>Provide a free web page reader software tool on the Election website to assist individuals who have difficulty reading on-line.</p>	<p>BrowseAloud continues to be available on all election web pages. This software, free to users, reads website content aloud and assists individuals with limited vision, low literacy, English as a second language and learning disabilities, such as dyslexia.</p>
	<p>Establish and continuously update a dedicated accessibility section on the Election website that provides information on the accessibility initiatives undertaken by the Clerk's Office.</p>	<p>The main accessibility page of the election website contained:</p> <ul style="list-style-type: none"> • This Plan • An election calendar that included accessibility and voter outreach events • Links to accessibility-related policies, reports and legislation • Information on accessible voting equipment • Information on how to provide feedback regarding the way the Clerk's Office provides election-related services and other services to persons with disabilities • A list of Advance Vote and Election Day VAT locations <p>The “Accessibility” page on the Election website was visited 4,057 times between January 1 and October 31, 2014.</p> <p>The “Special Services for Voters” page was visited 11,192 times between January 1 and October 31, 2014.</p>

Objective	Initiative	Outcome
	Enhance the City's MyVote web application to provide accessibility information about voting places.	<p>For 2014, the election web application "Where Do I Vote" was updated and renamed "MyVote" and was launched in January. When a voter provided their address, the application provided information about who was running, a ward map, voters' list information and details about voting places including relevant accessibility information, such as:</p> <ul style="list-style-type: none"> • Designated entrances • Accessible entrances • Accessibility information specific to the particular voting place <p>The MyVote application received 342,963 visitors between January 1 and October 31, 2014.</p>
Provide election information in alternative formats and through multiple channels.	Establish and continuously update a dedicated accessibility section on the Election website that provides information on the accessibility initiatives undertaken by the Clerk's Office.	<p>Election information was made available through the Election website (www.toronto.ca/elections), social media pages including Twitter (@TorontoVotes) and Facebook (TorontoVotes), a dedicated accessibility phone line, Teletypewriter (TTY) and email. Interpreter services were also available in 180 languages.</p> <p>The Twitter account has 2,525 followers and the Facebook page had 1,441 friends.</p> <p>There was also a targeted advertising campaign to promote the accessibility initiatives through radio public service announcements, print and out of home advertisements, niche publications (Abilities Magazine), on-line (abilities.ca) and through City publications. Radio ads were used for the first time based on feedback from the AON who reported that many persons with disabilities use radio as their primary source for information.</p> <p>Postcards were created to promote accessibility initiatives, including the VAT, ballot transfers, curbside voting and processes to allow a friend or election official to assist a voter with marking their ballot. This information was distributed through the Accessibility Outreach Network, internal and external partners and</p>

Objective	Initiative	Outcome
		<p>at events. Postcards were also available in Braille and electronic format.</p> <p>Accessibility initiatives were promoted in all communications to the general public as a mechanism to reach persons with disabilities who are not associated with an organization.</p> <p>The design layout of the Voter Identification Card (VIC) was modified to improve accessibility through the use of colours for higher contrast and graphic elements.</p>
	<p>Produce a “How to Vote” booklet in English and 24 additional languages.</p> <p>Make the booklet available at all voting places in both print format and Braille.</p>	<p>A “How to Vote” booklet was produced in English and 24 additional languages, including Braille, and was made available:</p> <ul style="list-style-type: none"> • On the election website • In large print formats • In all voting places <p>The “How to Vote” booklet contained information on:</p> <ul style="list-style-type: none"> • Who could vote • The voting process • The offices being voted upon • How to mark the ballot • The various declarations used in the voting place • Acceptable identification <p>On the Election website, the languages included in the “How to Vote” booklet were viewed the following number of times:</p> <p>English – 330, French – 31, Arabic – 26, Bengali – 19, Simplified Chinese – 79, Traditional Chinese – 69, Farsi – 21, Greek – 13, Gujarati – 13, Hungarian – 4, Italian – 24, Korean – 25, Polish – 26, Portuguese – 23, Punjabi – 17, Romanian – 2, Russian – 22, Serbian – 13, Somali – 12, Spanish – 39, Tagalog – 25, Tamil – 39, Tibetan – 6, Ukrainian – 17, Urdu – 12, Vietnamese – 25.</p>

Objective	Initiative	Outcome
	<p>Produce a “How to Vote” video to post on the Election website.</p>	<p>To educate voters on the voting process and the accessible voting equipment, the following step-by-step instructional videos were produced using a combination of voice over, open captioning and American Sign Language (ASL) formats:</p> <ul style="list-style-type: none"> • “How to Vote” • “Voter Assist Terminal” • “Ready, Set, Vote” • “MyVote” <p>The Election website also included audio description files of the physical form and features of the VAT.</p> <p>These videos were posted on the Election website, on the City’s YouTube channel and on the Elections Facebook and Twitter pages. The videos were viewed the following number of times:</p> <ul style="list-style-type: none"> • “How to Vote” with ASL – 1,104 • “Voter Assist Terminal” with ASL – 1,765 • “Ready, Set, Vote” – 6,169 • “MyVote” – 1,176 <p>The “How to Vote” pages on the Election website were visited 14,232 times between January 1 and October 31, 2014.</p>
	<p>Produce a city-wide mail-out election brochure that outlines key election information.</p>	<p>The election brochure was mailed to each of the 989,536 households in the City. It provided information on voter qualifications, identification requirements, voting dates and the special services and accommodations available for persons with disabilities.</p> <p>The brochure was also available in English and 24 additional languages as well as in Braille and large print, upon request. All language versions were posted on the Election website.</p> <p>Accessibility initiatives were also communicated through one printed issue of the “Our Toronto” Spring 2014 newsletter, which is distributed to every household in the City.</p> <p>The “Key Election Information” page on the Election website was visited 2,640 times from October 1 to 31, 2014.</p>

Objective	Initiative	Outcome
	Provide equipment to facilitate communication for elections staff and members of the public who are deaf, deafened, or hard of hearing.	Flash cards with special election messages were provided to a Tabulator Officer who is deaf in order to facilitate their communication with voters. The Ubiduo, a communication device to facilitate simultaneous face-to-face communication with the deaf/ deafened or hard of hearing was available, upon request.

Moving Forward – Communication and Information

- Continue to provide multiple communication channels to enable persons with disabilities to interact with Clerk's staff using their preferred communication method.
- Continue to make election information available through multiple channels and formats.
- Investigate emerging communication channels and accessible formats, including methods of identifying key election information in communications to assist electors who are blind or partially-sighted.
- Ensure accessibility information is included in all election communications to reach persons with disabilities who are not associated with an organization and persons who do not identify themselves as having a disability but may face barriers to voting.

Voting Places

Objective	Initiative	Outcome
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 has:</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>The accessibility checklist was enhanced and used by staff to assess each voting place in the summer of 2013. Accessibility criteria included parking, route of travel, slope and surface, entrances, level access and availability of a power door operation.</p> <p>According to the Ipsos Reid survey:</p> <ul style="list-style-type: none"> • 86% 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 • 86% of voters with disabilities who responded to the survey rated their voting place accessibility as excellent or good – an increase of 10% from 2010 • 82% of voters with disabilities who responded to the survey rated their physical mobility inside the voting place as excellent or good – an increase of 7% from 2010 • Overall, 85% of voters with disabilities who responded did not experience any problems or barriers at the voting place.
	<p>Inspect all voting places to ensure they are accessible. Where possible, make modifications to existing voting places to make them accessible, e.g. temporary ramps.</p>	<p>Staff inspected over 1,850 potential voting places in the spring of 2013. Of the voting places inspected, 1,679 were deemed to be accessible and available, or could be made accessible:</p> <ul style="list-style-type: none"> • Transitional strips/temporary ramps were installed at 65 locations to ensure accessibility • In partnership with the City's Facilities division, custom door handles were designed, produced and installed at 37 voting places to ensure accessibility • Hired 1,005 Accessibility Officers to work in voting places that did not have automated power door openers, or to operate an elevator or to direct voters to the accessible entrance, if it differed from the main entrance <p>There were 1,679 voting places in the 2014 Election, an increase of 7.5% over the 2010 Election. Although 117 new voting places were added for 2014, it continues to be a challenge to find voting places that are accessible and available. All 1,679 Election Day voting places were re-inspected in the spring and fall of 2014.</p>

Objective	Initiative	Outcome
	Ensure there is designated or reserved parking for persons with disabilities at each voting place where parking is available.	<p>Parking spaces were marked clearly with an accessibility symbol or sign.</p> <p>According to the Ipsos Reid survey:</p> <ul style="list-style-type: none"> • 52% of voters with disabilities rated the parking available at their voting place as excellent or good
Ensure all voting place access routes and entrances are clearly identified.	Provide appropriate signage at voting places to ensure electors with disabilities are directed to the accessible voting entrance.	<p>Election staff were provided with an additional supply of these signs to ensure access route and doors were clearly identified</p> <ul style="list-style-type: none"> • 4,451 accessible entrance signs • 17,216 directional accessible signs • 2,180 accessible lawn signs <p>According to the Ipsos Reid survey:</p> <ul style="list-style-type: none"> • 73% of voters with disabilities rated the signage outside the voting place identifying the location as excellent or good <p>Where possible, efforts were made to ensure that the accessible entrance was the same as the main entrance.</p> <p>The main entrance was used as the accessible entrance in 1,563 out of 1,679 voting places. At the remaining 116 voting places where the accessible entrance differed from the main entrance, signage was posted to redirect electors to the accessible entrance.</p>
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 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>However, even with the advance planning, there were 17 changes to previously negotiated voting place rooms due to new construction or sudden lack of availability. Alternate arrangements were made within the facilities.</p> <p>Information on the voting process was sent to administrators of Long Term Care facilities to assist in preparing their residents for Election Day. Presentations were made and information was also sent to organizations representing long term care facilities where voting places would be located, including the Ontario Association of Non-Profit Homes and Services for Seniors (OAHNSS) and the Ontario Community Support Association (OCAS).</p>

Objective	Initiative	Outcome
Provide mechanisms for feedback on the list of proposed voting places.	Invite persons with disabilities and the organizations that represent them to provide feedback on the list of proposed voting places.	<p>In July 2014, the list of tentative voting places was posted on the Election website. It was also emailed to candidates, community groups and members of the AON.</p> <p>Feedback resulted in the following changes:</p> <ul style="list-style-type: none"> • One Advance Vote location was changed due to lack of accessible public transit – Ward 28, Regent Park Aquatics Centre was changed to S. Lawrence Community Centre • Five voting places with on-site assistive support were added • One Election Day VAT location was changed due to lack of accessible public transit – Ward 25, Banbury Community Centre was changed to The Bob Rumball Centre for the Deaf <p>Feedback from the members of the AON identified the availability of accessible transportation as a concern. To address this, Clerk's staff provided Wheel-Trans with a list of the 45 Advance Vote locations and the Election Day voting places to enable them to anticipate an increased service demand and staff appropriately.</p> <p>A link to community partners and organizations that provide transportation for persons with disabilities was also provided on the Elections website.</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 provided.

Objective	Initiative	Outcome
Provide a dedicated contact centre to address any accessibility questions, comments or concerns.	Establish multiple channels to address any accessibility questions, comments or concerns in a timely manner.	<p>A person who encountered an accessibility issue could contact City Clerk's staff through the following dedicated accessibility 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 September 2 and October 29, 2014, 981 calls were 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, 25 phone calls and 11 emails were received and responded to through the dedicated channels.</p>

Moving Forward – Voting Places

- Continue to monitor the Integrated Accessibility Standards Regulations and include any established building standards into voting place inspection checklists.
- Include transit route availability in the voting place inspection checklist.
- Explore expanding voting place accommodations, including extra seating, signage, etc.
- Work with City divisions and external organizations to identify transportation options for persons with disabilities in future elections.

Voting Options and Provisions

Objective	Initiative	Outcome
Provide accessible voting equipment.	Make VATs available during the Advance Vote and on Election Day.	<p>The VAT 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/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>A Voter Assist Terminal (VAT) was available at all 45 Advance Vote locations and in one voting place per ward on Election Day. This was a significant increase in the availability of the VAT compared to 2010, due to the additional four Advance Vote days.</p> <p>In 2014, the VAT was used by 654 voters, an increase of 160% compared to 2010:</p> <ul style="list-style-type: none">• 492 times during the Advance Vote• 162 times on Election Day <p>Positive feedback was received from the many electors with disabilities who used the VAT to mark their ballot.</p>

Objective	Initiative	Outcome
Provide assistance to electors with disabilities as required.	<p>Provide a process where a friend or an election official can assist a voter with marking their ballot, as requested.</p> <p>Provide accommodations for electors with disabilities as required.</p>	<p>Processes were in place at each voting place that allowed a friend or election official to assist a voter with marking their ballot as directed by the voter if requested.</p> <p>Any accessibility issues at a voting place were successfully identified and resolved as they arose.</p>
Provide Internet and telephone voting to persons with disabilities.	Provide persons with disabilities with a means of registering and voting independently during the Advance Vote without requiring travel to a voting place.	<p>Members of the Disability Issues Committee were invited to participate in the Internet voting consultation sessions that took place in October 2013.</p> <p>Staff made a presentation to the Disability Issues Committee on the proposed plan for Internet and telephone voting on January 24, 2014.</p> <p>In February 2014, Council approved the implementation of Internet and telephone voting as an alternative voting method during the Advance Vote period.</p> <p>In addition to the extensive evaluation conducted by Clerk's staff, 12 persons with disabilities conducted usability testing on the Internet and telephone voting system and provided insight and feedback on how to make it fully accessible.</p> <p>In July, 2014, the Internet and telephone voting project was halted for the 2014 Election due to the complexities involved in making the system fully accessible and secure system in time for the beginning of the registration period. There was insufficient time for the vendor to build all system components to the necessary standards and complete the required testing to ensure the system would not compromise the security, voter privacy or the integrity of the Election as a whole.</p>

Objective	Initiative	Outcome
		<p>According to the Ipsos Reid survey:</p> <ul style="list-style-type: none"> • 53% of persons with disabilities reported that they would be most likely to vote using Internet voting if that option was available. • 22% of persons with disabilities reported that they were very confident that their vote can remain secret using internet voting. • 14% of persons with disabilities were very confident that Internet voting was secure.
Provide for proxy voting.	Provide a process where an elector who is unable to attend a voting place can appoint another person to act on their behalf.	<p>With the termination of the Internet and telephone voting project, communications were increased about the availability of proxy voting. Information on proxy voting was available on the Election website and shared at events.</p> <p>Proxy Appointment forms were made available to electors who requested them through the Elections office by mail and in-person. To improve the accessibility of the proxy process, forms could also be emailed to voters for the first time.</p> <p>In 2014, 1,224 Proxy Appointments were certified, an increase of 86% over the 2010 Election.</p>
Provide for curb-side voting.	Provide a process where an elector with a physical disability can request that the ballot be brought out to their vehicle or to another location within the voting place.	<p>With the termination of Internet and telephone voting project, communications were increased about the availability of curbside voting, information was available on the Election website and shared at events.</p> <p>Training for voting place staff also addressed the procedures for curb-side voting.</p>

Objective	Initiative	Outcome
Provide for Ballot Transfers	<p>Allow electors to transfer their ballot (and name on the voters' list) to an alternative location within their ward that is more accessible for reasons such as:</p> <ul style="list-style-type: none"> • Use of the VAT • Closer to their home • Need for parking 	<p>Ballot transfers were made available for voters wishing to cast their ballot at an alternative voting place in their ward. In 2014, a total of 37 ballot transfers were granted. Requests could be made for a variety of reasons including to use a VAT on Election Day, travel distance, disability or religious considerations.</p>
Provide voting opportunities in institutions and retirement homes.	<p>Establish voting places 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 180 nursing homes and retirement homes.</p> <p>Detailed information on the voting process was provided to Long Term Care administrators to assist in preparing their residents for election day.</p> <p>Bedside voting was implemented as required.</p>
Review ballot design to increase legibility.	Apply CNIB accessibility design guidelines.	<p>Ballots were redesigned to improve their accessibility, by using:</p> <ul style="list-style-type: none"> • Larger font size • Bolded font for last name • Black lines separating each candidate • High contrast colours

Objective	Initiative	Outcome
<p>Provide supplies at the voting place to assist electors with disabilities to vote.</p>	<p>Have magnifying sheets (4x) available at all voting places to assist electors with low vision.</p> <p>Have memo 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) – 3,101 supplied in total • Memo pads and pens – 10,583 supplied in total <p>"How to Vote" booklets were available at each voting place in English, 24 languages and in Braille.</p> <p>The booklet contained information on:</p> <ul style="list-style-type: none"> • Who could vote • The voting process • The offices being voted upon • How to mark the ballot • The various declarations used in the voting place • A list of acceptable identification

Moving Forward – Voting Options and Provisions

- Continue to investigate new technologies available and alternate forms of voting to better meet the needs of electors with disabilities.
- Investigate alternative voting initiatives to be considered for implementation in the 2018 Election that would meet the needs of electors with disabilities, including options for home-bound and hospital-bound electors, such as home voting and Internet voting.
- Research accessibility initiatives, voting initiatives and vote counting equipment utilized in other municipalities.
- Ensure accessibility requirements are addressed as the City investigates replacing its current vote-counting equipment.

Employment for Persons with Disabilities and Accessibility Training for Election Officials

Objective	Initiative	Outcome
Ensure all election officials receive accessible customer service training.	<p>Hold mandatory training sessions for voting place staff on accessibility requirements, serving persons 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>15,146 individuals were hired for the 2014 Election, including a total of 1,005 Accessibility Officers (272 Advance Vote Accessibility Officers and 733 Election Day Accessibility Officers).</p> <p>Three people from the accessibility community were hired to assist with training the Election trainers and to provide accessibility training to VAT Officers. They shared their experience and understanding of the barriers affecting persons with disabilities and how to overcome them.</p> <p>Accessibility training was compulsory for all election staff and they were required to sign an attendance sheet at their training session.</p> <p>All training sessions included information on accessibility requirements, serving persons with disabilities and on the accommodations and special services available to assist electors.</p> <p>According to the Ipsos Reid survey:</p> <ul style="list-style-type: none">• 82% of voters with disabilities rated the overall service received from workers at the voting place as excellent or good – an increase of 5% over 2010

Objective	Initiative	Outcome
Develop reference materials for all election officials highlighting how to serve voters with disabilities.	<p>Include AODA, customer service standard, and serving persons with disabilities messaging in all training materials, classroom training and web based training being provided to all elections staff.</p> <p>Provide every election staff member with an Accessible Customer Service Etiquette Handbook.</p>	<p>Information on the AODA, the customer service standard and serving persons with disabilities was included in all training materials (manuals, on-line and classroom training).</p> <p>An accessibility training video was produced and shown in all training sessions for Accessibility Officers, Information Officers and VAT Officers, and was posted online for all voting place staff.</p> <p>The “Accessible Customer Service Etiquette Handbook” was redesigned and provided to all election staff. The material from the handbook was also covered in classroom training.</p> <p>Clerk’s staff participated in training sessions developed in partnership with the Centre for Addiction and Mental Health (CAMH) on recognizing and effectively assisting persons with mental health concerns.</p> <p>All Clerk’s staff participated in the mandatory AODA eLearning series created to meet the training requirements of the AODA.</p>
Provide employment opportunities for persons with disabilities.	Promote voting place employment opportunities.	<p>Voting place employment opportunities were pro-actively promoted through the AON, community organizations and at events and meetings.</p> <p>To provide election staff with a more nuanced and comprehensive understanding of potential accessibility issues in the voting place, persons with disabilities were hired to assist with training the Election trainers and to provide accessibility training to Accessibility, Information and VAT Officers.</p> <p>Persons with disabilities were also hired to conduct usability testing for the Internet voting project, to work in voting places and to work in Election Services’ warehouse.</p>

Objective	Initiative	Outcome
	Make individual accommodations available upon request to staff during training, for example, ASL interpretation or communication devices.	<p>One accommodation request was made for training and an ASL interpreter was provided for the training session.</p> <p>In compliance with the AODA's Integrated Accessibility Standards Regulations (IASR), an accommodation plan was developed for an election staff member who worked in the Election Services' warehouse.</p>

Moving Forward – Employment for Persons with Disabilities and Accessibility Training for Election Officials

- Continue to work with community organizations to promote employment opportunities for persons with disabilities.
- Highlight the availability of employment accommodations available upon request, in communications about election employment.
- Continue to build awareness of the importance of human rights, accessible customer service and how to best serve persons with disabilities into all training programs.
- Continue to review and enhance accessibility training materials to ensure voting place staff are provided with the tools and resources required to provide excellent customer service to all voters.

Information for Candidates

Objective	Initiative	Outcome
Provide candidates with information on how to make their campaigns more accessible.	<p>Provide candidates with links to the following provincial publications from the Election website:</p> <ul style="list-style-type: none">• Accessible Campaign Information and Communication• Accessible Constituency, Riding Association, Central Party and Campaign Offices• Accessible All-Candidates Meetings• Candidates' Guide to Accessible Elections by the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO)	<p>Each of the 688 candidates who filed nomination papers were provided with accessibility information:</p> <ul style="list-style-type: none">• In print as part of the Candidate's Guide• During Candidate Information Sessions• On the Election website <p>Candidates were provided with information on the accessibility initiatives available and were encouraged to ask their staff to watch the videos and read the materials in order to better serve persons with disabilities and to assist with creating a positive voting experience for all electors.</p> <p>The "Candidate" pages of the Election website received 70,225 visitors from January 1 to October 31, 2014.</p>
Provide candidates with access to information in alternative formats.	<p>Ensure the Candidate's Guide and other relevant publications are available in an accessible formats:</p> <ul style="list-style-type: none">• In print format• On the Election website at: http://www.toronto.ca/elections/candidates/guide• In any other format required, upon request <p>Make the voters' list available in an electronic format.</p>	<p>The Election website contained a link to the Ministry of Municipal Affairs and Housing's 2014 Candidates' Guide in HTML format. A PDF version of the guide was also posted to the election website.</p> <p>Candidates could obtain a free copy of the voters' list, ward map(s) and a list of voting places through the MyCampaign portal or at the Election offices at City Hall and 89 Northline Road.</p>

Objective	Initiative	Outcome
Ensure Candidate Information Sessions are accessible.	Hold all Candidate Information Sessions in accessible locations.	Five Candidate Sessions were held at City Hall and Civic Centres across Toronto, all of which are accessible locations. A list of dates and locations was posted on the Election website and on the MyCampaign application available to all candidates.
	Make accommodations and special services (for example, ASL interpreters) available upon request.	No candidates requested accommodations or special services at the Candidate Information Sessions.
Inform candidates of relevant provisions under the Municipal Elections Act, 1996 with respect to campaign expenses incurred during election.	Inform candidates that the Municipal Elections Act, 1996 provides that expenses 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 spending limit for the candidate.	Candidates were informed of this provision on the Election website and in the Ministry of Municipal Affairs and Housing's Candidate Guide.

Moving Forward – Information for Candidates

- Continue to build awareness of the importance of accessible campaigns and accessible all-candidate meetings.
- Request legislative changes requiring candidates to provide accessible campaign material, including an accessible website and accessible campaign office, as well as accessible all-candidate meetings.

Appendix B: Partners

Thank you to the following partners for providing their input, feedback and sharing election information with their members.

- 211
- 8 Milepost Tenant Association
- Abilities Arts Festival
- Ability Online
- Access Alliance
- Access Independent Living Services
- Accessibility Directorate of Ontario
- Accessibility for Ontarians with Disabilities Act Alliance
- Accessible Media Inc.
- Action for Neighbourhood Change
- Active Living Alliance for Canadians with a Disability
- Addus
- Advisory Committee on Accessible Transit (ACAT)
- Advocacy Centre for Tenants Ontario
- Afghan Association of Ontario
- Afghan Women's Organization
- African Canadian Social Development Council (ACSDC)
- Agincourt Community Services Association
- Albanian Canadian Association Kosovo
- Alliance for Equality of Blind Canadians
- Alzheimer Society of Toronto
- Anishnawbe Health Toronto
- Anne Johnston Health Station
- Apathy is Boring
- Applegrove Community Complex
- ARCH Disability Law Centre
- Armenian Community Centre of Toronto
- Arts for Children and Youth
- Autism Ontario
- AYCE Employment Services
- BALANCE for Blind Adults
- Bangladeshi-Canadian Community Services
- Barbra Schlifer Commemorative Clinic
- Bathurst Jewish Community Centre
- Bayview Community Services Inc.
- Bellwoods Centre for Community Living
- Birchmount Bluffs Neighbourhood Centre
- Bridgepoint Health
- Canadian Abilities Foundation
- Canadian Association for Disabled Skiing
- Canadian Cancer Society
- Canadian Centre for Language & Cultural Studies (CCLCS)
- Canadian Centre for Women's Education and Development
- Canadian Coalition of Youth Councils (CYC)
- Canadian Council for the Blind
- Canadian Council on Rehabilitation and Work
- Canadian Diabetes Association
- Canadian Down Syndrome Society
- Canadian Foundation for Physically Disabled Persons
- Canadian Hearing Society
- Canadian Helen Keller Centre
- Canadian Mental Health Association
- Canadian National Institute for the Blind (CNIB)
- Canadian Red Cross
- Canadian Therapeutic Riding Association
- CARP Canada
- Catholic Crosscultural Services
- Centennial College
- Central Eglinton Community Centre
- Central Neighbourhood House
- Central Toronto Youth Services
- Centre for Addiction and Mental Health (CAMH)
- Centre for ADHD Awareness Canada
- Centre for Community Learning & Development

- Centre for Immigrant and Community Services
- Centre for Independent Living in Toronto (CILT)
- Centre for Social Innovation
- Centre for Spanish Speaking People
- Cerebral Palsy Parent Council of Toronto
- Chinese Canadian National Council
- Christian Horizons
- City of Toronto - Affordable Housing
- City of Toronto - Disability Issues Committee
- City of Toronto - Long Term Care Homes & Services
- City of Toronto - Parks Forestry & Recreation
- City of Toronto - Public Health
- City of Toronto - Shelter, Support & Housing Administration
- City of Toronto - Social Development, Finance & Administration
- City of Toronto - Employment & Social Services
- City of Toronto - Toronto Environment & Energy
- Civic Education Network
- CIVIX
- Commonwealth of Dominica Ontario Association
- Communication Disabilities Access Canada
- Community Action Resource Centre
- Community Association Riding for the Disabled
- Community Care Access Centre
- Community Head Injury Resource Services
- Community Living Toronto
- Community MicroSkills Development Centre
- Conseil scolaire de district catholique Centre-Sud
- Conseil scolaire Viamonde
- Co-operative Housing Federation of Toronto
- Cota
- Cross-Cultural Community Services Association
- Culture Link
- Cystic Fibrosis Canada
- Davenport-Perth Neighbourhood and Community Health Centre
- Delta Family Resource Centre
- Disabled Sailing Association of Ontario
- Dixon Hall
- Doorsteps Neighbourhood Services
- Dorest Park Community Hub
- Dorest Park Neighbourhood Association
- Down Syndrome Association of Toronto
- Downsview Services for Seniors
- DramaWay
- East Metro Youth Services
- East Scarborough Storefront
- East York East Toronto Family Resources
- Easter Seals Ontario
- El Centro Para Gente de Habla Hispana
- Elections Canada
- Elections Ontario
- Epilepsy Ontario
- Epilepsy Toronto
- Eppleworth Adult Centre
- Ethno-Racial People with Disabilities Coalition of Ontario
- Fairview Community Health
- Family Services Toronto
- Federation of Metro Tenants' Association
- Findhelp Information Services
- Flemingdon Health Centre
- Florence Booth House
- Foundation Fighting Blindness Canada
- Friends & Advocates Centre
- Frontier Computing
- Frontline Partners with Youth Network
- GATEWAY Cafe
- Geneva Centre for Autism
- George Brown College
- Goodwill
- Grandravine Special Program
- Grassroots Youth Collaborative
- Griffin Centre
- Harmony Place Support Services
- Heart and Stroke Foundation of Canada
- Heep Chi Association

- Heritage Skills Development Centre (HSDC)
- Hindu Youth Network
- Hockey Association for the Developmentally Challenged
- Holland Bloorview Kids Rehabilitation Hospital
- Homes First Society
- Hormar Organization
- Humber College
- Huntington Disease Resource Centre
- Huntington Society of Canada
- Ideal-Way
- Informed Vote Toronto
- INROADS
- Institute for Canadian Citizenship
- Islamic Community of Afghans in Canada
- Jamaican Canadian Association
- Jane / Finch Community and Family Centre
- Jewish Community Centre
- Jewish Family and Child Service of Greater Toronto
- JVS Toronto - Al Green Resource Centre
- La Passerelle
- LAMP Community Health Centre
- Landlord's Self-Help Centre
- Las Perlas del Mar
- Laser Eagles Art Guild
- Learning Disabilities Association of Toronto District
- Learning Enrichment Foundation
- Malton Neighbourhood Services
- Malvern Family Resource Centre
- Malvern Youth Council
- March of Dimes Canada
- Margaret's Housing & Community Support Services
- Marsha Forest Centre
- Maytree
- Meals on Wheels of Ontario
- Mennonite New Life Centre of Toronto
- Meta Centre
- Mid-Toronto Community Services Inc.
- Ministry of Government and Consumer Services
- Ministry of Municipal Affairs and Housing
- Mount Sinai Hospital
- MS Society of Canada
- Mukibaum Treatment Centres
- Municipal Property Assessment Corporation (MPAC)
- Muscular Dystrophy Canada
- National African Integration and Families Association
- Native Child and Family Services of Toronto
- Neighbourhood Link Support Services
- Neurologic Rehabilitation Institute of Ontario
- North York Community House
- North York Harvest Food Bank
- Nucleus Independent Living
- OCAD University - Inclusive Design Research Centre
- Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS)
- Ontario Association of the Deaf
- Ontario Blind Sports Association
- Ontario Community Support Association (OCSA)
- Ontario Council of Agencies Serving Immigrants (OCASI)
- Ontario Federation for Cerebral Palsy
- Ontario Foundation for Visually Impaired Children
- Ontario Job Opportunity Information Network
- Ontario Seniors' Secretariat
- Ontario Visually Impaired Golfers
- Osteoporosis Canada
- ParaSport Ontario
- Parkcrest Tenants' Association
- Parkinson Society Central & Northern Ontario
- Participation House Toronto Parent Association
- PEGASUS
- People in Motion Exhibition
- Reena
- Regent Park Community Health Centre

- Rehabilitation Management Inc
- Respite Services
- Rexdale Community Health Centre
- Riverdale Immigrant Women's Centre
- Rosewood Taxpayers' Association
- R-PATH
- Russian House Community Centre
- Ryerson University
- Samara Canada
- Scadding Court Community Centre
- Scarborough Centre for Healthy Communities
- Scarborough Civic Action Network
- Seneca College
- Serve!
- Sherbourne Health Centre
- SKETCH Working Arts
- Skills for Change
- Social Planning Toronto
- Somali Immigrant Aid Organization
- South Etobicoke Youth Assembly (SEYA)
- Spinal Cord Injury Ontario
- St. Alban's Boys and Girls' Club
- St. Bernadette's Family Resource Centre
- St. Christopher House
- St. Stephen's Community House
- Steeles-L'Amoreaux Strength in Partnership (SSIP)
- Stonegate Community Health Centre
- Stroke Recovery Canada
- Success Beyond Limits
- Sunnybrook Health Sciences Centre
- TAIBU Community Health Centre
- The 519 Church Street Community Centre
- The Bob Rumball Centre for The Deaf
- The Canadian Council on Rehabilitation and Work
- The Listening Centre
- The Lung Association
- The Mix Community Club
- The Next Edition
- The Schlifer Clinic
- The Stop Community Food Bank
- The War Amps – CHAMP Program
- Thorncliffe Neighbourhood Office
- Tobias House
- Toronto ABI Network
- Toronto Arts Council
- Toronto Christian Resource Centre
- Toronto Community Housing Corporation (TCHC)
- Toronto Council Fire Native Cultural Centre
- Toronto District Catholic School Board
- Toronto District School Board
- Toronto Drop-in Network
- Toronto Neighbourhood Centres
- Toronto Public Library
- Toronto Rehabilitation Institute
- Toronto Seniors' Forum
- Toronto Transit Commission
- Unison Health and Community Services
- University of Toronto
- UrbanArts Community Arts Council
- Valleyview Residence
- Variety Village
- Vita Community Living Services
- Warden Woods Community Centre
- West Park Healthcare Centre
- West Scarborough Community Legal Services
- Wheel-Trans
- Woodgreen Community Centre
- YMCA Great Toronto
- York University
- Yorktown Family Services
- Youth Employment Services
- YWCA Toronto
- Individual Accessibility Advocates

Appendix C: Related Resources

Election Services Website: www.toronto.ca/elections

Election Accessibility: www.toronto.ca/elections/accessibility

- [Accessibility Plan](#)
- [Accessible Customer Service Handbook](#)
- [Accessible Voting Equipment](#)
- [How to Vote Video with ASL](#)
- [Internet and Telephone Voting for Electors with Disabilities](#)
 - [Report - Security Assessment of Vendor Proposals](#)
 - [Report - City of Toronto Internet Voting Project: Web Accessibility](#)

Election Voters: www.toronto.ca/elections/voters

- [Key Election Information - available in 24 languages](#)
- [How to Vote - including the How to Vote Booklet](#)

Election Library: www.toronto.ca/elections/library

- [Election Results](#)
- [Election Videos](#)
- [Voting Places](#)
- [Ipsos Reid Post Election Survey 2014](#)

“it’s profoundly the right thing to do, because the one argument for accessibility that doesn’t get made nearly often enough is how extraordinarily better it makes some people’s lives. How many opportunities do we have to dramatically improve people’s lives just by doing our job a little better?”

Steve Krug, Don't Make Me Think: A Common Sense Approach to Web Usability