

REPORT ON ACCESSIBILITY

2022 Toronto Municipal Election



TABLE OF CONTENTS

Message from the Clerk	5
About this Report	6
New in 2022	8
Consultation	10
Voting Options & Accommodations	13
Communication & Information	16
Candidate Information	20
Voting Places	22
Accessible Customer Service	26
Conclusion	29
Appendix A: Resources	30
Appendix B: Acknowledgements	31
List of Organizations	32

CONTACT INFORMATION

If you have questions, comments or require this information in an alternate format, please contact us.

Email: AccessibleElections@toronto.ca

Phone: 416-338-2020

TTY: 416-338-OTTY (0889)

Mail: Toronto Elections
89 Northline Road
Toronto, ON M4B 3G1



page 4

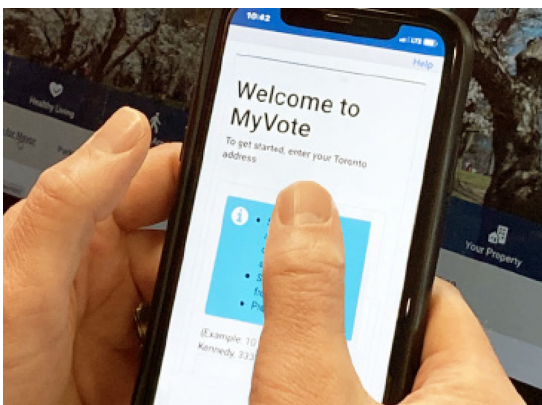
Message from the Clerk

"I am proud to present the fourth Toronto Elections Accessibility Report, which builds on the foundation of previous reports to describe the concrete actions taken to ensure all eligible electors can cast a ballot with independence and dignity."

page 8

New in 2022

Operating an election during a pandemic required a significant rethinking of how voting should take place. The City Clerk determined that a mail-in voting program was a necessary complement to in-person voting to ensure casting a ballot remained safe, secure, and accessible.



page 16

Communication & Information

New for 2022, Toronto Elections offered a number of hybrid information sessions where candidates could participate either in-person or online. All events were held at fully accessible locations, with additional accommodations available upon request.



Message from the Clerk

I am proud to present the fourth Toronto Elections Accessibility Report, which builds on the foundation of previous reports to describe the concrete actions taken to ensure all eligible electors can cast a ballot with independence and dignity.

Administering a safe, secure, and accessible election looked different this election cycle. Planning for the 2022 municipal election during the City's response to the COVID-19 pandemic resulted in unprecedented challenges. From adapting consultations to online platforms and implementing Toronto's first-ever mail-in voting program for a general election, Toronto Elections responded swiftly to each new challenge in ways that were compliant with legislation, followed public health guidelines, and upheld our commitment to accessibility for candidates and electors. This included increasing voting options for persons who may not be able to vote in-person due to illness, injury or disability, exploring new approaches to connect with harder-to-reach populations, and developing extensive contingency plans should the election coincide with a severe wave of illness.

Casting a ballot is a fundamental right in any truly democratic society and rooted in our core values. As City Clerk, one of my key mandates is to ensure that elections are accessible to all eligible electors and candidates. Throughout this election cycle, election staff worked diligently with members of the Accessibility Outreach Network and other community organizations to improve accessibility in all areas of election planning and administration. I extend my heartfelt thanks to our dedicated team of election professionals, the more than 15,000 voting place staff who worked during advance vote and election day, and our internal and external partners who provided invaluable support and expertise throughout the entire process. I am confident that the culmination of these efforts, as well as the learnings we will take forward, will have a lasting impact on election participation well into the future.

This report reflects our commitment to continuously learn and improve our practices as we strive to fulfill our accessibility mandate through sincere and intentional collaboration. Community feedback has resulted in many learnings since the release of the first Election Accessibility Report twelve years ago, and I welcome continued input and support as we work towards identifying gaps and priorities to further reduce barriers for the 2026 election.

John D. Elvidge

Toronto City Clerk

ABOUT THIS REPORT

The Election Accessibility Report summarizes the progress made by Toronto Elections towards implementing the commitments described in the 2018 Accessibility Report. Despite enormous challenges presented by the COVID-19 pandemic, Toronto Elections was able to develop and action numerous programs and initiatives to improve accessibility across the election process. Specific actions were tracked through the 2022 Election Accessibility Plan, which was produced in consultation with community organizations and persons with disabilities.



Section 12.1 of the Municipal Elections Act, 1996 (MEA) requires the City Clerk to act within 90 days of the election and prepare a report on the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

Since the addition of this MEA provision in 2010, each subsequent Toronto Elections report has built on the foundation of the previous, expanding accessibility efforts in areas such as community engagement, voting options, and access to information. Going into the 2022 Election, some key commitments were to:

- Investigate emerging public engagement trends and technology to help facilitate remote participation in Accessibility Outreach Network meetings and consultation sessions;
- Continue to investigate alternative voting options that meet the principles of the Municipal Elections Act, 1996;
- Collaborate with community partners in the development of outreach and communication materials to ensure that the information being shared is significant, relevant and conveyed in the most effective way for the intended audience, with regard to different types and degrees of disability;
- Continue to consult with persons with disabilities in the development of accessibility training modules and materials;
- 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.

In addition to outlining the implementation of these commitments, this Accessibility Report serves as an important accountability mechanism going forward. Toronto Elections is committed to remaining transparent in its efforts to respond to community feedback and continuously improve accessibility in future elections.

This report describes new programs and initiatives in the following six key areas:

1. Consultation
2. Voting Options and Accommodations
3. Communication and Information
4. Candidate Information
5. Voting Places
6. Accessible Customer Service

NEW IN 2022

Toronto Elections remained committed to placing accessibility at the forefront of key operational decisions and initiatives. Despite unprecedented challenges resulting from the COVID-19 pandemic, Toronto Elections was dedicated to engaging community organizations and people with lived experience throughout the election process. As a result, the 2022 Election offered:

- more voting options
- a more accessible in-person voting experience
- expanded accessibility training for voting place staff

The following section highlights some of the new initiatives that were introduced to foster accessibility this election.



Mail-In Voting Program

Operating an election during a pandemic required a significant rethinking of how voting should take place. The City Clerk determined that a mail-in voting program was a necessary complement to in-person voting to ensure casting a ballot remained safe, secure, and accessible. After piloting the option during the 2021 Scarborough-Agincourt Councillor by-election, Toronto Elections implemented the new program for the 2022 General Election, offering eligible electors the choice to apply to vote by mail through an online application or by phone. For the General Election, Toronto was the first municipality in Ontario to offer a braille mail-in voting option, which could be requested at the application stage.

Accommodation options were available to Toronto electors who required assistance with mail-in voting due to illness, injury or disability.

Location Specialists

Toronto Elections also made significant strides towards improving the accessibility of in-person voting. To ensure the voting place selection process prioritized accessibility, Toronto Elections developed the new role of "Location Specialist," dedicated to ensuring that potential voting places were thoroughly screened for accessibility. In addition to hundreds of inspections conducted by election staff, 25 Location Specialists were engaged to inspect all locations for adequate lighting, a barrier-free path of travel, barrier-free parking where parking was provided, ramp access to doors, and accessible doors or door operators.

Lived Experience Training Video

Toronto Elections also worked to improve the overall voting experience by implementing mandatory accessible customer service training for all voting place staff and expanding training tools. In partnership with members of the Accessibility Outreach Network, a new lived experience training video was developed as part of mandatory training to educate voting place staff on best practices and emphasize the critical role election officials play in delivering an accessible election.

CONSULTATION

Despite facing extensive logistical challenges resulting from the COVID-19 pandemic, Toronto Elections remained steadfast in its commitment to consult with expert organizations, community groups, and individuals knowledgeable in providing services to persons with disabilities. The pandemic required a significant rethinking of how Toronto Elections engaged with partners leading up to the 2022 election. To ensure the health and safety of participants, Toronto Elections explored options to conduct consultations through remote access, increased one-on-one calls and online feedback surveys.

Although face-to-face interactions are always preferred, this pivot to virtual spaces allowed for ongoing consultations with the Accessibility Outreach Network and facilitated widespread community engagement despite the need to maintain physical distancing.

Accessibility Outreach Network

The Accessibility Outreach Network was developed by Toronto Elections to build long-standing and meaningful relationships with accessibility groups, key service providers, community advocates, and persons with disabilities. Currently, the network consists of 62 individual members representing 37 organizations. Toronto Elections regularly meets with the Accessibility Outreach Network, with increased frequency during an election year. Additional consultations are held across areas of election planning and any new program or initiative.

For 2022, this included the mail-in voting program with a braille voting option and other vital election communication pieces. The frequency of these meetings allows Toronto Elections to build strong relationships with its members and to identify and remedy potential gaps in representation.

Special Consultations

When considering programs that may be of interest to particular groups, Toronto Elections is committed to conducting special consultations to gather vital insight from groups and individuals with expertise in that area.

As an example, consultations with the Accessibility Outreach Network on the mail-in voting program uncovered a need to establish an additional focus group to provide expertise on the design and implementation of the braille mail-in voting package. Five Accessibility Outreach Members who are closely related to the blind community provided feedback and insight on this topic. As a result, Toronto became the first municipality in Ontario to offer a braille mail-in voting package as an alternative voting option. Braille mail-in voting packages were requested at the application stage and sent to 106 electors.

Toronto Elections also conducted a special consultation on key web content and content for the householder information pamphlet. This pamphlet was sent to every household in Toronto and contained vital information on voting options, eligibility, identification requirements, and voting dates and times. Due to the critical importance of these communication pieces, Toronto Elections welcomed guidance from Community Living Toronto, one of our valued Accessibility Outreach Network members. Community Living Toronto reviewed the householder and web language to provide feedback for those with cognitive barriers.

Highlights

- In consultation with the Accessibility Outreach Network, Toronto was the first municipality in Ontario to offer a braille mail-in voting package as an alternative voting option.
- A post-election online survey was distributed to all 193 members of the three Election Outreach Networks, including the Accessibility Network, Youth Network and General Network.
- 89% thought that Toronto Elections outreach initiatives helped reduce barriers to electoral participation.

Moving Forward

- Strengthen existing relationships with members of the Accessibility Outreach Network and other community partners, while continuously monitoring and remedying potential gaps in representation.
- Conduct a membership analysis of all outreach networks to identify potential barriers to participation with the goal of increasing membership.

VOTING OPTIONS & ACCOMMODATIONS

Toronto Elections continues to learn and adapt its methods and programs to anticipate, identify, and remove barriers for electors with disabilities. For past elections, assistive devices were rented to provide electors with ballot marking options. Toronto Elections has now purchased assistive technology to ensure persons with disabilities can fully participate in the democratic process with dignity and independence.

Assistive Technology and Tools

Newly purchased Voter Assist Terminals were available at all locations during advance vote and at two locations per ward on election day. The Voter Assist Terminal is a ballot-marking machine that allows electors to insert a paper ballot and select candidates using a variety of accessible navigation options. Navigation options included a touch screen, audio function, braille embossed key pads, a rocker/foot paddle, and a sip and puff tube. Voter Assist Terminals can also be personalized for individual needs by adjusting settings such as font size, contrast level, and the pace and volume of audio.

Toronto Elections also made other assistive tools available at all voting places, including magnifiers and voter information in braille and memo pads to assist with communication.



Mail-In Voting Program

Administering an election during a pandemic required Toronto Elections to explore alternatives to in-person voting that prioritized health and safety, while also remaining accessible. Toronto Elections piloted its mail-in voting program during the 2021 Scarborough-Agincourt Councillor by-election. With feedback from the Toronto Medical Officer of Health, the program was developed by studying jurisdictions that had run elections through the pandemic to identify leading practices. Toronto Elections leveraged learnings from other jurisdictions with deep experience administering mail-in voting, including British Columbia, Alberta, Edmonton, and Calgary.

Due to the success of the pilot program, Council adopted a by-law authorizing the City Clerk to administer mail-in voting in the 2022 General Election and beyond. In 2022, electors were able to apply for a mail-in voting package by phone or online, with the option to receive a braille mail-in voting package upon request.

Toronto Elections worked with the Accessibility Outreach Network, accessibility experts, service providers, and community advocates to disseminate information on mail-in voting to persons with disabilities. The program was promoted through a broad range of digital and print communication channels with mass reach, all driving to the AODA compliant Toronto Elections webpages for full details on the program.

Accommodations for Mail-In Voting

In 2018, Toronto Elections piloted a home visit voting program, which enabled electors who were unable to leave their homes due to illness, injury and/or disability to vote from home. Through communications with Toronto Public Health, it was determined that in the context of a pandemic, the close interactions this program required posed a significant risk to the health and safety of both electors and election workers. As a result, Toronto Elections created a plan to offer individuals who were unable to leave their homes the alternative of applying to vote by mail or to vote by proxy. Toronto electors who required assistance with mail-in voting due to illness, injury or disability were offered accommodation options. Election staff worked with each elector to meet their voting needs. Services included:

- Assistance completing the mail-in voting application
- Assistance completing the ballot and voting package
- Assistance returning the completed mail-in voting package

Other available voting options:

Ballot Transfer: If an eligible elector required the use of a Voter Assist Terminal and one was not located at their designated voting place on election day, they could request to have their ballot transferred to a voting location in their ward that had a Voter Assist Terminal. A ballot transfer could also be requested in circumstances where an eligible elector encountered a barrier at their designated voting place.

Personal Assistance to Electors: If an eligible elector required assistance at a voting place, they could request to have a friend, family member or election official accompany them behind the voting screen to provide assistance.

Curbside Voting: If an eligible elector was physically unable to go inside the voting place, they could request to have their ballot brought to their vehicle, outside of the building, or to another area within the voting place.

Proxy Voting: If an eligible elector was unable to vote for any reason on any of the available voting days, they could appoint another eligible elector to vote on their behalf.

Highlights

- 106 braille mail-in voting packages were mailed out to electors who requested it.
- 140 people used a Voter Assist Terminal during advance vote and on election day.
- 19,926 electors successfully voted by mail.

Moving Forward

- Continue to research alternative voting methods that would make voting independently more accessible for electors with disabilities, including options such as braille ballot overlays at all voting places, assistive tools for electors who identify as deaf or hard of hearing, and internet voting.
- Toronto Elections will use the learnings from the mail-in voting program to evaluate how services, communication, and accommodations can be refined for the 2026 general election.



COMMUNICATION & INFORMATION

Toronto Elections is continuously seeking new ways to ensure that critical election information reaches persons with disabilities, especially information about voting options and accommodations. Recognizing that electors with disabilities may experience unique challenges in accessing information, Toronto Elections proactively consults with these communities to utilize a broad range of outreach and communication channels, approaches, and formats.

Communications & Advertising

Toronto Elections produced communications for electors and candidates in a variety of formats that were distributed through multiple channels, including online, radio, print, and video. Where space allowed, accessibility and accommodation messaging was embedded into all communication pieces. Toronto Elections expanded radio advertisements in response to a suggestion from members of the Accessibility Outreach Network who advised that radio was a common source of information for people with vision loss. In other efforts, instructional videos were produced with on-screen ASL interpretation and captioning that outlined subjects such as mail-in voting, what to expect at the voting location, how to vote, accessible voting equipment, and MyVote.

Additionally, election information pamphlets were mailed to every household in Toronto prominently featuring available voting options and accommodations. A braille How to Vote booklet was available at all voting places.

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VOTE

October 24



Your City. Your Vote.

Advance Voting Days
October 7 to 14

Election Day
October 24

Find out where to vote, who's running
in your ward, and view a sample ballot.

toronto.ca/MyVote



311
REPORTED AS YOUR SERVICE

Online Information and Tools

Toronto Elections once again leveraged MyVote to improve access to critical election information in 2022. MyVote is an accessible online tool that acts as a one-stop-shop for personalized election information. Electors were able to input their address to find information including their ward; the candidates running in their ward with available direct links to candidate website and social media pages; and their advance vote and election day voting locations with related accessibility information. MyVote users were also able to check if they were on the voters' list, add themselves to the voters' list and view a sample of their ballot to help reduce potential confusion. Electors were also able to view, print and download their voter information card on their personal devices, empowering them to access information already customized to their individual needs and preferences.

The Toronto Elections webpages were a key source of accessible election information in 2022. All webpages were fully compliant with current accessibility standards (Web Content Accessibility Guidelines 2.0 Level AA) and hosted a range of valuable information for electors and candidates. Specific webpages were dedicated to providing information related to accessibility, including voting options and accommodations and the full 2022 Election Accessibility Plan.

Community Outreach and Partnerships

Toronto Elections also proactively developed targeted outreach strategies to connect with communities that may experience difficulties accessing information via traditional communication methods. Due to the pandemic, many community events were shifted online or cancelled. As restrictions lifted, Toronto Elections developed a presence at as many community events across the city as possible. During periods of high transmission, Toronto Elections explored opportunities to recreate this community engagement online. Face-to-face interactions, both online and in-person, facilitated meaningful exchanges with residents and created opportunities to answer questions and disseminate valuable election information and materials.

Toronto Elections also leveraged its partner networks to connect with harder-to-reach communities. An outreach toolkit was provided to members of the Accessibility Outreach Network and other community partners so that members of their communities could receive accurate election information from trusted community leaders. Numerous presentations were delivered to partner organizations on topics that included voting eligibility, voting options, identification requirements, mail-in voting, accessibility accommodations, employment, and hands-on tabulator and Voter Assist Terminal demonstrations. This outreach model has proven successful, and Toronto Elections plans to continue and expand implementation for future elections.

Highlights

- Approximately 1.2 million election information pamphlets were mailed to every household in Toronto.
- Advertising awareness campaigns, which included information on candidate nominations, employment opportunities, mail-in voting, voters' list, MyVote and an all-encompassing Your City. Your Vote election campaign, achieved wide-ranging reach:
 - Over 8 million web and digital impressions
 - 1,760 radio spots (including multicultural radio spots)
 - 1,285 TTC ads placed bus shelter (digital and print) and interior transit posters
 - 13 different languages (radio, web, community print)
- The MyVote webpage had 247,089 views from September through October.
- Outreach was conducted at 37 events throughout the city of Toronto reaching a diverse range of communities.
- 22 presentations and/or mock elections were facilitated with residents and community organizations, including community development officers.

Moving Forward

- Continue to monitor emerging communication trends and technologies to reach persons with disabilities through non-traditional channels.
- Continue to deploy robust outreach and engagement strategies to connect with and educate persons with disabilities on their voting and accommodation options.
- Seek new partnerships with community organizations, service providers and persons with disabilities with the goal of broadening the dissemination of accurate election information.

CANDIDATE INFORMATION

Toronto Elections is committed to anticipating and removing barriers that may prevent persons with disabilities from fully participating in the democratic process. This includes running as a candidate and accessing information about candidates in order to make an informed decision. Toronto Elections continues to go beyond legislative requirements to ensure all components of an election are fair and accessible.

Accessibility for Candidates with Disabilities

Under the Municipal Election Act, 1996, the City Clerk must consider the needs of candidates with disabilities. To this end, information on becoming a candidate and running a campaign was made available across multiple channels including the Toronto Elections website, social media platforms, a dedicated phone line, and a central email account. All resources and materials were distributed in accessible formats.

New for 2022, Toronto Elections offered a number of hybrid information sessions where candidates could participate either in-person or online. All events were held at fully accessible locations, with additional accommodations available upon request. At these sessions, candidates were provided information on running accessible campaigns and were encouraged to disseminate information about Toronto Elections' accessibility initiatives, including mail-in voting and Voter Assist Terminals. Videos of the information sessions were recorded and posted on the Toronto Elections website with closed captioning, along with accessible presentation slides.

Accessible Information about Candidates

While the City Clerk does not have the authority to require campaigns to be accessible, Toronto Elections strongly encouraged candidates to prioritize accessibility throughout their campaigns. In addition to candidate information sessions, which included a dedicated section on accessibility, candidates were provided information and resources on accessible campaigning via email and over the phone.

After the 2014 Election, the City Clerk recommended to the Ministry of Municipal Affairs and Housing that the Municipal Elections Act be amended to include a requirement for candidates to make their campaigns accessible. This amendment was not adopted and will be requested again with respect to both candidate and registered third party advertiser campaigns for future elections.

Highlights

- Four candidate information sessions were held both virtually and in-person, attended by approximately 200 potential and official candidates.
- Information sessions were recorded and posted with closed captioning on the Toronto Elections website, along with accessible presentation slides.

Moving Forward

- Request that the Ministry of Municipal Affairs and Housing amend the Municipal Elections Act, 1996 to include a requirement that candidates and registered third party advertisers make their campaigns accessible; and, add a provision to ensure that expenses related to making campaigns accessible are not subject to the spending limit.
- Continue to build awareness of the importance of accessible campaigns through providing resources and information sessions.
- Explore opportunities to inform candidates and registered third party advertisers of practical ways to make their campaigns more accessible, with attention to campaign information, campaign offices and all-candidate meetings.



VOTING PLACES

Under the Municipal Elections Act, 1996, the City Clerk is required to establish voting places that are considered most convenient for electors, and that are accessible to electors with disabilities. Even with the Accessibility for Ontarians with Disabilities Act's (AODA) goal of making all buildings accessible in Ontario by 2025, it remains a challenge to find and secure available accessible voting places. Despite this challenge, Toronto Elections successfully secured 50 advance voting places and 1,460 election day voting places for the 2022 election. Staff took extensive measures to prevent accessibility issues at voting places by conducting thorough inspections, applying temporary modifications where required, and training staff to identify and remove any physical barriers to accessibility.



Voting Place Inspections

In preparation for the 2022 election, Toronto Elections developed the new role of “Location Specialist,” dedicated to ensuring that potential voting places were thoroughly screened for accessibility. In addition to hundreds of site visits conducted by City staff, these specialists inspected locations for adequate lighting, a barrier-free path of travel, barrier-free parking where parking was provided, ramp access to doors where needed, and accessible doors or door operators. A final inspection was completed by the Supervisors of each voting place in the days prior to election day. These site inspections were essential to ensure that in-person voting was accessible to all electors.

Toronto Elections was also responsive to community feedback regarding the accessibility and convenience of voting places. After the tentative list of voting places was posted online in August, feedback received from the Accessibility Outreach Network, the Toronto Accessibility Advisory Committee, the City of Toronto’s People and Equity Accessibility unit, and various accessibility experts was quickly incorporated into operational preparations for election day.

Voting Place Modifications

The robust site inspections conducted by Toronto Elections also helped identify places that required temporary modifications such as ramps, transition strips, door handles, and additional accessibility signage. They were also used to identify which locations needed the support of an Access Officer to provide electors with assistance in areas that may present barriers. Access Officer duties included opening doors that did not have automatic push buttons and operating elevators.

Beyond the accessibility measures in place, Toronto Elections also set up contingency plans to quickly resolve accessibility issues reported by electors and voting place staff on voting days. Remedies included putting up extra signage, communicating service disruptions, deploying standby Access Officers and arranging temporary ramp installations.

Highlights

- Toronto Elections established the new role of Location Specialist to increase the thoroughness of voting place inspections with a focus on accessibility.
- 1,460 voting places were inspected three times prior to voting days and deemed to be accessible and available.
- 83 ramps and 54 door handles were temporarily installed to rectify accessibility issues.
- 723 Access Officers were hired and trained to mitigate voting place accessibility issues by opening doors, operating elevators and lifts, or directing electors to the accessible entrance.

Moving Forward

- Evaluate the enhancements made to the voting place inspection model including the value added by the Location Specialist and Access Officer positions.
- Review the criteria used by the City Clerk to determine appropriate voting locations, including identifying best practices from other jurisdictions.
- Explore developing a virtual location imaging system for voting places to provide persons with disabilities better line of sight and wayfinding.



ACCESSIBLE CUSTOMER SERVICE

Voting place staff play a crucial role in ensuring that the voting process is safe and accessible to all electors. Toronto Elections trained more than 15,000 people on a number of important election procedures and prioritized accessible customer service education.

Accessibility Training

Toronto Elections ensured that all in-class training, online modules, and staff manuals included information about how to provide accessible customer service, as well as the accommodations and assistive tools available at each voting place. In consultation with the Accessibility Outreach Network in 2018, Toronto Elections developed an Accessible Customer Service Handbook. The handbook included tips on serving people with disabilities, information on types of disabilities (physical, vision, hearing, cognitive, mental health, speech and language), information on assistive devices and service animals, and tips on addressing barriers to accessibility. This material was widely circulated to all staff working the 2022 election and included in each position-specific training workbook.

Lived Experience Training Video

To enhance the learning experience of all staff, Toronto Elections collaborated with members of the Accessibility Outreach Network to produce a new lived experience training video. This mandatory training video was viewed by all 15,000 elections staff hired to work during advance vote and election day. The video allowed learners to hear firsthand accounts of accessible customer service best practices from people with lived experience. The video was produced with on-screen ASL interpretation and captioning.

Recruiting Persons with Disabilities

Toronto Elections prioritizes cultivating an inclusive workforce that is representative of Toronto residents. Election jobs were actively promoted through a variety of channels, including the Accessibility Outreach Network, to reach persons with disabilities and make them aware of employment opportunities and available accommodations.



Highlights

- Toronto Elections actively encouraged persons with disabilities to use its dedicated accessibility phone number and email address to seek information or request accommodation.
- All 15,000 voting place staff received accessible customer service training and viewed the new lived experience video.

Moving Forward

- Continue to engage and consult with persons with disabilities to improve accessibility training materials and modules, including a review of the Accessible Customer Service Handbook.
- Conduct a review of Access Officer training to determine if the role can be expanded to include wayfinding and additional supports to electors.
- Continue to explore strategies to recruit persons with disabilities and cultivate an inclusive workforce that is reflective of Toronto.



CONCLUSION

Electoral participation is a basic democratic right, and as such, the City Clerk is committed to ensuring that all those who wish to cast a ballot or run for office have the opportunity to do so. Toronto Elections remains committed to continuous consultation and engagement of persons with disabilities to ensure their experience and expertise are reflected in plans for future elections.

This report captures many of the strategies Toronto Elections developed to overcome challenges presented by the COVID-19 pandemic, while also fulfilling a commitment to accessibility across election planning and administration. The learnings taken from many of these new initiatives will be invaluable as Toronto Elections shifts its attention towards planning for the 2026 election. The commitments captured in this report will serve as a vital accountability mechanism.

Appendix A: Resources

Please note the following resources can be found online at: toronto.ca/elections.

Previous Accessibility Plans and Reports

2022 Accessibility Plan (includes reported outcomes and achievements)

2018 Accessibility Report

2014 Accessibility Report

2010 Accessibility Report

Web Pages

Voting Options and Accommodations

Accessible Voting Equipment - Video

How to Vote - Video

MyVote - Video

Related Legislation, Policies and Procedures

Municipal Elections Act

Additional Election Policies and Procedures

Accessibility Resources

Candidate's Guide to Accessible Elections

Voting Places

2022 Voting Places

Social Media

Twitter @cityoftoronto

Instagram @cityofto

Facebook: City of Toronto

Available Upon Request

[Voting Place Inspection Checklist](#)

Accessible Customer Service Handbook for Election Staff

Appendix B: Acknowledgements

The following organizations supported the advancement of the 2022 Accessibility Plan and shared election information with their networks. Each organization had representative(s) sitting on the Accessibility Outreach Network, providing thoughtful input in all areas of election planning. Network members also included seven community advocates.

Thank you for their valuable contributions.

- accessCAN
- Association of Spanish Speaking Seniors of the Greater Toronto
- Autism Ontario
- Balance for Blind Adults
- Bob Rumball Canadian Centre of Excellence for the Deaf
- Canadian Hearing Services
- Canadian National Institute for the Blind
- Centre for Addiction and Mental Health
- Centre for Blind Canadians
- Centre for Independent Living Toronto
- Chinese Canadian National Council
- Christian Horizons
- CIVIX
- Community Living Toronto
- Community Outreach Canada
- Harmony Place
- Jane Finch Centre
- March of Dimes
- MS Society of Canada
- North York Community House
- Older Adult Centres' Association of Ontario
- Ontario Federation of Cerebral Palsy
- Parks, Forestry and Recreation Division, City of Toronto
- Reconnect Community Health Services
- SAAC
- Spinal Cord Injury Ontario
- Students for Barrier-free Access
- The Alliance of Equality for Blind Canadians
- Toronto Accessibility Advisory Committee
- Toronto Drop-in Network
- Toronto Public Library
- Toronto Seniors Forum
- TTC Advisory Committee on Accessible Transit
- TTC Wheel-Trans
- Unison Health and Community Services
- Vision Loss Rehabilitation Canada
- Wagner Green Centre for Access & Inclusion

List of Organizations

The organizations listed below helped advance the objectives of the 2022 Accessibility Plan by having representative(s) on one of the Election Outreach Networks and/or were sent election information to share within their networks.

- Acces Employment
- Access Alliance
- Adelaide Resource Centre for Women
- Afro Caribbean Farmers' Market
- Agincourt Community Services Association
- All Saints Church-Community Centre
- Altamont Long Term Care
- Apathy is Boring
- Applegrove
- Arab Community Centre of Toronto
- Arts Etobicoke
- Baycrest Health Sciences
- Baycrest Terrace
- Belmont House
- Bendale Acres
- Birkdale Residence
- Black CAP Harm Reduction After Hours Drop-In
- Breakaway Addiction Services, Pieces to Pathways
- Canada Christian College
- Carefree Lodge
- Castlevue Wychwood Towers
- Cecil Community Centre
- Cedarbrook Lodge
- Cedarvale Terrace Nursing Home
- Centennial College
- Centre for Addiction & Mental Health
- Cheltenham Care Community
- Chester Village
- Christian Horizons
- Christie Gardens
- Christie Ossington Neighbourhood Centre
- Christie Refugee Welcome Centre
- Church of the Holy Trinity
- Church of the Redeemer
- Civic Action
- Community Civic Engagement Collaborative
- Community Family Services of Ontario
- Community Outreach Canada
- Copernicus Lodge
- Cornerstone Place
- COSTI Immigrant Services
- Covenant House
- Craiglee Nursing Home
- CUIAS Immigrant Services
- Cummer Lodge
- Daily Bread Food Bank
- Davenport Perth Neighbourhood and Community Health Centre
- Deerwood Creek Care Community
- Delta Family Resource Centre
- Democratic Engagement Exchange
- Developing Young Leaders of Tomorrow, Today
- Dixon Hall
- Dom Lipa Slovenian Linden Foundation
- Don Valley Community Legal Services
- Doors Open Toronto
- Downsview Long Term Care
- Eatonville Care Centre
- Egale

- Ehatare Retirement Home
- Elections Canada
- Elections Ontario
- Elisa House
- Elm Grove Living Centre
- Equity Diversity Human Rights Division, City of Toronto
- Evangel Hall Mission
- Evangeline Residence
- Eva's Phoenix
- Eva's Place
- Extendicare Bayview Villa
- Extendicare Rouge Valley
- Extendicare Scarborough
- Fairview Nursing Home
- Family Residence
- Fieldstone Commons Care Community
- Fife House
- Flemingdon Community Support Services
- Flemingdon Neighbourhood, Local Champion
- Fort York Residence
- Fountain View Care Community
- Fred Victor
- Friends of Ruby
- Fudger House
- George Brown
- Good Shepherd Centre
- Grange Festival
- Guildwood Extendicare
- Harmony Hills Care Community
- Harold & Grace Baker Centre
- Hart House
- Haven Toronto
- Hawthorne Place Care Centre
- Healing As One
- Hellenic Home
- Hennick Bridgepoint Hospital
- Heritage Nursing Home
- Horizons for Youth
- Houses of Providence
- Humber College
- Humber Heights Long Term Care
- Humber Valley Terrace by Revera
- Ina Grafton Gage Home
- Indigenous Arts Festival
- Isabel & Arthur Meighen Manor
- Islington Seniors' Shelter
- Ivan Franko Home for the Aged
- Jane/Finch Community Centre
- Job Start
- John Gibson House
- Kennedy House Youth Shelter
- Kennedy Lodge Nursing Home
- Kensington Gardens North & South
- Kipling Acres
- La Passerelle-ide
- Labdara Lithuanian Nursing Home
- Lakeshore Lodge
- Lakeside Long Term Care Centre
- LAMP Community Health Centre
- Maggie's Toronto Sex Workers Action Project
- Main Street Terrace
- Margaret's Toronto East Drop-in Centre
- Mary's Home
- Max The Mutt College of Animation, Art & Design
- Maxwell Meighen Centre
- Maynard Nursing Home
- McCall Centre for Continuing Care
- Metro Strachan
- Metropolitan United Church, Community Services
- Michael Garron Hospital
- Michener Institute of Education
- Midland Gardens Care Community
- Mon Sheong Home for the Aged
- Mon Sheong Scarborough LTC
- Mount Dennis Neighbourhood Centre

- Mustard Seed, Fontbonne Ministries
- Na-Me-Res
- Native Canadian Centre of Toronto
- Native Child & Family Services of Toronto
- Neighbourhood Information Post
- Nellie's Women's Shelter
- New Hope Leslieville
- Newcomer Office
- Nisbet Lodge
- Norfinch Care Community
- North Park Nursing Home
- North York Community House
- Norwood Nursing Home
- OCADU
- OCASI
- One Kenton Place
- Our Place Community of Hope
- Pakistani Community Centre
- Parkdale Activity Recreation Centre
- Parks, Forestry and Recreation Division, City of Toronto
- Progress Avenue Shelter
- Ralph Thornton
- Rayoak Place Retirement Residence
- Red Door Family Shelter
- Regent Park Community Food Centre
- Rekai Centre
- Revera West Side
- Rexdale Community Health Centre
- Robertson House
- Rockcliffe Care Community
- Rose of Sharon
- Runnymede Healthcare Centre
- Sagatay
- Sanctuary Ministries
- Scarborough Village Residence
- Scarborough Women's Shelter
- SEAS Centre
- Seaton House
- Seneca College
- Seniors Health Centre
- Seven Oaks
- Shepherd Lodge
- Sistering
- Sisters of St. Joseph of Toronto
- Social Development, Finance and Administration Division, City of Toronto
- Social Planning Toronto
- Sojourn House
- Sojourn House Hotel Program
- Solid Waste Division, City of Toronto
- St James Town Community Corner
- St. Bernard's Residence
- St. Clair O'Connor Community
- St. Clare's Residence
- St. Felix Centre
- St. George Care Community
- St. James Cathedral Drop-in
- St. James Town Community Corner Festival
- St. John The Compassionate Mission
- St. Simon's Clubbe House
- St. Stephen-In-The-Fields Anglican Church
- Street Haven
- Sunnybrook Veterans Centre
- Suomi Koti Finnish Centre
- Syme Woolner Neighbourhood & Family Centre
- Tendercare Living Centre
- The 519
- The 519 Seniors Group
- The Briton House
- The Canadian-Muslim Vote
- The Corner Drop-In, St. Stephen's Community House
- The Dale Ministries
- The Gibson Long Term Care Centre
- The Learning Enrichment Foundation

- The Neighbourhood Group
- The Neighbourhood Group Bengali, Tamil, Swahili, Somali, Dari and Pasto Women's Group
- The O'Neill Centre
- The Scott Mission
- The Stop
- The Stop Community Food Centre
- The Westbury
- The Wexford
- The Yonge Street Mission
- Thompson House
- Tony Stacey Centre for Veterans Care
- Toronto Aboriginal Support Services Council (TASSC)
- Toronto Arts
- Toronto Community Housing
- Toronto Council Fire Native Cultural Centre
- Toronto District School Board
- Toronto Drop-in Network
- Toronto Grace Hospital
- Toronto Housing
- Toronto Metropolitan University
- Toronto Public Library
- Toronto Rehabilitation Institute - Bickle
- Toronto Youth Cabinet
- Trilogy Long Term Care
- True Davidson Acres
- Turning Point Youth Services
- Ukrainian Canadian Care Centre
- University of Toronto
- University Settlement
- Valleyview Residence
- Ve'ahavta Street Outreach Program
- Villa Colombo
- VMRTN Visible Minority Radio & TV Network
- Warden Woods Community Centre
- Wesburn Manor
- West Neighbourhood House
- West Park Long Term Care Centre
- Weston King Neighbourhood Centre
- Weston Terrace Care Community
- White Eagle Residence
- Willowdale Centre
- Woodgreen Community Services
- Working for Change
- Yee Hong Centre for Geriatric Care
- Yee Hong Centre-Scarborough Finch
- YMCA
- Yonge Street Mission, Evergreen Centre for Street Youth
- York University
- Youth Without Shelter
- YouthLink
- YWCA

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