



PORT COLBORNE

THE CITY OF PORT COLBORNE

2022 MUNICIPAL ELECTION

Accessibility Report:

A Report Regarding the Identification, Removal and Prevention
of Barriers Affecting Electors and Candidates with Disabilities

Date of Publication – January 3, 2023

Table of Contents

Introduction	4
Identification, Removal, and Prevention of Barriers	5
1. Staff Training.....	5
2. Provision of Election Information.....	6
3. Notice of Temporary Service Disruption.....	6
4. Assistance to Candidates.....	6
4.1 Campaign Expenses.....	6
4.2 Service Animals	7
5. Assistance to Electors	7
5.1 Voting by Proxy.....	7
5.2 Vote by Mail on Demand.....	7
5.3 Voting Locations	7
5.4 Parking.....	8
5.5 Service Animals, Support Persons, Assistive Devices.....	8
5.6 Entrance to the Voting Location	8
5.7 Interior Voting Area	8
5.8 Accessible Voting Booths	9
5.9 Voting Assistance	9
5.10 Accessible Voting Equipment.....	9
6. Stakeholder Engagement.....	9
6.1 Joint Accessibility Advisory Committee.....	9
7. Feedback Process	10
8. Reporting	10
9. Clerk’s Discretion and Authority	11

10. Additional Information	11
10.1 Contacts	11
10.2 Ministry of Municipal Affairs and Housing - Election Website	11
10.3 Ministry of Economic Development, Employment, and Infrastructure.....	11
10.4 Service Ontario – e-Laws	12
Appendix A: Election Officials Manual Accessibility Information	12
Customer Service	12
Serving Electors with Hearing Loss	13
Serving Electors with Blindness or Vision Loss	14
Serving Electors with Physical Disabilities.....	15
Serving Electors who Speak Limited English.....	16
Appendix B: Accessible Customer Service Policy	17
1. Purpose	17
2. Application	17
3. Definitions.....	18
4. Policy	19
Appendix C: Polling Location Accessibility Checklist	22
Appendix D: Oral Oath of Secrecy for Helping Electors	31

Introduction

This report outlines and discusses the identification, removal, and prevention of barriers to ensure the 2022 municipal election was accessible to all electors and candidates.

The City Clerk is responsible for adhering to the legislative and administrative conduct of municipal elections in the City of Port Colborne, in accordance with all applicable City policies and provincial legislation, including:

- The City of Port Colborne's Accessible Customer Service Policy, 2021
- The *Municipal Elections Act, 1996* ("the Act")
- The *Ontarians with Disabilities Act, 2001*
- The *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA")

Requirements Under the *Municipal Elections Act*

The *Municipal Elections Act, 1996* as amended (MEA) states the following:

Electors and candidates with disabilities

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

Plan re barriers

Section 12.1 (2) The clerk shall prepare a plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the plan available to the public before voting day in a regular election. 2016, c. 15, s. 11.

Report

Section 12.1(3) Within 90 days after voting day in a regular election, the clerk shall prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public. 2016, c. 15, s. 11.

Number and location of voting places

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

Attendance on electors with disabilities

Section 45 (9) To allow an elector with a disability to vote, a deputy returning officer shall attend on the elector anywhere within the area designated as the voting place. 2001, c. 32, s. 30 (3).

In accordance with the Act, this report is provided to the residents of the City of Port Colborne to demonstrate the actions taken to identify, remove, and prevent barriers to accessibility which may have otherwise impeded electors and candidates. This report outlines the actions taken to ensure:

1. Candidates and electors with disabilities were able to access all election information and services, with accommodations being provided when needed.
2. All Voting Places were accessible for all candidates and electors.
3. All electors had the option of accessing alternative voting methods to permit them to vote independently and privately mark their ballot or obtain assistance from an Election Official who had sworn an oath of secrecy and had received accessible customer service training, in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*. The alternative voting methods available to electors were Vote by Mail on Demand, proxy voting, and the accessible tabulator stationed at each advance poll and at City Hall on Election Day.
4. Feedback regarding the accessibility of the 2022 Municipal and School Board Elections was collected and documented so that in future Municipal Elections, resources needed to ensure accessibility can be effectively directed to best satisfy community needs.

Identification, Removal, and Prevention of Barriers

The actions taken to ensure the accessibility of the 2022 Municipal Election followed the “Procedures for the Implementation of the Accessibility Plan.” The following is a reflection on the efficacy of each planned procedure, as well as any recommendations for improvement based on feedback:

1. Staff Training

Each Election Official selected to work in the 2022 municipal election received accessible customer service training in accordance with the City of Port Colborne’s

Accessible Customer Service Policy and all related accessibility legislation. This training included:

- a. How to interact and communicate with persons with various types of disabilities.
- b. How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or support person.
- c. How to use voting equipment and assistive devices to deliver election services.
- d. What to do if a person is having difficulty accessing election information or services.
- e. Review of the purposes of the *Accessibility for Ontarians with Disabilities Act* and the Customer Service Standard's requirements of Ontario Regulation 191/11 for the Integrated Accessibility Standards Regulation.

Specific accessible customer service training was included in the "Election Officials Manual" (see Appendix "A"). Additionally, each Election Official received a copy of the City of Port Colborne's most up-to-date Accessible Customer Service Policy (Appendix "B").

2. Provision of Election Information

All election related communications and information to candidates and electors were created according to the City's accessibility standards. All election documents and information would be made available in alternative formats when requested, in a manner agreed upon by the requester and the City Clerk. The printed format of this document is available at City Hall or on the City's website at www.portcolborne.ca/election.

3. Notice of Temporary Service Disruption

There were no temporary disruptions in the delivery of election information or services experienced on Election Day or during any advance poll.

4. Assistance to Candidates

4.1 Campaign Expenses

Expenses incurred by a candidate with a disability that are directly related to the candidate's disability and would not have been incurred if not for the election are excluded from the permitted spending limit for the candidate.

4.2 Service Animals

There were no candidates requiring service animals in the 2022 municipal election.

5. Assistance to Electors

5.1 Voting by Proxy

An elector who was unable to attend a voting place had the option of appointing another elector to act as a voting proxy to cast a ballot on their behalf. All voting proxy appointments were made on the prescribed form available at the Municipal Office and on the City's election website. The elector being appointed as a proxy was required to take a statutory declaration before the Clerk or their designate. Staff of the City Clerk's Office were available to administer this oath (Municipal Offices, 66 Charlotte Street, Port Colborne) during regular business hours, as well as between 12:00 p.m. and 5:00 p.m. on advance polling days and on voting day. Once completed, the voting proxy was permitted to be exercised at any advance voting location or on voting day. The appointment of a proxy did not remain in force after voting day (October 24, 2022).

5.2 Vote by Mail on Demand

Any electors that were unable to attend a voting place had the option of choosing to Vote by Mail. Vote by Mail on Demand Kits were made available to electors who registered between September 1, 2022, and September 26, 2022. The option to request a Vote by Mail on Demand ballot was offered as an alternative to appointing a voting proxy.

5.3 Voting Locations

The Clerk, Deputy Clerk, and Election Coordinator conducted multiple site visits to all potential voting locations and completed the accessibility checklist provided by the Joint Accessibility Advisory Committee (Appendix "C"). For each voting location, the Clerk or designate assessed if barriers existed and determined how to address or remove them. When accessibility concerns were identified, all reasonable measures were considered to remove the barrier. Some barriers could not be removed and in order to ensure the accessibility of the location, alternative locations were selected. Two alternative voting locations were chosen with more accessible options within ward four. These two locations featured improvements such as automated doors, accessible washrooms, additional accessible parking spaces, increased visibility. Additional (temporary)

accessible parking spaces were allocated as needed, as well as increased road signage after feedback received during the first advance polling date.

Voting locations were communicated by way of social media, print media advertisements, Voter Notification Cards, and the City's website. The accessible tabulator was provided at each Advance Poll and stationed at City Hall on Voting Day.

5.4 Parking

Designated or reserved accessible parking spaces were provided in close proximity to the entrance of every voting location. Accessible parking spaces were clearly marked with the international Symbol of Accessibility and were visible from the road or driveway of every voting location. Additional (temporary) accessible parking stalls were allocated as needed. Frequent routine checks of access routes to the entrance of the voting location were made by Election Officials throughout the day.

5.5 Service Animals, Support Persons, Assistive Devices

Electors requiring a service animal, support person, or assistive devices were encouraged to use these assistive measures while at each voting location. Election Officials were trained on how to handle such situations, to recognize an appropriate situation to offer assistance to an elector, and to respect the elector's response to the Election Official's offer. No voting locations were selected which exclude service animals by law, nor which may have impeded electors employing assistive devices.

5.6 Entrance to the Voting Location

Every effort was made to use only accessible facilities for voting locations. The most accessible entrance to each voting location was used as the main entrance for everyone. All entrances were clearly marked using the International Symbol of Accessibility.

5.7 Interior Voting Area

Access to the interior voting area and voting booth was level and easily traversed. All voting areas were well lit and had seating available. All voting areas had sufficient space to maneuver a mobility device.

5.8 Accessible Voting Booths

Accessible voting booths were available at each voting location. Voting booths were low in height and had a wide area to allow for individuals who use mobility devices to vote independently and secretly. Modifications to the chairs utilized at the first advanced poll voting booth was made after elector feedback was received.

5.9 Voting Assistance

Electors were permitted to be accompanied by a support person within the voting place. In addition, the Deputy Returning Officer (DRO) in each voting place was available to assist the voter in casting their vote. Prior to entering the voting booth, the DRO was expected to, in conjunction with the elector, determine the extent to which the elector required assistance and the best way in which this assistance could be provided. This occasionally included marking the ballot as directed by the elector after reciting an oral oath (Appendix “D”). Where a voting place was in an institution or retirement home, the DRO was permitted to attend on voters in their specific living areas or at their bedside to assist them to vote. All Election Officials were sworn to an oath of secrecy before and after performing their duties.

5.10 Accessible Voting Equipment

The City of Port Colborne provided accessible voting equipment on advance voting days and on voting day at one designated location for all eligible voters. This included the use of an Audio Tactile Interface (ATI), a handheld controller that allowed voters with accessibility needs to navigate and make selections to a ballot that is presented in audio form during an accessible voting session. Magnifying sheets were made available to assist any individual with visual impairments.

6. Stakeholder Engagement

6.1 Joint Accessibility Advisory Committee

The Clerk corresponded with the Joint Accessibility Advisory Committee for the purpose of informing the committee of the provisions of the 2022 Accessibility Plan and the

accessibility of voting places. The purpose of this discussion was to obtain feedback concerning the implementation of this policy and the provision of election information and services to persons with disabilities as it impacts the election overall. The Clerk also discussed the two ward four polling locations, and the Committee supported the change of the two polling locations in this Ward.

7. Feedback Process

The feedback process allows election staff to improve the accessibility of future elections. Feedback gives election staff an opportunity to take corrective measures to prevent similar recurrences, address training needs, enhance service delivery, and offer alternative methods of providing election information and services.

Feedback regarding the accessibility of election services may be submitted by:

Mail or deliver to: City Clerk,

City of Port Colborne

66 Charlotte Street

Port Colborne ON L3K 3C8

By phone: 905-835-2900 ext. 106

In person: Municipal Offices, 66 Charlotte Street, Port Colborne

By e-mail: cityclerk@portcolborne.ca or election@portcolborne.ca

On the web: www.portcolborne.ca

A Voting Location Evaluation Form was provided by the Clerk for completion by the DRO of each voting place. Completed forms were included amongst the supplies returned to the Clerk following the close of the poll.

Each submission of feedback shall be reviewed by City staff who will respond to the candidate or elector directly, if requested, providing an anticipated action and timeframe for a full response, where appropriate.

Any personal information collected through the provision of feedback is done so under the authority of the *Municipal Act, 2001, S.O. 2001, c. 25* and shall be used to improve customer service.

8. Reporting

In accordance with Subsection 12.1(3) of the *Municipal Elections Act, 1996*, within ninety days of voting day, the Clerk shall prepare a report about the identification,

removal, and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public. This report shall be made available on the City of Port Colborne’s website, at the Municipal Offices, and in any other format requested and agreed upon by the requester and the Clerk.

9. Clerk’s Discretion and Authority

Programs or services not outlined in this policy may be provided as deemed necessary, solely at the Clerk’s discretion. This report does not limit the Clerk’s authority under the *Municipal Elections Act, 1996*, to exercise discretion on the provision of election related services or respond to unforeseen circumstances not otherwise outlined herein.

10. Additional Information

10.1 Contacts

Election Coordinator Diana Vasu 905-835-2900 ext. 211 election@portcolborne.ca	Acting Deputy Clerk Saima Tufail 905-835-2900 ext. 115 deputyclerk@portcolborne.ca	Acting City Clerk Nicole Rubli 905-835-2900 ext. 106 cityclerk@portcolborne.ca
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10.2 Ministry of Municipal Affairs and Housing - Election Website

This website contains information about municipal elections, the *Province of Ontario 2022 Candidates Guide - Ontario municipal council and school board elections*, and the Ministry’s commitment to promote greater accessibility for voters and candidates with disabilities. For more information, please visit www.mah.gov.on.ca/Page219.aspx and refer to the 2022 Voters’ Guide - Ontario municipal council and school board elections.

10.3 Ministry of Economic Development, Employment, and Infrastructure

The Ministry of Economic Development, Employment, and Infrastructure has published information with respect to accessibility in Ontario. For more information please visit: <https://www.ontario.ca/page/ministry-economic-development-job-creation-trade>

10.4 Service Ontario – e-Laws

This website contains all current statutes including the *Municipal Elections Act, 1996*, the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*: www.e-laws.gov.on.ca.

Appendix A: Election Officials Manual Accessibility Information

Customer Service

Election Officials are to provide goods and services in a manner that:

- Communicates in a way that takes a person's disability into account.
- Welcomes the use of assistive devices, service animals, and/or support persons as is necessary to access goods and services (note: if an elector arrives with a support person or interpreter, speak directly with the elector).
- Offers everyone respect, dignity, independence, and courtesy. Be mindful that disabilities are not always visible.
- Respects that some electors may require extra time to cast their ballot.
- Takes direction from the voter. Offer assistance, but do not make assumptions. Wait until the offer is accepted before helping. If they decline, respect that. If you are unsure of how to help, ask them.
- Allows service animals and people to do their job uninterrupted.

Your goal as an Election Official should be the same for all voters – superior customer service.

Be mindful of the language you use. Inappropriate terms convey inaccurate information and perpetuate negative stereotypes.

Often, people with disabilities prefer person-first language (i.e. “person with a disability” instead of “disabled person”) because they see themselves as unique individuals who also happen to have a disability.

Sometimes, though, individuals or communities might not prefer person-first language because they view their disability as an integral part of their identity. It is best to ask instead of assuming, and to always respect their answers.

When asking someone what language they prefer, be mindful of how you phrase your questions. Make sure all the questions that you ask are in the interest of how you can best serve the elector.

Serving Electors with Hearing Loss

There are many degrees of hearing loss, ranging from hard of hearing to total deafness. People who are Deaf or hard of hearing may or may not:

- Wear hearing aids
- Read lips
- Use sign language
- Have speech that is difficult to understand, and
- Use numerous methods to communicate, including
 - Lip reading
 - Sign language
 - An interpreter
 - Gestures
- Use an audio-verbal approach or pen and paper to communicate

Tips for Communicating Verbally

When talking to someone with hearing loss, Election Officials should:

- Attract the person's attention visually before you speak. Use eye contact and a simple wave to connect visually.
- Face the person. Make sure the elector can see your face to read your lips and expression. Try not to cover your mouth when speaking. Ask one question at a time. Use your normal tone of voice.
- Keep a pen and paper nearby when wearing a mask. Use short sentences in conversation and when writing back and forth.
- Move to a quieter place to communicate with an elector who is hard of hearing/deaf if there is a lot of background noise.
- If the person has an interpreter, speak directly to the person.

Tips for Communicating Non-Verbally

When talking to someone with a hearing loss, election officials may:

- Use gesturing when speaking.
- Use visual aids and/or physical demonstrations when communicating.
- Avoid standing in front of a window or other light sources.

Serving Electors with Blindness or Vision Loss

There are many degrees of vision loss. People with vision loss may use a sighted guide, guide dog, or a cane to get around, and may take longer to accomplish tasks like voting.

How to Approach an Elector with Vision Loss

When approaching a person with vision loss, an Election Official should:

- Identify yourself as you approach the elector.
- Ask the person if they want assistance.
- Inform the elector if you need to step away.

Helping with Doors or Stairs

A person with vision loss may need help with stairs or doors. Some tips for helping are:

Tell the elector whether to push or pull the door and which side the handle is on.

Tell the elector if the stairs are going up or down and indicate the number of stairs.

Approach stairs squarely, never at an angle.

Make sure the elector is on the side of the handrail.

Announce “last step.”

Voting Equipment

There will be magnifier sheets at every voting location by persons with blindness or vision loss. Election Officials should offer them to an elector if needed.

Tips for Communication

There are varying degrees of vision loss and a distinction between blindness and low vision. When serving electors with vision loss

- Offer your elbow for support.
- Don't leave without saying goodbye.
- Use specific directions like “behind you on your left” and identify obstacles.

Serving Electors with Physical Disabilities

The kind of assistance you should offer to a person with a physical disability will vary depending on their situation. If unsure, kindly indicate to them that you would like to make their voting process as seamless as possible, and that you are happy to provide whatever help they request.

Assistive Devices

Assistive devices are, by extension, a part of the person and need to be treated with respect. A person with a disability may use a wheelchair, scooter, walker, cane, service animal, computerize device(s) for communication, or a combination of any of these.

Tips for Helping

When assisting an elector with a physical disability, Elections Officials should:

- Face the voter.
- Ask the person if they require assistance—do not assume they do.
- If they accept your help, ask what specific help you can provide.
- If they decline your help, respect their answer. Let them know your offer still stands if they would like help at any point.
- Avoid touching any assistive devices unless the elector has asked you to do so.
- Do not distract any service animals.
- If the voter has a support person with them, speak to the voter unless they indicate they would prefer otherwise.

- Be aware of the height at which items are displayed – instructions, maps, signs, supplies that a voter may require.
- Make sure accessible entrances, parking spots, etc. are clearly labelled.
- Frequently check that paths to and from the voting place are free of obstacles.
- If an elector asks about the accessible features of the location, provide those details.

Serving Electors who Speak Limited English

Some electors will have limited knowledge of English. Election Officials should be sensitive in communicating with these electors.

Tips for Communicating Verbally

When talking with people who speak limited English, Election Officials should:

- Use short sentences. Avoid long sentences with complex words and/or sentence structures. Break instruction into small fragments. Use words that describe a sequence: First, Second, Third...
- Avoid jargon and slang. Check frequently for understanding. Summarize at the end to ensure mutual understanding of main points.
- Use the active voice, where **you** define a clear subject (person doing the action) in a sentence; avoid the passive voice, where **it** is unclear who the subject is.

Tips for Communicating Non-verbally

When talking with people who speak limited English, Election Officials may:

- Use gestures or actions to illustrate.
- Use visuals like maps, diagrams, or pictures to illustrate.
- Write new words down and discuss meaning in their context.

Clarify Meaning

Election Officials can use the following questions to clarify what an elector is saying:

- “Excuse me, could you please repeat that word/sentence/ instruction?”

- “I’m sorry, I didn’t get that. Could you please slow down?”
- “Could you please explain what _____ means?”
- “Could you please repeat that last word/sentence/question?”

To be sure the voter understands what you are saying, try explaining your idea in a few different ways and using visual cues. For example: “Please see the person at the computer to sign in (point to the person). The person with the laptop (point to the person) will register you to vote (point to the voting station).”

Appendix B: Accessible Customer Service Policy

City of Port Colborne

Accessible Customer Service Policy

1. PURPOSE

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (the “AODA”) and addresses the following:

- a) provision of goods and services;
- b) assistive devices;
- c) service animals;
- d) support persons;
- e) notice of temporary disruptions in services and facilities;
- f) training;
- g) feedback process; and
- h) notice of availability of documents.

2. APPLICATION

This Policy applies to all persons who deal with members of the public or other third parties on behalf of the Corporation of the City of Port Colborne (the “City”), whether the person does so as an employee, agent, volunteer, or otherwise and to all persons who participate in developing City policies, practices and procedures governing the provision

of goods and services to members of the public or third parties.

3. DEFINITIONS

Assistive Device

A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

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*;

Service Animal

Any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

Support Person

A person who accompanies a person with a disability in order to assist with communication, mobility, personal care, or medical needs or with access to goods or services.

4. POLICY

a) Provision of goods and services

The City is committed to providing excellent customer service.

This policy establishes that goods and services shall be provided to persons with disabilities in accordance with the following key principles:

- Dignity
- Independence
- Integration; and
- Equal Opportunity
- Communicating with the person with a disability by taking into account the person's disability

b) Assistive devices

A person with a disability shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices.

In the event a person utilizing an assistive device is hindered from accessing goods or services, the City shall offer the person other reasonable measures, to assist the person with obtaining, using and benefiting from the City's goods and services, where the City has such other measures available. The other measures shall be offered according to the situation and with the agreement of the person attempting to access the good or service.

It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

c) Service animals

Service animals shall be permitted entry to all municipal facilities and meeting rooms which are open to the public, except where prohibited by law (such as where food preparation is being undertaken).

If a service animal is excluded by law from the premises, the City shall ensure that other reasonable measures to assist the person with obtaining, using and benefiting from the City's goods and services, where the City has other such measures available. The other measures shall be offered according to the situation and with the agreement of the person attempting to access the good or service.

If it is not readily apparent whether the accompanying animal is a service animal, staff may request confirmation of the animal's status. Service animal confirmation may be provided by certification papers of an accepted service animal training school, a

government regulating body or by a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

d) Support persons

Support Persons shall be permitted entry to all municipal facilities and meeting rooms which are open to the public. If an amount is payable by a support person for admission to the premises or in connection with a support person's presence at the premises, the City shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person by including same on the City's website and in any other manner deemed appropriate.

e) Notice of temporary disruptions in services and facilities

The City shall make reasonable efforts to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. The City will provide notice of temporary disruptions by posting the information in visible places, or on the City's website, or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

The City will make reasonable effort to provide prior notice of planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, the City will provide notice as soon as possible.

f) Training

The City will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The amount and format of training shall be tailored to suit the person's level of public interaction and the person's involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

All training, regardless of format, shall have regard for:

- An overview of the purposes and requirements of the AODA, the Accessibility Standards for Customer Service, and the City's policy thereto;
- How to interact and communicate with people with various types of disabilities;
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or a support person;

- How to use equipment or devices that the City makes available to help with the provision of goods or services to a person with a disability, such TTY;
- What to do if a person with a disability is having difficulty accessing City goods or services.

Training shall be provided to each person to whom this policy applies as soon as practicable and shall be provided every 3 years thereafter. The City shall keep records of the training, including the date on which the training is provided and the name of the person to whom it is provided.

g) Feedback process

Feedback from a member of the public may be provided in the manner deemed most convenient by the person providing the feedback including in person, by telephone, in writing, by email or other electronic format.

Feedback processes will be made accessible to persons with disabilities by providing or arranging for provision of accessible formats and communication supports, upon request.

Feedback may be provided directly to the service provider or:

Mary Murray
City of Port Colborne 66 Charlotte Street
Port Colborne, ON L3K 3C8 Phone: 905-835-2900 ext. 309

Fax: 905-835-2969

Email: mary.murray@portcolborne.ca

Any personal information collected through the provision of feedback is done so under the authority of the *Municipal Act, 2001, S.O. 2001, c. 25* and shall be used to improve customer service.

The Responsible Officer for the Accessible Customer Service Policy will acknowledge concerns within fifteen (15) business days. The City will make every effort to understand the problem, identify the appropriate contact and work towards a resolution. The response to the feedback shall be provided in the same format as the original feedback, where possible, or in a mutually agreed upon format.

h) Notice of availability of documents

This policy and any other document required by the Accessibility Standards for Customer Service delivery shall be made available on the City's website and shall be made available upon request to any person to whom it provides goods or services.

When providing a document to a person with a disability, the City shall provide the document or information in the format that takes into account the person's disability as is reasonable in the circumstances and with the agreement of the person with a disability.

The City shall provide or arrange for provision of the policy or the information contained in the policy in accessible format and with communication support,

- in a timely manner that takes into account the person's accessibility needs and
- at a cost that is no more than the regular cost charged to other persons

The City will consult with the person making the request in determining the suitability of the accessible format and communication support.

Appendix C: Polling Location Accessibility Checklist

<u>Polling Location Information:</u>	
Building Name:	
Contact:	Phone #:
Address:	
City:	Postal Code
<u>Payment Information:</u>	
Landlord Name:	Preferred Language:
Address:	City:
Province:	Postal Code:
Contact Person:	Phone #:
GST#	Fax#
Email Address:	
Custodian Phone #	DRO Access Line#
<u>Building Type:</u>	<u>This site is to be used as a:</u>
Church Hall <input type="checkbox"/>	Advance Poll <input type="checkbox"/> Ordinary Poll <input type="checkbox"/>
Community Centre <input type="checkbox"/>	Alternate Site (no poll assigned) <input type="checkbox"/>
Educational <input type="checkbox"/>	(List of polling station numbers)

Municipal Hall	<input type="checkbox"/>	
Other (specify)	<input type="checkbox"/>	
Dimension of the polling room:		
Estimated maximum number of polling stations which could be established at this site:		
Evaluation Date:	Done on site?	Y N
<u>Polling Location Information:</u>		
Building Name:		
Contact:	Phone #:	
Address:		
City:	Postal Code	

PARKING:

Yes No

1.	Accessible parking available at site?		
2.	Parking area is paved?		
3.	Accessible Parking Spaces are identified via a posted parking sign and/or painted symbol on pavement?		
4.	Parking space is at least 2440 mm (244 cm) wide and has an access aisle of at least 1500 mm (150 cm) wide?		
5.	Total number of accessible parking spaces available:		
6.	Sidewalk has curb cut? (lowered section) If YES: Does the curb cut have a yellow outline?		
7.	Do any obstacles impede electors from entering facility (e.g. planters installed on pathways near entrance, benches, garbage cans etc.)? (if yes, please describe in remarks section) If YES: Are overhanging objects less than 80 inches off the ground? Are protruding objects more than 27 inches above the ground and/or 4 inches off the wall/into clear space? (If so, please describe in remarks section)		

OUTSIDE THE BUILDING

8.	Paved Pathway to Entrance?		
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9.	Pathway at least 1200 mm wide?		
10.	Are pathways impeded by protruding objects (e.g. tree limbs, signs, and light fixtures)? If YES : Are overhanging objects less than 80 inches above the ground? (If so, please describe in remarks section) Are protruding objects more than 27 inches above the ground and/or 4 inches off the wall/into clear space? (If so, please describe in remarks section)		
11.	Lighting sufficient at night?		

ENTERING THE BUILDING

12.	There is sufficient signage to easily locate the accessible entrance?		
13.	The entrance is level?		
14.	If NOT , a ramp is provided?		
15.	If YES , does this ramp provide: A handrail? A non-slip surface? A slope of not more than 1" high for every 12" in length? Edge protection at the sides?		
16.	The ramp is longer than 9 meters?		
	If YES , does the ramp have level landings at each 9 m mark or at each change in direction?		
18.	The door threshold is not more than 1.25 cm (1/2") high? If a threshold is present, is it beveled?		
19.	The door hardware is usable with one hand without tight grasping, pinching or twisting of the wrist? (e.g. D-style or lever handle)		
20.	The door provides clear space of 950 mm (38 inches) wide when the door is open 90 degrees? (850 mm or 34 inches is the minimum requirement)		
21.	Does the door have an automatic door opener?		
22.	Do any obstacles impede electors? (if yes, please describe in remarks section)		

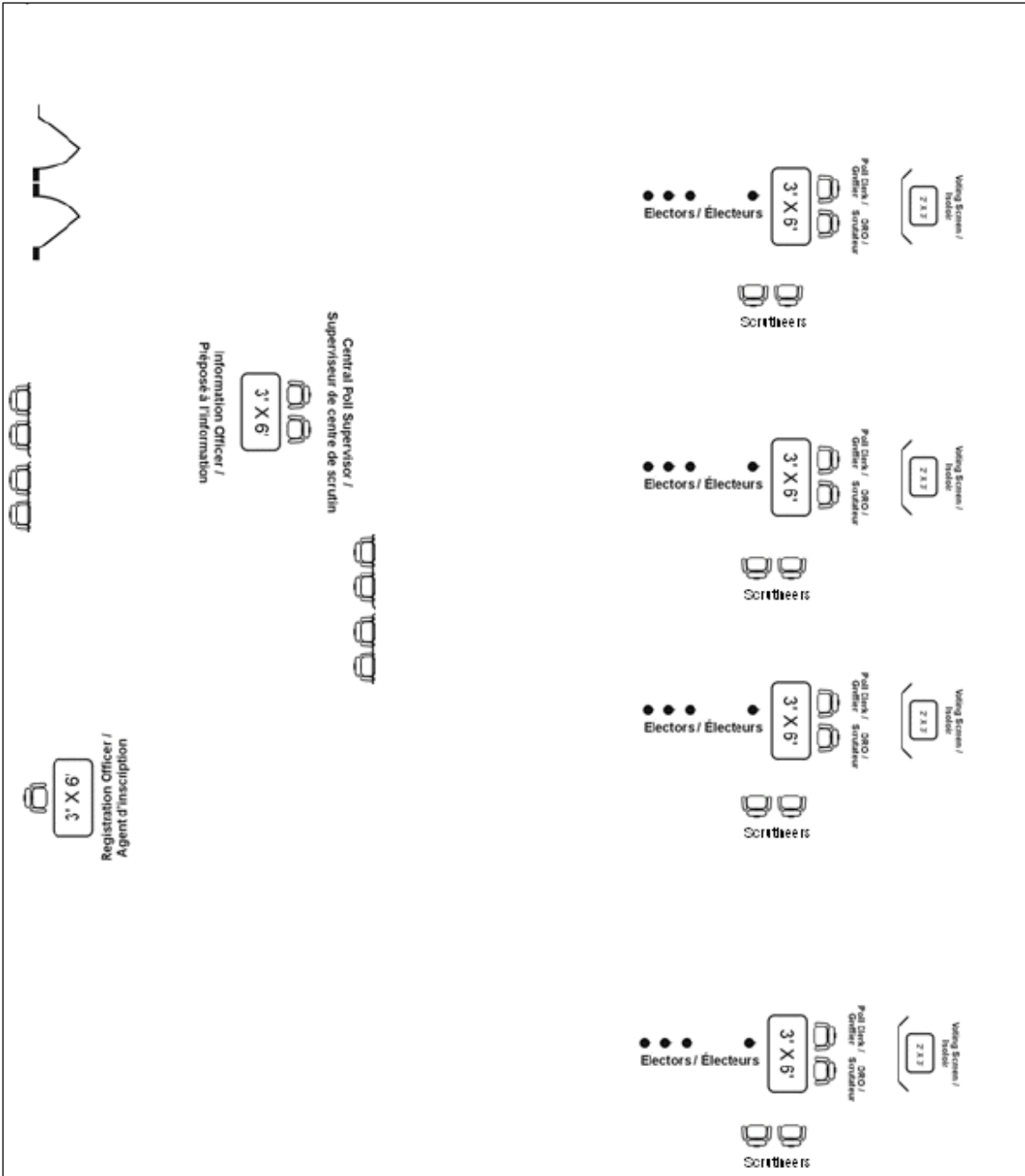
INSIDE THE BUILDING

23.	Doors have a minimum clearance of 950 mm (38 inches) wide when the door is open 90 degrees? (850 mm or 34 inches is the minimum requirement)?		
24.	Pathways have a minimum clearance of 1200 mm (3'9") wide?		
25.	There is a clear and accessible route to the voting location?		
26.	Voting location on the same floor as entry? If NOT , is there an elevator available?		
27.	Is heating adequate?		
28.	Is the washroom wheelchair accessible? The washroom has: A stall door with a minimum clear space of 810 mm (32 inches) wide? Interior space within the stall of at least 1500 mm wide x 1500 mm long? Grab bars beside and behind the toilet? Sufficient lighting in the washroom? Soap and paper towel or hand dryers no higher than 120 cm high?		
29.	Are paths of travel impeded by protruding objects (e.g. signs, light fixtures, furniture)? If YES : Are protruding objects more than 27 inches above the ground and/or 4 inches off the wall?/into the clear space? If so, please describe in remarks section)		
30.	Is the floor non-slip without tripping hazards (heavy pile/loose or raised mats, uneven flooring)?		
31.	Does the floor have a low glare/matte finish?		
32.	Is the voting facility well lit?		
33.	Do any obstacles impede electors? (if yes, please describe in remarks section)		

OVERALL EVALUATION AND NECESSARY MODIFICATIONS

34.	Does this site provide level and easy access?		
35.	If not, is it possible to modify the site to meet accessibility requirements? (if yes, please describe in remarks section)		
36.	Are there other obstacles to overcome? (see remarks below)		

Sample set up of a Multiple Poll Location





Accessible Customer Service - Setting up a Polling Place

PORT COLBORNE

Questions to ask yourself as you organize your site

***** Remember - Make routine checks throughout the day as well *****

- Have accessible parking places been identified and are signs visible from the road?
- Have signs been posted to identify accessible entrances and routes to the voting location?
- Do the signs have high colour contrast and use large print Arial or Verdana font (e.g. yellow background, black lettering, 24 or 36 point)?
- Is the approach from the parking lot to the accessible entrance clear and easy to travel?
- Are doors easy to open? If not, is an automatic door available **OR** can they be propped open, or can someone attend the door to allow ease of entry? (If you do prop them open, make sure that the open door does not obstruct the entrance or nearby floor space.)
- Are door mats level with the floor to prevent potential tripping hazards?
- Is the voting facility well lit?
- Are chairs available for people to rest if needed?
- Are there any obstructions in hallways that could cause difficulty for a person with a visual disability or people with limited mobility to maneuver around?
- Is there enough space inside the voting area for a wheelchair or scooter to move about easily?
- Is the voting booth low and wide enough for a wheelchair or scooter user to vote independently and with secrecy?
- Is the ballot box placed low enough that a wheelchair or scooter user can reach it without difficulty?
- Can the ballot box opening be easily identified by a person with a visual disability? (One idea may be to put a stripe around the slot in a contrasting colour)

Appendix D: Oral Oath of Secrecy for Helping Electors

<p><i>Municipal Elections Act, 1996 c.32, Schedule, s.52(1), par.4</i></p>	<p>The following oath to be administered to an elector: -objected to by a candidate or scrutineer; -when the DRO is not satisfied as to the elector's identity; or -who applies for a ballot and the Voters' List indicates that has already voted.</p>
<p>ORAL OATH OR AFFIRMATION OF QUALIFICATION</p>	
<p>I, <input type="text" value="NAME OF ELECTOR AS IT APPEARS OR IS INTENDED TO APPEAR ON THE VOTERS' LIST OR DOCUMENT"/>, being an elector entitled to vote in this municipality of Port Colborne, swear (or solemnly affirm): That I am the person named or intended to be named on the Voters' List for the voting place; and That I have not already voted in the election now being held in Port Colborne.</p>	
<p><i>Municipal Elections Act, 1996 c.32, Schedule, s.52(1), par.4</i></p>	
<p>ORAL OATH OR AFFIRMATION OF INCAPACITY TO VOTE WITHOUT ASSISTANCE</p>	
<p>I, <input type="text" value="NAME OF ELECTOR AS IT APPEARS OR IS INTENDED TO APPEAR ON THE VOTERS' LIST OR DOCUMENT"/>, being an elector entitled to vote in this municipality of Port Colborne, swear (or solemnly affirm) that I require assistance to mark my ballot paper.</p>	
<p><i>Municipal Elections Act, 1996 c.32, Schedule, s.52(1), par.4</i></p>	
<p>ORAL OATH OR AFFIRMATION OF FRIEND OF ELECTOR</p>	
<p>I, <input type="text" value="NAME OF FRIEND IN FULL"/>, a friend of, <input type="text" value="NAME OF ELECTOR AS IT APPEARS OR IS INTENDED TO APPEAR ON THE VOTERS' LIST OR DOCUMENT"/>, being an elector who requires assistance to mark his or her ballot paper, and who is entitled to vote in this municipality of Port Colborne, swear (or solemnly affirm): That I will mark the ballot paper as directed by the elector, and That I will keep secret the manner in which this elector voted.</p>	
<p><i>Municipal Elections Act, 1996 c.32, Schedule, s.52(1), par.4</i></p>	
<p>ORAL OATH OR AFFIRMATION OF INTERPRETER</p>	
<p>I, <input type="text" value="NAME OF INTERPRETER IN FULL"/>, a friend of, <input type="text" value="NAME OF ELECTOR AS IT APPEARS OR IS INTENDED TO APPEAR ON THE VOTERS' LIST OR DOCUMENT"/>, an elector entitled to vote in this municipality of Port Colborne, swear (or solemnly affirm): That I will faithfully translate the necessary oaths as well as any lawful questions necessarily put to the elector and his or her answers at this voting place.</p>	