



**MUNICIPALITY OF MIDDLESEX CENTRE  
2022 MUNICIPAL AND SCHOOL BOARD ELECTIONS**

# **2022 Municipal Election Accessibility Plan**

Updated March 30, 2022

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## **1. Introduction**

This plan will address the specific accessibility requirements in relation to the 2022 Municipal Election in the Municipality of Middlesex Centre.

The Municipality of Middlesex Centre has made great efforts in promoting a barrier free community, and is committed to ensuring that the 2022 Municipal Election is consistent with the core principles of the *Accessibility for Ontarians with Disabilities Act, 2005*. This planning document was developed in advance of the election in order to identify measures to be taken and reported to Council following the election.

## **2. Objectives**

This plan is intended to highlight measures that the Municipality of Middlesex Centre will implement to ensure equal opportunity for all electors and candidates. Objectives of the plan are to ensure:

- That persons with disabilities are able to independently cast their vote and verify their selection.
- That persons with disabilities have full and equal access to all information on where and when to vote and on eligible candidates.
- That persons with disabilities can fully participate in the election as an elector, candidate, or election official.
- That efforts are made to ensure that electors with disabilities are aware of the accessibility measures available via channels such as local media, the municipal website and social media.
- That all voting assistance locations are accessible.

## **3. Development of the Plan**

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

Steps were taken to ensure that this plan is feasible to implement and meets all statutory requirements. Further, the development of this plan included a review and analysis of documents, policies and other supporting materials from AMCTO, neighboring municipalities, the Ministry of Municipal Affairs and Housing, technology suppliers and other various stakeholder groups.

## **4. Staff Training**

Prior to the start of the advanced voting window, the Municipal Clerk will establish and deliver staff training standards and practices directly related to the election to ensure that people with disabilities are able to vote in a positive customer service environment, and ensure that all election officials recognize that a voter's needs shall be accommodated. This training is in addition to Accessible Customer Service training which all staff are required to fulfill as a condition of their employment.

## **5. Voting Methods**

The 2022 Municipality of Middlesex Centre Municipal Election will be working with Intelivote Systems Inc. to provide eVoting services to eligible voters. This allows voters the convenience and independence of voting from anywhere via telephone or internet during the October 17 – 24, 2022 voting period.

Everyday tools like computers, telephones and other aids can present accessible opportunities for persons with disabilities and supports the principles of independence, dignity, integration and equal opportunity.

The Intelivote Voting System provides voters with the capability to vote from the comfort of their own home. Voting from home facilitates the voting process for persons with disabilities, and can minimize barriers for persons who may have mobility disabilities, visual disabilities, and/or face challenges with transportation. This list is not exhaustive; voting from home can provide many benefits to all voters. Additionally, persons who have assistive devices set up in their homes can now use them to assist with casting a ballot privately and independently.

By allowing persons with disabilities to vote from any location and from a selection of methods, there is an increase in the capability for the voter to vote without any assistance. This provides persons with disabilities the same independence and privacy in participating in the election as other voters. If persons with disabilities do require assistance in the voting process, trained election officials will be present at in-person voting locations offered across Municipality of Middlesex Centre, throughout the voting period.

### **5.1 Telephone Voting**

Eligible voters may vote using a touch-tone telephone, and the toll-free telephone number, date of birth, and the PIN number contained in their Voter Information Letter to access an audio ballot. Communications barriers can make it difficult for people to receive or convey information. Barriers may be identified as low volume, use of language that is not clear or plain, and confusing or unorganized menu options.

The Intelivote telephone voting application provides the following:

- Service on all types of touch-tone phones and wireless devices.
- Clear, plain language.
- Menu options that are easy to follow, advising when to select options and provision of confirmation of the voter's selections.
- Standard volume to allow for adjustment dependent of the telephone or device being utilized.

## **5.2 Internet Voting**

Eligible voters may vote online, using a smart phone, tablet device, gaming device or computer and any accompanying assistive devices or software, along with their date of birth and PIN and qualifying information, to access the internet address provided in their Voter Instruction Letter.

The Intelivote System has been created to meet the Web Content Accessibility Guidelines (WCAG-2 Level AA), so that persons with disabilities can perceive, understand, navigate and interact with the online voting system. It is compliant with the guidelines of the World Wide Web Consortium website principles, which include organization, functionality and readability of information provided, as well as alternative ways of representing information, such as with audio and closed captioning.

## **5.3 In-person Voting at Voter Assistance Locations**

For those individuals without means to access voting via telephone or Internet, or who require the assistance of a trained election official, the Voter Assistance Locations will be open to provide in-person internet voting opportunities via a laptop, tablet, or touch screen monitor.

Access to the Voter Assistance Locations interior and voting area shall be level and slip-resistant. Any doormats or carpeting shall be level with the floor to prevent potential tripping hazards. The voting area shall be well lit and seating shall be available. Entrance corridors shall be clear of obstructions and tripping hazards and allow sufficient space for use of a wheelchair or scooter.

An accessible voting area will be available at each Voter Assistance Location. The table in accessible voting areas shall be low in height and have a wide area to allow for individuals who use a wheelchair or scooter to vote independently and secretively.

Voters may attend the Voter Assistance Location throughout the voting period:

- Monday to Fridays, October 17 to 24, 2022, from 9:00 a.m. to 4:30 p.m., with longer hours on Election Day (see below)  
Middlesex Centre Municipal Offices (10227 Ilderton Road, Ilderton)  
Internet and Telephone

The Municipality will also be offering the following voting place location(s) during the Advance Voting Period:

- October 17 to 21, 2022, from 8:30 a.m. to 4:30 p.m.  
Ilderton Library (40 Heritage Drive, Ilderton)  
Internet only
- October 17 to 21, 2022, from 8:30 a.m. to 4:30 p.m.  
Komoka Wellness Centre (1 Tunks Lane, Komoka)  
Internet only

The following Voter Assistance Location will be open on Election Day:

- Monday October 24, 2022, from 9:00 a.m. to 8:00 p.m.  
Middlesex Centre Municipal Offices (10227 Ilderton Road, Ilderton)  
Internet and Telephone

#### **5.4 Special Voting Provisions**

Election staff shall visit sites including long-term care facilities and retirement homes, to set-up on-site voting kiosks, or bedside voting opportunities for residents.

### **6. Voting Location(s)**

The following considerations are taken into account when determining which location(s) will be used:

#### **6.1 Accessible Route**

The name and/or address of the voting location shall be clearly visible. An easily navigable route will be marked for entry into the voting location and into the voting area within the location. The voting area shall be identified with clear and understandable signage. Seating areas shall be provided throughout the voting location for individuals needing a rest.

## **6.2 Entrance and Exit**

The route to the entrance of the voting location shall be unobstructed and accessible. The route shall be wide enough to allow for an individual using a wheelchair, scooter, other assistive device, or service animal to travel safely. Doors into the voting location and voting area shall be accessible and easy to open or shall remain propped open for the duration of the voting location hours. Routine checks of entrance and exit routes will be made throughout the hours of operation.

## **6.3 Parking**

Accessible parking shall be available at all voting locations. The designated parking space(s) shall be clearly marked with the international Symbol of Accessibility and will be on firm and level ground, close to the entrance of the voting location. By-law officers will monitor and enforce parking at voting locations throughout the day.

## **7. Voting Assistance**

### **7.1 Support Person**

Pursuant to the Municipality of Middlesex Centre Accessible Customer Service Policy, people with disabilities shall be permitted to be accompanied by a support person at any voting location. A designated support person will be administered an oath of secrecy/confidentiality by an election official prior to providing any such assistance.

### **7.2 Service Animals**

Pursuant to the Municipality of Middlesex Centre Accessible Customer Service Policy, individuals requiring service animals are permitted to be accompanied by a service animal at all voting locations.

### **7.3 Election Officials**

At in-person Voter Assistance Locations, upon request, election officials are available to assist any voter who requires assistance in casting their online. All individuals working in the capacity of an election official are formally appointed as such and administered an oath of secrecy prior to voting day.

## **8. Communication**

The 2022 Municipal Election Accessibility Plan will be made available at the Municipal Office located at 10227 Ilderton Road, Ilderton and by way of the Municipality of

Middlesex Centre website on the [2022 Municipal Election](#) page. Alternative formats will be made available upon request.

Information regarding the accessibility measures provided for the 2022 Municipal Election will be included in general election advertising as well as in the 2022 Municipal Election Nomination Package.

## **8.1 Election Materials**

The Municipality of Middlesex Centre is required, as per the Accessible Customer Service Standard, to provide a copy of a document to a person with a disability, or the information contained in the document, in a format that takes into account the person's disability.

### **8.1.1 Alternate Formats**

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

The Municipality of Middlesex Centre and the person with a disability may agree upon the format to be used for the document or information.

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

### **8.1.2 General Election Materials**

**Large Print** – Printed material generated by the Municipality of Middlesex Centre will be provided in a Arial font, minimum 11 point, and can be made available in a font (print) size that is 16 to 20 points or larger upon request.

**Website** – Information generated by the Municipality of Middlesex Centre on the website in relation to the election will be compliant with WCAG 2.0 Level AA, and allow for assistive software to be used. In addition, website font can be adjusted within the browser's functionality to aid the user in reading the information.

**Video** – Promotional and educational videos created for the 2022 municipal election will incorporate audio and captioning.

## **8.2 Service Disruptions**

From time to time and/or for unforeseen circumstances beyond the Municipality of Middlesex Centre control, temporary service disruptions may be experienced. In the



event of a temporary accessible service disruption, election officials will commit to making reasonable efforts to ensure that services are reinstated as quickly as possible and that alternative services are provided where feasible.

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

Notice of these temporary disruptions will be provided in a conspicuous place and manner at the respective location(s) and information will also be posted on the Municipality of Middlesex Centre website. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Accessible services in relation to this plan include voting places, election materials and/or voting provisions for electors with disabilities at the voting place. In the event of disruptions to service or unforeseen circumstances that affect the accessibility of voting places during the advance vote or on Election Day, notices of disruption will be posted in real-time on the Municipality of Middlesex Centre website.

## **9. Candidates**

Candidates must also have regard to the needs of electors with disabilities. Campaign offices, materials and canvassing should be reviewed to ensure they are accessible.

## **10. Reporting**

Pursuant to Section 12.1 of the *Municipal Elections Act*, 1996, within 90 days after voting day, the Municipality of Middlesex Centre Clerk shall submit a report to Council [regarding about](#) the identification, removal and prevention of barriers [in relationsthat](#) [affect](#) electors and candidates with disabilities: [whom participated in the 2022 Municipal and School Board elections.](#)

## **11. Feedback**

The Municipality of Middlesex Centre welcomes feedback to identify areas of improvement regarding the delivery of an accessible election.

Feedback can be submitted via:

- Email: [clerk@middlesexcentre.ca](mailto:clerk@middlesexcentre.ca)
- Phone: 519-666-0190

- Online: [Feedback/Report a Concern](#)