



**Elections  
Ontario**

# **Site Accessibility Standards**

Office of the Chief Electoral Officer  
Elections Ontario  
November 2024

## Document History

---

Version Number	Revision Date	Effective Date	Description of Changes	Approved By
1.0	January 1, 2011	January 24, 2011	Original	Greg Essensa, CEO Loren Wells, DCEO
2.0	December 5, 2016	April 19, 2017	Updated the Voting Location Inspection Checklist to be aligned with legislation.  - The previous checklist was created prior to the legislation being introduced.  - Checklist was also rearranged to ensure that inspection was conducted from the exterior to the interior of the building.	Greg Essensa, CEO
2.1	August 2024	November 18, 2024	Amended to reflect governance changes.	Greg Essensa, CEO

## Table of Contents

---

<b>Section 1: Introduction .....</b>	<b>4</b>
<b>Section 2: Principles .....</b>	<b>7</b>
<b>Section 3: General Assessment Criteria and Points .....</b>	<b>8</b>
Table 1: Voting Location Inspection Checklist (F0255).....	9
<b>Section 4: Isolated Community Criteria and Process .....</b>	<b>12</b>
<b>Section 5: Mandatory Voting Locations .....</b>	<b>13</b>
Table 2: Accessibility Criteria for Voting Locations .....	14
<b>Section 6: Self-Contained Apartment Locations.....</b>	<b>16</b>
Table 3: Accessibility Criteria for Voting Locations Self-Contained Apartment Locations.....	16
<b>Section 7: Accessible Elevators and Washrooms .....</b>	<b>18</b>
<b>Section 8: Remedying of Deficiencies.....</b>	<b>19</b>
Exemption and Customer Service Plan Process .....	19
Step 1 – Justification to Use Location.....	20
Supporting Documentation .....	20
Step 2 – Submit Form .....	20
Step 3 – CEO Determination.....	21
<b>Section 9: Returning Officer Report on Accessibility .....</b>	<b>22</b>
<b>Section 10: Roles and Responsibilities .....</b>	<b>23</b>
<b>Section 11: Additional Reference .....</b>	<b>26</b>
<b>Section 12: Approval.....</b>	<b>27</b>

## Section 1: Introduction

---

Elections Ontario is a non-partisan agency of the Legislative Assembly of Ontario that administers provincial elections, by-elections and referenda while taking into consideration accessibility requirements for Ontarians with disabilities. As such, Elections Ontario is legally bound to comply with the accessibility standards stipulated in the *Election Act*, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), and the various standards under the AODA.

In providing the overall strategic direction for Elections Ontario's commitment to providing accessibility supports to Ontarians with disabilities, this policy is informed by the mandatory requirements in the *Integrated Accessibility Standards* (Ontario Regulation 191/11) under the AODA. This regulation establishes accessibility standards for customer service, information and communications, employment, transportation, and design of public spaces.

There are a number of requirements in the *Integrated Accessibility Standards*, including transportation standards, as well as the information and communications standards related to libraries and education institutions, which do not apply to Elections Ontario due to the uniqueness of the organization's business operations. As such, only applicable requirements in the *Integrated Accessibility Standards* have been addressed and incorporated into this policy.

The *Election Act* requires that Returning Officers ensure that voting locations are accessible to voters with disabilities. Under this requirement, the Returning Officer must provide the Chief Electoral Officer (CEO) with:

- a list of proposed voting locations;
- each location's capacity for serving electors; and
- details about the steps that could be taken to ensure the accessibility of those locations.

As required by the *Election Act*, for a fixed-date election, these details must be published online by the CEO at least six months before polling day with an invitation to the public for comment on whether the proposed locations are sufficiently accessible.

Additionally, with regards to advance polls held at designated locations other than the returning office, the *Election Act* prescribes that these locations must be wheelchair accessible.

The *Election Act* also requires that the following factors must be taken into consideration in the selection of a voting location:

---

Uncontrolled Document When Printed

- the convenience for electors;
- the location's capacity;
- the extent to which electors are likely to be familiar with the location;
- any significant barriers that electors will encounter in reaching the location; and
- any other factor that may be relevant to the proper conduct of the election.

It is important to note that the *Election Act* prescribes that none of these considerations should affect the obligation to comply with the *Human Rights Code* and with accessibility standards established under the AODA.

In order to facilitate the delivery of accessible services to electors in Ontario with disabilities, Elections Ontario's Site Accessibility Standards are intended to assist Elections Ontario in ensuring that the definition of what is required under the *Election Act* and other relevant legislation for an accessible voting location are transparent and consistently understood and applied across all electoral districts, including the returning offices, advance voting locations, and election day voting locations.

**Notes:**

- a) The Site Accessibility Standards for Elections Ontario are not impacted by the Public Spaces Standard as voting locations do not apply to the Public Spaces Standard. The requirements in the Public Spaces Standard are on a new build forward basis or if conducting major renovations to an existing building. Since Elections Ontario secures voting locations in existing buildings that are not being renovated, we are excluded from the requirements of the Public Spaces Standard.
- b) The Site Accessibility Standards for Elections Ontario do not require parking or provision of other transportation to any Elections Ontario location, including voting locations. Transportation to the location is the responsibility of an elector, including parking. Section 2 of the Site Accessibility Standards is intended to address locations, such as schools or some community centres, to ensure that where parking is available at a location, it meets accessibility requirements.
- c) In addition, the standards for accessible washrooms are intended only for the purposes of ensuring that Returning Officers are aware of the locations of accessible washrooms for poll officials, as this is not a service provided to electors during an election at

any of the temporary locations set up for the 28-day election period or for the 12 hours of voting.

- d) The standards for paved pathways are specific only to the location property itself and do not include municipal sidewalks or roads leading to the location.

## Section 2: Principles

---

Elections Ontario is committed to adopting the four principles outlined in the Accessibility Standards for Customer Service (Ontario Regulation 429/07) under the *Accessibility for Ontarians with Disabilities Act, 2005* as part of its vision for setting the standard for electoral process excellence in accessibility for returning offices, advance voting locations, and election day voting locations.

The four principles ensure that goods and services are provided in a manner that:

1. respects the **dignity** of persons with disabilities;
2. respects the **independence** of persons with disabilities;
3. is **integrated** for persons with disabilities unless an alternate measure is necessary (either temporarily or on a permanent basis); and
4. is **equal** to that given to others to obtain, use and benefit from the goods and services provided.

## Section 3: General Assessment Criteria and Points

---

In order to ensure that all voting locations in by-elections and general elections are accessible at returning offices, advance voting locations, and election day voting locations, a general assessment tool was created called the Voting Location Inspection Checklist (F0255). The checklist aligns with the requirements of the *Elections Act* and follows the four principles of Accessible Customer Service under the AODA (Section 2: Principles.) The Voting Location Inspection Checklist enables Returning Officers to evaluate each voting location for accessibility criteria including signage, accessible parking, exterior pathway, entrance, interior pathway, elevator and accessible washroom.

To determine if a particular voting location is acceptable to use, there are mandatory criteria within the Voting Location Inspection Checklist (F0255) that must be met. The following items must receive the minimum required points, or the location is not considered to be accessible unless remediation can be made to make the location meet the minimum required points.

Below are the mandatory criteria and the minimum points required:

List of Mandatory Criteria	Required Points
Accessible Parking Available	10 points or more
Parking Space Width	5 points or more
Width of Pathway	5 points or more
Surface of Pathway	5 points or more
Slope of Pathway	5 points or more
Entrance Door Width	5 points or more
Door Threshold Level	5 points or more
Door Hardware	2 points or more
Slope of Hallway	5 points or more
Ramp in Hallway	5 points or more
Hallway and Door Width	2 points or more
Ground Floor or Elevator	5 points or more

Refer to Table 1 for the complete Voting Location Inspection Checklist (F0255) and the scoring mechanism to be used to assess all proposed voting locations.

**Note:** If a voting location does not meet the required points, a remediation of the voting location may be possible. Refer to Section 8: Remedying of Deficiencies of this document.



**Table 1: Voting Location Inspection Checklist (F0255)**

Below is the checklist used to perform a voting location inspection. It is categorized into specific areas including signage, accessible parking, exterior pathway, entrance, interior pathway, elevator and accessible washroom. Each category has particular criteria to be measured, with specific points used to evaluate compliance with the criteria.

Assessment Criteria		Points
<b>Signage</b>		
1.1	Location, name, and address	<ul style="list-style-type: none"> <li>Good sign, clearly visible with contrasting colours = <b>5 pts</b></li> <li>Poor sign, or temporary sign required = <b>3 pts</b></li> <li>No signage and temporary signs cannot be used = <b>0 pts</b></li> </ul>
<b>Accessible Parking</b>		
2.1	Number of accessible parking spots (Min. 10 pts required)	<ul style="list-style-type: none"> <li>Correct number of accessible parking spaces (1 for 10, 2 for 20, 3 for 50, 4 for 75, 5 for 100, 6 for 200) = <b>20 pts</b></li> <li>Can modify existing parking = <b>10 pts</b></li> <li>Can't modify existing parking = <b>0 pts</b></li> <li>No parking at location/parking not applicable = <b>11 pts</b></li> </ul>
2.2	Size of accessible parking spots (Min. 5 pts required)	<ul style="list-style-type: none"> <li>Parking spot has a width of 370cm (146") = <b>10 pts</b></li> <li>Can modify existing parking = <b>5 pts</b></li> <li>Can't modify existing parking = <b>0 pts</b></li> <li>No parking at location/parking not applicable = <b>6 pts</b></li> </ul>
2.3	Surface of parking spots	<ul style="list-style-type: none"> <li>Firm &amp; level = <b>10 pts</b></li> <li>Small cracks - not gravel = <b>5 pts</b></li> <li>Compacted/hard dirt = <b>3 pts</b></li> <li>Soft or gravel = <b>0 pts</b></li> <li>No parking at location/parking not applicable = <b>0 pts</b></li> </ul>
2.4	Lighting of parking lot	<ul style="list-style-type: none"> <li>Working lights, well lit = <b>5 pts</b></li> <li>Dimly lit = <b>3 pts</b></li> <li>Temporary lighting can be used = <b>2 pts</b></li> <li>No lighting = <b>0 pts</b></li> </ul>
<b>Exterior Pathway To Building Entrance</b>		
3.1	Width of Pathway (Min. 5 pts required)	<ul style="list-style-type: none"> <li>Route is 110cm (43") or wider = <b>25 pts</b></li> <li>Route is 92cm (36") or wider = <b>6 pts</b></li> <li>Route is less than 92cm (36") = <b>0 pts</b></li> <li>Can modify and/or have the route paved/fixed = <b>5 pts</b></li> </ul>
3.2	Level of Pathway (Min. 5 pts required)	<ul style="list-style-type: none"> <li>Route is smooth, continuous and free of obstructions = <b>25 pts</b></li> <li>Can modify and/or have the route paved/fixed = <b>5 pts</b></li> <li>Route is unstable with obstructions and cannot be modified = <b>0 pts</b></li> </ul>
3.3	Slope of Pathway (Min. 5 pts required)	<ul style="list-style-type: none"> <li>Sloped pathway not applicable at location = <b>25 pts</b></li> <li>Sloped pathway is proper slope up to 1:20 (2.8%) = <b>25 pts</b></li> <li>Sloped pathway required, but one does not exist = <b>0 pts</b></li> <li>Temporary ramp can be installed = <b>5 pts</b></li> </ul>

3.4	<b>Ramp of Pathway</b> (Min. 5 pts required)	<ul style="list-style-type: none"> <li>Ramp not applicable at location = <b>25 pts</b></li> <li>Ramp has slope &gt; (2.9°) and &lt; (4.8°), width of ramp &gt; 90cm (35"), handrails height from ground between 86cm (34") and 96cm (38") = <b>20 pts</b></li> <li>Ramp with improper sized handrails = <b>6 pts</b></li> <li>Ramp with no handrails and slope less than 1:12 (4.8°) = <b>0 pts</b></li> <li>Temporary ramp can be installed = <b>5 pts</b></li> </ul>
<b>Entrance To Building</b>		
4.1	<b>Lighting</b>	<ul style="list-style-type: none"> <li>Working lights, well lit = <b>5 pts</b></li> <li>Dimly lit = <b>3 pts</b></li> <li>Temporary lighting can be installed = <b>2 pts</b></li> <li>No lighting = <b>0 pts</b></li> </ul>
4.2	<b>Door Width</b> (Min. 5 pts required)	<ul style="list-style-type: none"> <li>Entry door width 89cm (35") or greater = <b>25 pts</b></li> <li>Entry door width at least 85cm (33") = <b>6 pts</b></li> <li>Entrance can be fixed (Centre post removed) = <b>5 pts</b></li> <li>Entrance not accessible = <b>0 pts</b></li> </ul>
4.3	<b>Door Threshold</b> (Min. 5 pts required)	<ul style="list-style-type: none"> <li>Entry threshold has no level changes over 1.2cm (1/2") = <b>25 pts</b></li> <li>Entrance can be fixed/threshold installed = <b>5 pts</b></li> <li>Entrance not accessible = <b>0 pts</b></li> </ul>
4.4	<b>Door Power Assist</b> (Min. 2 pts required)	<ul style="list-style-type: none"> <li>Main entrance has a working power assist = <b>10 pts</b></li> <li>Staff to assist/doors propped open = <b>2 pts</b></li> <li>No power assist / power assist is broken = <b>0 pts</b></li> <li>Power assist openers not required = <b>10 pts</b></li> </ul>
4.5	<b>Door Hardware</b> (Min. 2 pts required)	<ul style="list-style-type: none"> <li>Door or Power Assist opener pass closed fist test = <b>10 pts</b></li> <li>Staff to assist/doors propped open = <b>2 pts</b></li> <li>Fail closed fist test = <b>0 pts</b></li> </ul>
<b>Interior Path to Voting Room</b>		
5.1	<b>Lighting and Surface</b>	<ul style="list-style-type: none"> <li>Well lit, stable, firm, slip resistant, glare-free and mats do not present slip hazards = <b>10 pts</b></li> <li>Staff present to assist = <b>5 pts</b></li> <li>Interior surface glare issues can be fixed temporary lighting = <b>1 pt</b></li> <li>Surface is unstable and/or unable to be fixed = <b>0 pts</b></li> </ul>
5.2	<b>Overhanging/protruding objects</b>	<ul style="list-style-type: none"> <li>Head space - 210cm (83"), no protrusions = <b>10 pts</b></li> <li>Head space - 198cm (78"), no protrusions = <b>5pts</b></li> <li>Protruding objects marked/staff to assist = <b>2 pts</b></li> <li>Hazardous protrusions, no staff workaround = <b>0 pts</b></li> </ul>
5.3	<b>Slope of Hallway (if any)</b> (Min 5 pts required)	<ul style="list-style-type: none"> <li>No slope in hallway leading to voting location = <b>25 pts</b></li> <li>Sloped hallway to voting location is proper slope up to 1:20 (2.8°) = <b>25 pts</b></li> <li>Sloped hallway required, but one does not exist = <b>0 pts</b></li> <li>Temporary ramp can be installed = <b>5 pts</b></li> </ul>
5.4	<b>Ramp in Hallway (if any)</b> (Min. 5 pts required)	<ul style="list-style-type: none"> <li>No ramp in hallway leading to voting location = <b>25 pts</b></li> <li>Ramp has slope of &gt; (2.9 °) and &lt; (4.8 °), width of ramp &gt; 90cm (35"), handrails height from ground between 86cm (34") and 96cm (38") = <b>20 pts</b></li> </ul>

		<ul style="list-style-type: none"> <li>Ramp with improper sized handrails = <b>6 pts</b></li> <li>Ramp with no handrails and slope less than 1:12 (4.8%) = <b>0 pts</b></li> <li>Temporary ramp can be installed = <b>5 pts</b></li> </ul>
5.5	<b>Width of Corridor and Interior Doors</b> (Min. 10 pts required)	<ul style="list-style-type: none"> <li>Corridor width 106cm (42") or greater &amp; door width 89cm (35") = <b>25 pts</b></li> <li>Corridor width at least 104cm (41") &amp; door width at least 85cm (33") = <b>10pts</b></li> <li>Corridor width below 104cm (41") or door width below 85cm (33") = <b>0 pts</b></li> </ul>
5.6	<b>Threshold</b> (Min. 10 pts required)	<ul style="list-style-type: none"> <li>Interior threshold not over 1.2cm (1/2") = <b>25 pts</b></li> <li>Interior threshold can be modified/temporary threshold installed = <b>10 pts</b></li> <li>Level change over 1.2cm (1/2") with no way to overcome = <b>0 pts</b></li> </ul>
<b>Voting Room is on Ground Floor or Elevator Available</b>		
6.1	<b>Ground floor or elevator</b> (Min. 5 pts required)	<ul style="list-style-type: none"> <li>Location is on ground floor and elevator not applicable = <b>15 pts</b></li> <li>Location not on ground floor, elevator meets criteria (signage, door width 91.5cm (36"), door closes 8 seconds, button-raised or braille, emergency alarm) and within a distance of 2500cm (27 yards) to main accessible entrance = <b>10 pts</b></li> <li>Location not on ground floor, elevator meets criteria (signage, door width 91.5cm (36"), door closes 8 seconds, button-raised or braille, emergency alarm) <u>but</u> distant, in between 2500cm (27 yards) and 5000cm (54 yards) to main accessible entrance = <b>6 pts</b></li> <li>Staff required to operate elevator/key access = <b>5 pts</b></li> <li>No elevator (but needed), or fails criteria = <b>0 pts</b></li> </ul>
<b>Accessible Washroom for Staff</b>		
7.1	<b>Accessible washroom available?</b>	<ul style="list-style-type: none"> <li>Accessible washroom available &amp; meets requirements as below = <b>25 pts</b></li> <li>No accessible washroom = <b>0 pts</b></li> </ul>
7.2	<b>Door width</b>	<ul style="list-style-type: none"> <li>Entry door width 86cm (34") or greater = <b>10 pts</b></li> <li>Entry door width at least 81cm (32") = <b>5 pts</b></li> <li>Entry door is below 81cm (32") = <b>0 pts</b></li> </ul>
7.3	<b>Stall size</b>	<ul style="list-style-type: none"> <li>Washroom stall has a minimum clear turning radius of 150 cm = <b>10 pts</b></li> <li>Washroom stall is too small = <b>0 pts</b></li> </ul>
7.4	<b>Accessories</b>	<ul style="list-style-type: none"> <li>Washroom meets minimal seat height 40cm (15") to 46cm (18") and has a grab-bar = <b>10 pts</b></li> <li>Washroom meets minimal seat height but <u>no</u> grab bar = <b>5 pts</b></li> <li>Washroom does not meet accessibility standards = <b>0 pts</b></li> </ul>

**\*Doors that are propped open must not be fire doors.**

## Section 4: Isolated Community Criteria and Process

---

The *Representation Act, 2015* and the *Election Finances Act* recognize the distinct nature of northern electoral districts in Ontario. As a result of the remote and rural nature of much of these ridings and the isolated nature of some communities (e.g., fly-in communities, logging camps, etc.), unique circumstances arise that require accommodation.

For the purposes of the Site Accessibility Standards, where one of the northern electoral districts identified in Section 5 of the *Representation Act, 2015* has isolated communities (being no more than two identified voting locations within a poll division), the voting location proposed by the Returning Officer for that community may be used if no other accessible alternative is available within that community.

The Returning Officer must file a Customer Service Accessibility Plan (CSAP) for the proposed location. The plan must outline the accessibility limitations (under Section 3 of this document) and the proposed remedies for the CEO's consideration. The proposed remedies must ensure that voters with disabilities are able to exercise their right to vote at that voting location at advance polls and on polling day.

The CEO, or delegate, will approve the CSAP or make recommendations for changes to the Plan prior to approval.

## Section 5: Mandatory Voting Locations

---

Under Section 14 of the *Election Act*, a Returning Officer is required to establish a voting location in or upon the premises of the following places which could be considered as mandatory voting locations:

- institutions for the reception, treatment, or vocational training of people who have served or are serving in the Canadian Forces or have a disability;
- hospitals;
- psychiatric facilities;
- long-term care homes or other institutions of 20 beds or more in which chronically ill or infirm people reside; and
- retirement homes of fifty beds or more.

Although the accessibility requirements for voting locations in Section 13.1 of the *Election Act* do not apply to the above mandatory voting locations (such as in hospitals or psychiatric facilities) under Section 14 of the *Election Act*, for the purposes of the Site Accessibility Standards, the following is required by Elections Ontario:

- Where a Returning Officer must establish a poll at a voting location under Section 14 of the *Election Act*, the Returning Officer must inspect and document the accessibility criteria from the elevator access on the floor on which the poll is located to the voting location itself; and
- The Returning Officer must use the assessment criteria in Table 2 relating to the requirements for interior passages and entrances where the voting location will be located in the building. The selected criteria are based on the fact that for the above buildings, the voter is already located within the building and therefore there is no requirement to measure the exterior of the building, such as parking lots, pathways and entrance to building.

**Table 2: Accessibility Criteria for Voting Locations**

The Accessibility Criteria for Voting Locations are Mandatory under Section 14 of the *Election Act*.

Below is a list of criteria to be used when determining the accessibility of mandatory voting locations. The criteria include specific sections related to interior path to voting room, ground floor/elevator, and the washroom.

Interior Path to Voting Room		
5.1	Lighting and Surface	<ul style="list-style-type: none"> <li>Well lit, stable, firm, slip resistant, glare-free and mats do not present slip hazards = <b>10 pts</b></li> <li>Staff present to assist = <b>5 pts</b></li> <li>Interior surface glare issues can be fixed temporary lighting = <b>1 pt</b></li> <li>Surface is unstable and/or unable to be fixed = <b>0 pts</b></li> </ul>
5.2	Overhanging/protruding objects	<ul style="list-style-type: none"> <li>Head space - 210cm (83"), no protrusions = <b>10 pts</b></li> <li>Head space - 198cm (78"), no protrusions = <b>5pts</b></li> <li>Protruding objects marked/staff to assist = <b>2 pts</b></li> <li>Hazardous protrusions, no staff workaround = <b>0 pts</b></li> </ul>
5.3	Slope of Hallway (if any) (Min. 5 pts required)	<ul style="list-style-type: none"> <li>No slope in hallway leading to voting location = <b>25 pts</b></li> <li>Sloped hallway to voting location is proper slope up to 1:20 (2.8°) = <b>25 pts</b></li> <li>Sloped hallway required, but one does not exist = <b>0 pts</b></li> <li>Temporary ramp can be installed = <b>5 pts</b></li> </ul>
5.4	Ramp in Hallway (if any) (Min. 5 pts required)	<ul style="list-style-type: none"> <li>No ramp in hallway leading to voting location = <b>25 pts</b></li> <li>Ramp has slope of 1:20 (2.8°), width of ramp &gt; 90cm (35"), handrails height from ground between 86cm (34") and 96cm (38") = <b>20 pts</b></li> <li>Ramp with improper sized handrails = <b>6 pts</b></li> <li>Ramp with no handrails and slope less than 1:12 (4.8°) = <b>0 pts</b></li> <li>Temporary ramp can be installed = <b>5 pts</b></li> </ul>
5.5	Width of Corridor and Interior Doors (Min. 10 pts required)	<ul style="list-style-type: none"> <li>Corridor width 106cm (42") or greater &amp; door width 89cm (35") = <b>25 pts</b></li> <li>Corridor width at least 104cm (41") &amp; door width at least 85cm (33") = <b>10pts</b></li> <li>Corridor width below 104cm (41") or door width below 85cm (33") = <b>0 pts</b></li> </ul>
5.6	Threshold (Min. 10 pts required)	<ul style="list-style-type: none"> <li>Interior threshold not over 1.2cm (1/2") = <b>25 pts</b></li> <li>Interior threshold can be modified/temporary threshold installed = <b>10 pts</b></li> <li>Level change over 1.2cm (1/2") with no way to overcome = <b>0 pts</b></li> </ul>

Uncontrolled Document When Printed

Voting Room is on Ground Floor or Elevator Available		
6.1	Ground floor or elevator (Min. 5 pts required)	<ul style="list-style-type: none"> <li>Location is on ground floor and elevator not applicable = <b>15 pts</b></li> <li>Location not on ground floor, elevator meets criteria (signage, door width 91.5cm (36"), door closes 8 seconds, button-raised or braille, emergency alarm) and within a distance of 2500cm (27 yards) to voting location= <b>10 pts</b></li> <li>Location not on ground floor, elevator meets criteria (signage, door width 91.5cm (36"), door closes 8 seconds, button-raised or braille, emergency alarm) <u>but</u> distant, in between 2500cm (27 yards) and 5000cm (54 yards) to main accessible entrance = <b>6 pts</b></li> <li>Staff required to operate elevator/key access = <b>5 pts</b></li> <li>No elevator (but needed), or fails criteria = <b>0 pts</b></li> </ul>
Accessible Washroom for Staff		
7.1	Accessible washroom available?	<ul style="list-style-type: none"> <li>Accessible washroom available &amp; meets requirements as below = <b>25 pts</b></li> <li>No accessible washroom = <b>0 pts</b></li> </ul>
7.2	Door width	<ul style="list-style-type: none"> <li>Entry door width 86cm (34") or greater = <b>10 pts</b></li> <li>Entry door width at least 81cm (32") = <b>5 pts</b></li> <li>Entry door is below 81cm (32") = <b>0 pts</b></li> </ul>
7.3	Stall size	<ul style="list-style-type: none"> <li>Washroom stall has a minimum clear turning radius of 150 cm = <b>10 pts</b></li> <li>Washroom stall is too small = <b>0 pts</b></li> </ul>
7.4	Accessories	<ul style="list-style-type: none"> <li>Washroom meets minimal seat height 40cm (15") to 46cm (18") and has a grab-bar = <b>10 pts</b></li> <li>Washroom meets minimal seat height but <u>no</u> grab bar = <b>5 pts</b></li> <li>Washroom does not meet accessibility standards = <b>0 pts</b></li> </ul>

## Section 6: Self-Contained Apartment Locations

Where a Returning Officer is establishing a self-contained poll in an apartment building with 100 units or more and that location is ONLY serving electors who live within the building, the Returning Officer must inspect and document the accessibility criteria from the elevator access on the floor on which the poll is located to the voting location itself. For a self-contained voting location, the Returning Officer must assess the voting location using the criteria listed in Table 3 below.

**Table 3: Accessibility Criteria for Voting Locations Self-Contained Apartment Locations**

Interior Path to Voting Room		
5.1	Lighting and Surface	<ul style="list-style-type: none"> <li>Well lit, stable, firm, slip resistant, glare-free and mats do not present slip hazards = <b>10 pts</b></li> <li>Staff present to assist = <b>5 pts</b></li> <li>Interior surface glare issues can be fixed temporary lighting = <b>1 pt</b></li> <li>Surface is unstable and/or unable to be fixed = <b>0 pts</b></li> </ul>
5.2	Overhanging/protruding objects	<ul style="list-style-type: none"> <li>Head space - 210cm (83"), no protrusions = <b>10 pts</b></li> <li>Head space - 198cm (78"), no protrusions = <b>5pts</b></li> <li>Protruding objects marked/staff to assist = <b>2 pts</b></li> <li>Hazardous protrusions, no staff workaround = <b>0 pts</b></li> </ul>
5.3	Slope of Hallway (if any) (Min. 5 pts required)	<ul style="list-style-type: none"> <li>No slope in hallway leading to voting location = <b>25 pts</b></li> <li>Sloped hallway to voting location is proper slope up to 1:20 (2.8°) = <b>25 pts</b></li> <li>Sloped hallway required, but one does not exist = <b>0 pts</b></li> <li>Temporary ramp can be installed = <b>5 pts</b></li> </ul>
5.4	Ramp in Hallway (if any) (Min. 5 pts required)	<ul style="list-style-type: none"> <li>No ramp in hallway leading to voting location = <b>25 pts</b></li> <li>Ramp has slope of &gt; (2.9 °) and &lt; (4.8 °), width of ramp &gt; 90cm (35"), handrails height from ground between 86cm (34") and 96cm (38") = <b>20 pts</b></li> <li>Ramp with improper sized handrails = <b>6 pts</b></li> <li>Ramp with no handrails and slope less than 1:12 (4.8°) = <b>0 pts</b></li> <li>Temporary ramp can be installed = <b>5 pts</b></li> </ul>
5.5	Width of Corridor and Interior Doors (Min. 10 pts required)	<ul style="list-style-type: none"> <li>Corridor width 106cm (42") or greater &amp; door width 89cm (35") = <b>25 pts</b></li> <li>Corridor width at least 104cm (41") &amp; door width at least 85cm (33") = <b>10pts</b></li> <li>Corridor width below 104cm (41") or door width below 85cm (33") = <b>0 pts</b></li> </ul>



5.6	<b>Threshold</b> (Min. 10 pts required)	<ul style="list-style-type: none"> <li>Interior threshold not over 1.2cm (1/2") = <b>25 pts</b></li> <li>Interior threshold can be modified/temporary threshold installed = <b>10 pts</b></li> <li>Level change over 1.2cm (1/2") with no way to overcome = <b>0 pts</b></li> </ul>
<b>Voting Room is on Ground Floor or Elevator Available</b>		
6.1	<b>Ground floor or elevator</b> (Min. 5 pts required)	<ul style="list-style-type: none"> <li>Location is on ground floor and elevator not applicable = <b>15 pts</b></li> <li>Location not on ground floor, elevator meets criteria (signage, door width 91.5cm (36"), door closes 8 seconds, button-raised or braille, emergency alarm) and within a distance of 2500cm (27 yards) from elevator to voting location = <b>10 pts</b></li> <li>Location not on ground floor, elevator meets criteria (signage, door width 91.5cm (36"), door closes 8 seconds, button-raised or braille, emergency alarm) <u>but</u> distant, in between 2500cm (27 yards) and 5000cm (54 yards) to main accessible entrance = <b>6 pts</b></li> <li>Staff required to operate elevator/key access = <b>5 pts</b></li> <li>No elevator (but needed), or fails criteria = <b>0 pts</b></li> </ul>
<b>Accessible Washroom for Staff</b>		
7.1	<b>Accessible washroom available?</b>	<ul style="list-style-type: none"> <li>Accessible washroom available &amp; meets requirements as below = <b>25 pts</b></li> <li>No accessible washroom = <b>0 pts</b></li> </ul>
7.2	<b>Door width</b>	<ul style="list-style-type: none"> <li>Entry door width 86cm (34") or greater = <b>10 pts</b></li> <li>Entry door width at least 81cm (32") = <b>5 pts</b></li> <li>Entry door is below 81cm (32") = <b>0 pts</b></li> </ul>
7.3	<b>Stall size</b>	<ul style="list-style-type: none"> <li>Washroom stall has a minimum clear turning radius of 150 cm = <b>10 pts</b></li> <li>Washroom stall is too small = <b>0 pts</b></li> </ul>
7.4	<b>Accessories</b>	<ul style="list-style-type: none"> <li>Washroom meets minimal seat height 40cm (15") to 46cm (18") and has a grab-bar = <b>10 pts</b></li> <li>Washroom meets minimal seat height but <u>no</u> grab bar = <b>5 pts</b></li> <li>Washroom does not meet accessibility standards = <b>0 pts</b></li> </ul>

## Section 7: Accessible Elevators and Washrooms

---

### Accessible Elevator Requirements

If the proposed voting location is **not** on the ground floor, but the location has an **elevator** which is convenient and in close proximity (within 25 meters (2500cm or 27 yards) and 50 meters (5000cm or 54 yards)) the following criteria must be met:

- The elevator must be identified with signage;
- The door opening has a clear opening width of not less than 91.5 cm (36");
- The length of delay before door closes should be at least 8 seconds;
- The elevator must have text on buttons-raised and/or braille; and
- The elevator must have an emergency alarm.

### Accessible Washrooms

If an accessible washroom is provided, the following criteria are required:

- Washroom stall size has a minimum circular space (clear turning radius) of 150cm unobstructed by the walls or fixtures;
- Entry door width at least 81cm (32"); and
- Washroom meets minimal seat height of 40cm (15") to 46cm (18") and has a grab-bar (L-shaped or sloped is preferred).

## Section 8: Remedying of Deficiencies

---

In situations where the proposed voting location does not meet the mandatory criteria, remediation can be applied so that the voting location becomes accessible and achieves the required minimum points.

The list below provides some examples of efforts that can be made to remediate a site in order to make it accessible:

- Temporary signage at location
- Where parking is available; modify parking lot to create accessible parking spaces
- Where parking is available, use an Information Assistant to help with traffic flow in parking lot
- Install temporary lighting
- Pave/fix the route from the parking lot to entrance
- Remove centre posts or fix doors
- Install a temporary ramp to overcome slope or threshold
- Use Information Assistant to assist with door
- Obtain site permission to prop open door (doors that are propped open must not be fire doors)
- Clearly mark protruding hazards
- Use Information Assistant to assist with protruding hazards
- Use of heaters or fans to adjust temperature
- Surfacing / fixes required to level interior
- Use an Information Assistant to assist with interior passages
- Use an Information Assistant to assist with key for lift/elevator

### Exemption and Customer Service Plan Process

In instances where the proposed site does not meet the minimum score on the Voting Location Inspection Checklist (F0255) and remediation will not bring the site up to Elections Ontario's accessibility standards and the Returning Officer reasonably believes that it is advantageous to use the site as a voting location, the Returning Officer may apply to the CEO to receive permission to use a location that does not have the minimum score required for voting locations as outlined in Elections Ontario's *Site Accessibility Standards*.

In order to receive permission from the CEO to use a location that does not meet the accessibility standards, a Returning Officer must follow the steps below:

## Step 1 – Justification to Use Location

- Complete a **Voting Location Exemption Approval Checklist (F0257)** form.
- Complete a **Request for Approval or Authorization (F0202)** form addressed to the CEO with written justification stating the reasons why the Returning Officer must use the location.

The F0202 written justification must clearly indicate:

- The address of the location for which permission is being sought;
- Whether the proposed location was used as a voting location in either of the last federal, provincial, or municipal elections;
- Whether the location is considered to be accessible by residents in the community it is located in;
- The address of the alternative locations that were inspected for accessibility purposes;
- The number of electors in the polling division;
- The number of electors affected by that poll;
- The closest accessible location and its elector capacity; and
- The distance (in kilometers) between the location for which permission is being sought and the closest accessible location. Also include the time needed to drive between each location.

## Supporting Documentation

The following supporting documentation must be attached with the F0202 justification:

- A copy of the inspection reports for the location for which permission is being sought and for the locations that were inspected as alternatives; and
- A detailed Customer Service Accessibility Plan (CSAP) that outlines the accessibility limitations at the site and what customer service solutions the Returning Officer proposes to implement for **each** limitation at that location on Election Day, in order to provide electors with accessible services at that location.

## Step 2 – Submit Form

The application for permission to use the voting location should be completed, signed, and submitted to the Returning Officer Support Network by email.

### Step 3 – CEO Determination

The CEO or designate will review the application and supporting materials. Once the review is completed, the Returning Officer will receive signed authorization from the CEO that either:

- Requires further assessment and report back as directed;
- Grants permission to use;
- Refuses permission to use; or
- Requires the Returning Officer to implement an alternative accessible solution as directed by the CEO.

If permission to use the site is refused, the documentation will provide the reason(s) why the request was not granted.

If permission is granted, information about that site and the CSAP will be posted online.

## Section 9: Returning Officer Report on Accessibility

---

Section 55.1(1) of the *Election Act* requires all Returning Officers to prepare a report within three months after polling day on the measures that they took to provide accessibility for electors with disabilities in their electoral district. This report must be submitted to the CEO within the stipulated three-month timeframe. In order to comply with this legislative requirement, the Returning Officer must appropriately complete and file a Returning Officer's Report on Accessibility (F0247). The F0247 report is mandatory as the information forms part of the accessibility reporting requirements to be made available to the public through a report which is filed by the CEO.

## Section 10: Roles and Responsibilities

---

The following are the major roles and responsibilities under the Site Accessibility Standards:

### Chief Electoral Officer (CEO)

- (1) The CEO must ensure the development, implementation and enforcement of the site accessibility standards outlined in this document. Specifically, the CEO is responsible for:
  - a) Developing and implementing site accessibility standards that are transparent, consistently understood, and applied across all electoral districts for returning offices, advance voting locations, and election day voting locations;
  - b) Ensuring that accessible buildings are acquired as voting locations in all electoral districts and that a list of voting locations are made available to the public six months before polling date for a fixed-date election;
  - c) Approving remediation measures and Customer Service Accessibility Plans which balance the need to ensure that voting locations are accessible with providing appropriate services to Ontarians; and
  - d) Ensuring that the mandatory requirements of this policy are practiced, met, and reported on.

### Deputy Chief Electoral Officer

- (2) The Deputy Chief Electoral Officer (DCEO) may act in place of the CEO if required. If acting for the CEO, the DCEO is accountable for the same responsibilities assigned to the CEO.

### Director, Electoral Operations

- (3) The Director, Electoral Operations is responsible for:
  - a) Developing business practices to ensure compliance with the Site Accessibility Standards;
  - b) Establishing performance criteria to enhance accountability and compliance with the implementation of the Site Accessibility Standards;
  - c) Ensuring that voting locations selected in general elections and by-elections meet the minimum accessibility criteria, and if they do not, that deficiencies are remediated;

- d) Supporting the development of a Customer Service Accessibility Plans, if required, for the CEO's consideration and approval;
- e) Advising the CEO of any gaps that need to be addressed and developing appropriate procedures and practices to address same; and
- f) Ensuring that the Returning Officers file a Returning Officers Report on Accessibility (FR024) within the three months following polling day.

### **Director, Field Operations & Training**

- (4) The Director, Field Operations & Training is responsible for:
  - a) Ensuring that training is provided to all Returning Officers and poll officials that will perform the voting location inspection.

### **Director, Communications**

- (5) The Director, Communications is responsible for:
  - a) Ensuring that voting location information provided for posting to Elections Ontario's website is accessible and is posted six months in advance of a fixed-date election.

### **Managers**

- (6) Managers are responsible for:
  - a) Implementing and managing appropriate internal procedures to support the Site Accessibility Standards;
  - b) Training and mentoring staff to ensure that their roles are well defined in relation to the implementation and understanding of the standards;
  - c) Providing resources to ensure that staff is equipped to implement established standards; and
  - d) Maintaining a record of staff training.

### **Staff**

- (7) Elections Ontario staff are responsible for:
  - a) Providing guidance on accessible voting locations to Returning Officers and poll officials;
  - b) Reporting to their supervisor/manager any omission or discrepancy affecting the Site Accessibility Standards; and



- c) Reporting to their supervisor/manager any potential or actual violation or breach of the standards.

## Returning Officers

- (8) Returning Officers and poll officials are responsible for:
  - a) Establishing voting locations for a general election or by-election and ensuring that they are accessible for people with disabilities;
  - b) Determining if a site is accessible using the Voting Location Inspection Checklist as outlined in this document;
  - c) Ensuring that voting locations selected in general elections and by-elections meet the minimum accessibility criteria, and if they do not, that deficiencies are remediated;
  - d) Providing guidance to returning office staff and polling officials concerning the implementation of the Site Accessibility Standards; and
  - e) Complying with the legislative requirement to file a Returning Officers Report on Accessibility (FR024) within the three months following polling day.

## Section 11: Additional Reference

---

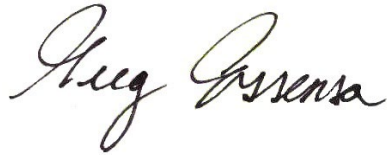
The following table identifies other Elections Ontario policies and procedures that expand upon the Site Accessibility Standards.

Document Name	Author(s)
1. Site Accessibility Standards: Exemption and Customer Service Plan Process	Elections Ontario
2. Voting Location Inspection Checklist (F0255)	Elections Ontario
3. Voting Location Exception Approval Checklist (F0257)	Elections Ontario
4. Request for Approval or Authorization (F0202) form	Elections Ontario
5. Returning Officer's Report on Accessibility (F0247)	Elections Ontario
6. Customer Service Accessibility Plan (CSAP) Template	Elections Ontario

## Section 12: Approval

---

The following table below shows the authorization, amendment and review dates for this policy.

Site Accessibility Standards	
Authorization	 Greg Essensa Chief Electoral Officer Date: October 15, 2024
Effective Date	November 18, 2024
Date Last Amended	April 19, 2017
Date of Next Review (Once per election cycle)	August 2028
Contact Information	ceo@elections.on.ca