

A Guide to Accessible Voting

Elections Ontario is committed to adopting the four principles outlined in the Accessibility Standards for Customer Service under the *Accessibility for Ontarians with Disabilities Act*, as part of its vision for setting the standards for electoral process excellence in accessibility for returning offices, satellite 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)
4. is **equal** to that given to others to obtain, use and benefit from the goods and services provide

Are you registered to vote?

Make sure you are registered to vote by visiting eregistration.elections.on.ca where you can confirm, update or add your information to the voters list.

Accessible format requests

Voting information can be provided in accessible formats upon request. Requests can be made by contacting info@elections.on.ca or by calling 1.888.668.8683 or TTY: 1.888.292.2312.

Voting locations

Election officials are trained in accessible customer service to show respect for persons with disabilities by allowing them to make their own choices in accessing the tools and services required to successfully navigate through the voting process in the same or similar way as all voters.

- Curbside voting where the ballot is brought outside the voting location by an election official.
- Support persons to assist the voter with communication, mobility, personal care for medical needs and/or accessing goods, services or facilities.
- Guide dogs or service animals under the constant care and control of the voter.
- Mobile phones and/or devices voters use as an accessibility tool, including video remote interpreting applications; however, it is illegal to take or share videos of completed ballots.
- Magnifying sheets and ballot templates with braille numbering and cut outs for voter use.
- You may also apply at the returning office to transfer to another voting location that better meets your accessibility needs.

Interpreters and Intervenors

Voters who require an American Sign Language or Langue des Signes Québécoise **interpreter** may request a booking through Canadian Hearing Services. Voters who require an **intervenor** may request a booking through Canadian Hearing Services or the CNIB DeafBlind Community Services. Elections Ontario covers the costs of all bookings.

In Western and Eastern Ontario and the Greater Toronto Area, CNIB is the intervenor service provider. In Northern Ontario, Canadian Hearing Services is the intervenor service provider. These service providers will bill Elections Ontario directly for the cost.

More information about these service providers can be found at elections.on.ca/accessible-voting

Assistive voting technology at returning offices

Assistive voting technology lets voters listen to their ballot choices and cast their ballot secretly and independently. It will be available at returning offices. Contact your returning office for hours of operation and availability. Walk-in requests to use the technology will be accommodated, where possible.

Voters can choose one of three controller options:

- **Audio tactile interface:** the controller has audio directions, and features large, raised buttons, bright colours, and braille inscriptions.
- **Paddles:** the paddles can be pressed using hands, feet, or elbows to vote.
- **Sip and puff technology:** the device allows voters to mark their ballot by “sipping” (inhaling) or “puffing” (exhaling) into a straw.

Voting by mail

Any elector may vote by mail in a provincial election. If you choose to do so, you must submit a completed application form and copy of your ID. For more information about vote by mail deadlines, visit votebymail.elections.on.ca or contact your returning office.

Voting by home visit

Contact your returning office to request a home visit if you are:

- unable to go to the returning office because of a disability
- unable to complete an application form
- someone who requires assistance

Find your returning office contact information at voterinformationservice.elections.on.ca or by calling 1.888.668.8683 (TTY: 1.888.292.2312).



Elections Ontario app

Get personalized election information with our new mobile app!

Download the Elections Ontario app from the App Store or Google Play and create an account to access:

- A scannable version of your voter information card
- A full list of your voting locations and dates
- Customizable election notifications
- A list of candidates for your electoral district

The app has been designed to comply with the *Accessibility for Ontarians with Disabilities Act* and is compatible with assistive technologies.

Contact information

To book an accessible voting service, contact your returning office. Find your returning office contact information at voterinformation.service.elections.on.ca or by calling our office at 1.888.668.8683 (TTY: 1.888.292.2312).

For general information, visit elections.on.ca, email info@elections.on.ca or call 1.888.668.8683 (TTY: 1.888.292.2312).