

## 2018 General Election

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### Returning Officer's Report on Accessibility for Electors with Disabilities (F0247)

#### Electoral District: Cambridge, #016

Each question or statement will be followed by either yes, no, N/A (not applicable) or in a few places, comments.

#### 1. Accessibility Training

Were all returning office staff in your electoral district trained and certified to deliver services in an accessible manner (*Accessibility for Ontarians with Disabilities Act* training)?

Yes.

Were all Special Ballot Officers (SBO) in your electoral district trained and certified to deliver services in an accessible manner, including during home and hospital visits?

Yes.

Were all poll officials in your electoral district trained and certified to deliver services in an accessible manner?

Yes.

Did poll official training include a video demonstrating how accessible customer service is provided to a variety of electors with disabilities, including the use of assistive devices, service animals and support persons?

Yes.

Did the manuals provided to poll officials include directions describing how to assist an elector who:

a) Needed a ballot box brought outside the voting location?

Yes.

b) Was accompanied by an interpreter?

Yes.

c) Required the assistance of a Deputy Returning Officer (DRO) or a friend to vote?

Yes.

d) Required the use of assistive voting materials?

Yes.

e) Comments:

None.

## **2. Materials**

Did your office make available the Braille templates provided by Elections Ontario?

Yes.

Were your staff instructed to inform electors of the availability of documents in alternative formats, as applicable through Elections Ontario?

Yes.

Were election officials provided with the following materials for use at voting locations?

a) Assistive voting devices (e.g. magnifiers, easy-grip pencils, braille ballot templates):

Yes.

b) Directional arrows:

Yes.

c) Customer service feedback kit:

Yes.

d) Notice of Disruption forms:

Yes.

e) Comments:

None.

### **3. Special Ballot Voting Options**

Total number of special ballots cast using the following services:

a) Hospital visits:

22

b) Home visits:

31

Did your Special Ballot Officer (SBO) provide any of the following five services for home and hospital visits?

a) Help the elector fill out special ballot applications?

- Hospital visits: Yes.
- Home visits: Yes.

b) Read candidates' names and/or instructions to the elector?

- Hospital visits: Yes.
- Home visits: Yes.

c) Assist in marking the ballot at the request of the elector?

- Hospital visits: Yes.
- Home visits: Yes.

d) Provide assistive devices such as magnifiers or braille ballot template?

- Hospital visits: Yes.
- Home visits: Yes.

e) Other assistance (provide details in the Additional Returning Officer Comments - Section 10):

- Hospital visits: No.
- Home visits: No.

#### **4. Other Voting Options**

Number of votes cast using the Assistive Voting Technology devices (e.g. audio tactile interface, paddles or sip and puff device.):

1

Number of requests from electors for Elections Ontario to pay for American Sign Language (ASL) Interpreters:

0

Number of electors transferring to other voting locations because of restricted mobility:

0

Please provide any comments on the way people with disabilities interacted with the Assistive Voting Technology devices.

None.

#### **5. Personnel**

Were persons with disabilities employed in the returning office?

No.

Were persons with disabilities appointed as poll officials?

Yes.

#### **6. Route of Travel at Each Voting Location**

Were Area Managers and/or Supervising Deputy Returning Officers instructed to use the prepared route of travel map at each voting location on polling day?

Yes.

Were there any changes to the make the route accessible to electors?

We learned after polling day that in some cases (specifically one where the landlord changed the assigned room) that routes of travel were not followed. Poll officials "made the best of it" but did not contact the Returning Office for assistance.

#### **7. Accessible Voting Locations**

Elections Ontario developed and adopted Site Accessibility Standards for the purpose of determining whether a voting location is accessible under the *Election Act*.

Please confirm that you ensured that the following locations were accessible to electors with disabilities in accordance with the Site Accessibility Standards.

a) Returning office:

Yes.

b) Satellite office(s) (if applicable):

Not applicable.

c) Polling locations:

Yes. We learned following polling day that one voting location did not meet standards due to change of room used within the facility.

Poll Officials "made the best of it" but did not contact the Returning Office to address the issue. As far as we know, all voters attending the location were able to access it and vote.

Please indicate the number of voting locations in each category and the percentage of the total for each type of voting location.

a) Voting locations in your electoral district that met the Site Accessibility Standards with no remediation.

- Advance Poll Voting Locations: 4, 100%
- Election Day Mandatory Institutions: 11, 100%
- Election Day Self-Contained Apartment Buildings: 0, 0%
- Election Day Isolated Northern Communities: 0, 0%
- Regular Poll Voting Locations (Note: Not including other categories of polls or advance polls used on election day): 19, 32%

b) Voting locations in your electoral district that met the Site Accessibility Standards with remediation and/or customer service plan.

- Advance Poll Voting Locations: 0, 0%
- Election Day Mandatory Institutions: 0, 0%
- Election Day Self-Contained Apartment Buildings: 0, 0%
- Election Day Isolated Northern Communities: 0, 0%
- Regular Poll Voting Locations (**Note:** Not including other categories of polls or advance polls used on election day): 41, 68%

c) Total voting locations.

- Advance Poll Voting Locations: 4, 100%
- Election Day Mandatory Institutions: 11, 100%
- Election Day Self-Contained Apartment Buildings: 0, 100%
- Election Day Isolated Northern Communities: 0, 0%
- Regular Poll Voting Locations (**Note:** Not including other categories of polls or advance polls used on election day): 60, 100%

**Voting Location Remediations**

For the locations included above, please indicate the number of voting locations in each category.

a) Used remediations to meet standards:

- Returning office: 0
- Satellite office(s) (if applicable): 0
- Advance poll voting locations: 0
- Election day mandatory institutions (e.g., nursing homes): 0
- Election day self-contained apartment buildings: 0
- Election day isolated northern communities : 0
- Regular poll voting locations (**Note:** Not including other categories of polls or advance polls used on election day): 41

b) Authorized to use a customer service plan in addition to remediations to meet standards:

- Returning office: 0
- Satellite office(s) (if applicable): 0
- Advance poll voting locations: 0
- Election day mandatory institutions (e.g., nursing homes): 0
- Election day self-contained apartment buildings: 0
- Election day isolated northern communities: 0
- Regular poll voting locations (**Note:** Not including other categories of polls or advance polls used on election day): 0

Please indicate the total number of remediations used:

- Ramps/sloped walkways: 2
- Beveled thresholds: 2
- Mats: 0
- Parking cones: 85
- Signage: 24
- Services of an Information Assistant for Accessibility: 22

## **Notice of Service Disruption at Voting Locations**

How many Notices of Disruption did you have to post as a result of any last minute challenges, including construction, road closures, etc.?

- Returning office: 0
- Satellite office(s) (if applicable): 0
- Advance poll voting locations: 1
- Election day mandatory institutions (e.g., nursing homes): 0
- Election day self-contained apartment buildings: 0
- Election day isolated northern communities: 0
- Regular poll voting locations (**Note:** Not including other categories of polls or advance polls used on election day): 0

Please describe any situations where you posted a Notice of Disruption and how you resolved those situations:

One advance poll location where a ½ flight of stairs and an elevator was required to reach the voting room experienced trouble with the elevator.

Facility staff were onsite and dealt with it promptly by calling a technician, and elevator returned to normal service within a couple of hours.

Notice of Service Disruption signs were posted at the Advance Polls, Returning Office and forwarded to Returning Officer Support Network.

An information assistant was posted in the lobby to assist electors and provide alternate solutions if needed. During the time the elevator was out of service all electors chose to use the stairs and no alternative arrangements were required.

## **Other Accessible Voting Location Activities**

Please indicate if your staff took other measures to make voting locations accessible.

a) Customized remediations:

Yes. Where possible doors were propped open.

b) Special services to support accessible parking:

No.

c) Moving the ballot box to the entry door of the voting location:

No. We prepared to and offered, but was not required.

d) Other supports for electors with difficulties walking, e.g. wheelchairs:

Yes. At RO advanced poll we encouraged the voters who had difficulty walking to utilize special ballot services to accommodate their needs.

e) Lighting, e.g. additional lighting, flashlights, car lights:

No.

f) Other assistance (provide details in section 10):

No.

## **8. Other Accessibility Measures**

Please indicate if your staff took other measures to provide accessibility for electors with disabilities.

a) Provided documents or information in accessible formats:

Yes.

b) Read candidates' names to electors:

Yes.

c) Promoted Special Ballot home visits in buildings with targeted populations:

No.

d) Additional training for poll officials:

No.

e) Worked with local stakeholder groups:

No.

f) Other measures:

No.

## **9. Customer Service Feedback**

Did you receive customer service feedback forms related to accessibility for electors with disabilities?

Yes.



Please indicate if you received positive or negative feedback for each issue.

**Note:** If you received negative feedback, please indicate the nature of your response.

a) Customer service

- Feedback: None.

b) Assistive devices (e.g., magnifiers, braille ballot template, easy grip pencils)

- Feedback: None.

c) Assistive voting technology

- Feedback: None.

d) Special Ballots

- Feedback: Positive.
- Negative feedback: None.

e) Place of voting location

- Feedback: Negative.
- Negative feedback response:
  - Acknowledged: Yes
  - Take into future consideration: Yes.
  - No acknowledgment required: Yes.

f) Accessibility of voting location

- Feedback: None.

g) Walking distance at voting location

- Feedback: Negative
- Negative feedback response:
  - Take into future consideration: Yes.
  - No acknowledgement required: Yes.

h) Accessible parking

- Feedback: Negative.
- Negative feedback response:
  - Take into future consideration: Yes.
  - No acknowledgement required: Yes.

i) Voter Information Cards

- Feedback: None.

- j) Documents
  - Feedback: None.

- k) Signage
  - Feedback: None.

## **10. Additional Returning Officer Comments**

- a) Did the e-poll books and tabulator help serve electors with disabilities more effectively? Please explain.

They did not make a significant difference for electors with disabilities.

- b) Please describe any situation you observed where electors with disabilities used their mobile devices (e.g. phones, iPads and tablets) as an assistive device during the voting process. Were there any issues or concerns?

Not applicable.

- c) Please describe other measures that you took to provide accessibility for electors with disabilities in your electoral district.

We focused on emphasizing accessible customer service deliver in training to build awareness and commitment among poll officials and returning office staff, and to communicate/offer accommodation to electors in pre-polling day interactions and also on polling day.