

2018 General Election

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

Electoral District: Flamborough—Glanbrook, #031

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. All returning office staff received AODA training and delivered services in an accessible manner.

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. All SBO received AODA training and delivered all their services in an accessible manner.

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

Yes. All poll officials received AODA training as a component of their training sessions and they were all well prepared to deliver services in an accessible manner.

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. This video was included in all poll official training sessions.

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:

The poll official manuals provided detailed directions on how to assist electors who required various types of assistance to vote.

2. Materials

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

Yes. These templates were included in all poll official kits as well as in the returning office for the Advance Poll Officials and the Special Ballot Officers.

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

Yes. This information was provided to the returning office staff.

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:

All these materials were included in the election officials' kits.

3. Special Ballot Voting Options

Total number of special ballots cast using the following services:

a) Hospital visits:

35

b) Home visits:

27

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: Not applicable. Special ballot processed by headquarters.
- Home visits: Yes.

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

- Hospital visits: Not applicable. Special ballot processed by headquarters.
- Home visits: Yes.

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

- Hospital visits: Not applicable. Special ballot processed by headquarters.
- Home visits: No.

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

- Hospital visits: Not applicable. Special ballot processed by headquarters.
- Home visits: Yes.

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

- Hospital visits: Not applicable. Special ballot processed by headquarters.
- 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.):

0

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.

The AVT was not sued by any elector. The Tabulator Deputy Returning Officer (TDRO) provided explanations to curious electors regarding the devices and the response was extremely positive.

5. Personnel

Were persons with disabilities employed in the returning office?

No.

Were persons with disabilities appointed as poll officials?

Yes. We had an Information Assistant (IA) who was part of a team of three IA's at a poll who used a walker some of the time when she was working.

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. The completed Voting Location Inspection Checklist forms included in the Supervising Deputy Returning Officer (SDRO) and Area Manager kits indicated the accessible routes of travel and no changes were made to these routes of travel.

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

No.

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. The returning office and the training and logistics office were both accessible in accordance with the Site Accessibility Standards.

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

Not applicable.

c) Polling locations:

Yes. All polling locations were accessible in accordance with the Site Accessibility Standards.

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: 1, 20%
- Election Day Mandatory Institutions: 8, 67%
- 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): 4, 11%

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

- Advance Poll Voting Locations: 4, 80%
- Election Day Mandatory Institutions: 4, 33%
- 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): 34, 89%

c) Total voting locations.

- Advance Poll Voting Locations: 5, 100%
- Election Day Mandatory Institutions: 12, 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): 38, 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: 4
- 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): 12

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): 4
- 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): 22

Please indicate the total number of remediations used:

- Ramps/sloped walkways: 0
- Beveled thresholds: 7
- Mats: 0
- Parking cones: 218
- Signage: 49
- Services of an Information Assistant for Accessibility: 33

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

Not applicable.

Other Accessible Voting Location Activities

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

a) Customized remediations:

No.

b) Special services to support accessible parking:

No.

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

No.

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

No.

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

No.

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

The Information Assistants (IA) opened and held doors for electors who required assistance at the polls. They were also located at the entrances of buildings to assist with doorways that did not meet accessibility standards due to their width. We also had IA's outside some of the voting locations where there was a sloped sidewalk that could have posed

accessibility challenges to electors.

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. Language guides were included in poll official kits as well as Braille templates and these were used by poll officials as required.

b) Read candidates' names to electors:

Yes. I am aware that this was done in the returning office by the Special Ballot Officers (SBO). It may have also been done in the field polls which I did not witness.

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

Yes. We completed 27 special ballot home visits and the electors were most appreciative of this service.

d) Additional training for poll officials:

No.

e) Worked with local stakeholder groups:

No.

f) Other measures:

Not applicable.

9. Customer Service Feedback

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

Yes. We received customer service feedback forms from electors who had restricted mobility as well as two electors who suffered from claustrophobia. When contact information was provided, these electors were called and their concerns were discussed and noted for future elections.

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: Positive.
 - Negative feedback: None
- b) Assistive devices (e.g., magnifiers, braille ballot template, easy grip pencils)
 - Feedback: Positive.
 - Negative feedback: None.
- c) Assistive voting technology
 - Feedback: Positive.
 - Negative feedback: None.
- d) Special Ballots
 - Feedback: Positive.
 - Negative feedback: None.
- e) Place of voting location
 - Feedback: Positive.
 - Negative feedback: None.
- f) Accessibility of voting location
 - Feedback: Positive.
 - Negative feedback: None.
- g) Walking distance at voting location
 - Feedback: Positive.
 - Negative feedback: None.
- h) Accessible parking
 - Feedback: Positive.
 - Negative feedback: None.
- i) Voter Information Cards
 - Feedback: Negative.
 - Negative feedback response:
 - Acknowledged: Yes.
 - Resolved: Yes.
 - Take into future consideration: Yes.
- j) Documents
 - Feedback: Positive.
 - Negative feedback response: None.

k) Signage

- Feedback: Positive.
- Negative feedback response: None.

10. Additional Returning Officer Comments

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

The e-poll books and the tabulators were well received by the majority of the electorate. Because the time it took the average elector to vote was less than in past elections, wait times were significantly reduced which was good for all electors.

- 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?

This was never reported to me in the returning office from the advance or polling day polls and we did not experience this in the returning office during advance polls or special ballot.

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

In reference to the Customer Service Feedback forms, we generally received positive feedback for the categories noted above. In the cases where negative feedback was received, we contacted the electors if contact information was provided, discussed the issue and noted any changes that we felt would better serve the elector for future elections.