

City of Mississauga Election Accessibility Report

Identification of Barriers

The following actions were taken to identify barriers that affect electors and candidates with disabilities:

Actions	Considerations for 2018
<p>Assessed past election administration practices, identifying the likelihood of our practice creating a risk to accessibility of candidates and electors and then identified the impact of the risk and developed measures to mitigate or minimize the risk.</p> <p>Assessed and addressed accessibility issues that arose in the 2010 Elections and took necessary measure to avoid issues.</p> <p>Discussed the need of persons with disabilities insofar as they relate to municipal elections and made accommodations based on these needs.</p>	<p>Practice to be repeated in 2018.</p>
<p>Met with the Accessibility Advisory Committee (AAC) to review initiatives and consider additional options based on the committee’s feedback.</p> <p>Updated the Accessibility Staff Working Group regarding steps taken to ensure the election was administered in accordance with applicable legislation.</p>	<p>Practice to be repeated in 2018.</p>
<p>Gathered comments and recommendations from the municipality’s Accessibility Coordinator on methods to meet accessibility needs.</p>	<p>Continue this consultation process on a routine basis.</p>
<p>Updated voting location site inspection checklist to include feedback from Accessibility Coordinator to ensure all standards are met.</p>	<p>Continue expanding checklist to exceed current standards, including assessing distance from parking and doorways to the voting locations within the facility; identifying locations with working accessibility mechanisms for door openers, and ensuring washroom facilities meet size standards.</p>
<p>Assessed accessible voting equipment options to meet the needs of the elector.</p>	<p>Investigate accessible equipment options which would streamline the voting process so that the process is less time consuming.</p>

Removal and Prevention of Barriers

We took the following actions to remove and prevent barriers that affect electors and candidates with disabilities:

Actions	Considerations for 2018
<p>Ensured communications initiatives and information for candidates and electors were available in alternate formats, and that election related materials were available through TTY phone service and 3-1-1.</p>	<p>Continue to ensure that all information is universally accessible through the use of appropriate:</p> <ul style="list-style-type: none"> -fonts -text sizing -colours -spacing -lighting <p>Continue to make information available in a variety of formats upon request.</p>
<p>Posted all information to municipality’s website to ensure all material would be available to all persons. The majority of missississaugavotes.ca content are text based making easy for screen readers to translate the content. All images have “alt” and “title” description describing the content of the image.</p>	<p>Practice to be repeated in 2018.</p>
<p>Had the ability to provide all documentation and forms in large print request, to aid those with low vision.</p>	<p>Practice to be repeated in 2018.</p> <p>Acquire magnifiers to assist at all polling locations.</p> <p>As in 2014, ensure all forms online are a fillable format and expand the list of forms available in this format.</p>
<p>Provided candidates and staff with information relating to accessible customer service.</p>	<p>Continue directing candidates to organizations and information to encourage open dialogue regarding persons with disabilities and ensuring that persons with disabilities have access to campaigns.</p>

Provided information to candidates regarding Campaign expenses and particular rules affecting disabled candidates.	Practice to be repeated in 2018.
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Voting Locations

Actions	Considerations for 2018
Conducted site visits of all potential voting locations to ensure full accessibility. In the event that city standards were not met the following actions were taken: -Hired hall monitors who could open doors and direct electors directly to the voting place. -Ensured that ramps could be installed. -Made provisions for an increased number of accessible parking spots.	Increase our expectations/standards regarding the physical accessibility of voting locations; stay abreast of any legislative changes regarding the Building Code to ensure that locations used in 2018 exceeds standards.
Developed a template for voting location set-up to ensure full accessibility which included: - Advance Poll and Election Day set ups allowed electors to easily maneuver through the polling location. -Having regard to specific needs of election workers who might have difficulty sitting or standing for long periods of time, etc.	As per the AAC’s suggestion, investigate the possibility of online voting as a way to support persons with disabilities.
Provided voting locations on advance voting days with accessible voting equipment. Provided an operator at each advance poll location to operate the Automark (accessible voting equipment).	Practice to be repeated in 2018.
Addressed accessibility concerns with school boards and ensured that steps could be taken to avoid barriers such as erecting temporary ramps and providing staff to open manual doors etc.	Practice to be repeated in 2018.
Provided appropriate signage at voting locations so that information was clearly visible to those with low vision.	Practice to be repeated in 2018.
Set up a process to facilitate notifications of any last minute disruptions in service or voting location changes, should an emergency occur including posting signage and having hall monitors relay information to electors upon entry to the voting location.	Practice to be repeated in 2018.
Ensured designated or reserved parking for persons with disabilities at each voting location and made provisions to provide additional accessible parking if necessary.	Practice to be repeated in 2018.

Voting Process

Actions	Considerations for 2018
Ensured that workers were equipped to provide service to persons who required assistance on election day. Workers were trained to provide bed side voting at institutions and retirement homes.	Investigate provision of online voting for persons who have difficulty going to the voting locations. Investigate provisions of curb-side voting to accommodate electors with mobility issues.
Provided instructions on the use of the accessible voting equipment and made an Automark operator available to assist persons with disabilities.	Practice to be repeated in 2018.
Additional advance poll days scheduled to provide more opportunities for the electors with disabilities who would like to use the accessible voting machine (Automark).	Practice to be repeated in 2018.
Promoted advance voting opportunities for electors with disabilities as well as extending the communications to multiple media channels to ensure a broad audience was captured.	Practice to be repeated in 2018.
As per the <i>Municipal Act, 1996</i> , provided voting opportunities on the premises of (a) an institution in which 20 or more beds are occupied by persons who are disabled, chronically ill or infirmed; (b) a retirement home in which 50 or more beds are occupied	Practice to be repeated in 2018. Update inventory of institutions and retirement homes eligible for on-site polling location.
Added tools to assist with ensuring accessibility such as sharpies that are easily gripped for filling in ballots.	Practice to be repeated in 2018.

Staff Training

Actions	Considerations for 2018
Training incorporated provisions to meet accessible customer service standards which also included a comprehensive online training module.	Practice to be repeated in 2018.

Provided reference materials such as the City of Mississauga’s “May I Help You?” and “Understanding Accessible Customer service” booklet.	Practice to be repeated in 2018.
Monitored elector’s concerns and ensured that their needs were met, i.e. if an individual with a walker was in a long line, a chair was offered and the elector’s place in line was maintained.	Practice to be repeated in 2018.
Encourage election workers to approach an elector if it appeared that the elector required assistance maneuvering through the voting location and offer to assist.	Practice to be repeated in 2018.
Checked the access doors frequently to offer assistance and watch for electors unable to easily enter the building.	Practice to be repeated in 2018
Evaluated effectiveness of training post-election.	Practice to be repeated in 2018

Voting Methods

Actions	Considerations for 2018
Traditional paper ballot, markers were provided that were easy to grip.	Practice to be repeated in 2018. Magnifiers to be provided at each voting location.
Reviewed the accessible voting equipment with Accessibility Advisory Committee (AAC). Considered recommendation made by the AAC and the Accessibility Staff Working Group regarding online voting.	Practice to be repeated in 2018. Further investigate online voting. Making accessible voting machines available on Election day.
Audio ballots available using the Automark.	Practice to be repeated in 2018.
Other assistive devices (sip and puff, rocker paddles, etc.) were used in conjunction with the Automark.	Practice to be repeated in 2018.