

Township of North Kawartha

## **Municipal Election 2018**

### Policies & Procedures for Conducting an Accessible Election

| Revised: February, 2018

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## 1. Introduction

The Clerk is responsible for the proper legislative and administrative conduct of municipal elections in the Township of North Kawartha. In accordance with the Municipal Elections Act, 1996, the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005, the Clerk is authorized to establish procedures and provide appropriate measures to ensure that persons with disabilities have the opportunity to participate fully in the 2018 Municipal Elections. Accordingly, it is the goal of the Township of North Kawartha to ensure that all Electors in the Township of North Kawartha who have a disability or an issue with accessibility are provided with the best opportunity to vote as independently as possible in the 2018 Municipal Election.

Following the election, the Clerk will prepare a report regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public.

## 2. Staff Training and Election Assistance

### Staff Training

All staff carrying out election duties will be trained to recognize and ensure that persons with disabilities are served in a way that accommodates their needs. Training will include:

- How to interact and communicate with persons with various types of disability
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or support person.
- How to use voting equipment and assistive devices to deliver election material
- What to do if a person is having difficulty accessing election information or services.

## **Provision of Election Information**

The Clerk will make every effort to accommodate Candidates and electors with disabilities with the provision of information and copies of election documents in a format that takes into account their disability. The format may be agreed upon between the requester and the Clerk. Information can also be accessed on the Township's website.

## **Notice of Temporary Service Disruption**

If there is a temporary disruption in the delivery of election information or services, the Clerk shall provide public notice on the Township's website, at the physical site of the disruption and when appropriate in the local media. The notice shall include the reason for the disruption, anticipated duration and a description of alternative methods of delivering the information or service. Every effort shall be made to provide alternative methods of providing the information or service to persons with disabilities.

## **Staff Assistance**

The Clerk and other election staff are available to assist with any issues that may arise with respect to providing a barrier-free election and can be reached by way of the contact information provided below:

1. Telephone (705) 656-4445
2. In Person 280 Burleigh Street, Apsley
3. Fax (705) 656-4446
4. Mail P.O. Box 550, Apsley, ON K0L 1A0

### **The Clerk/Returning Officer can be contacted directly for assistance:**

Connie Parent, Clerk

(705) 656-4445 ext 234, E-mail: [c.parent@northkawartha.on.ca](mailto:c.parent@northkawartha.on.ca)

### **3. Assistance to Candidates**

#### **Service Animals**

Candidates and scrutineers are permitted to be accompanied by a service animal at the Voter Help Centre.

#### **Campaign Expenses**

Expenses that are incurred by a candidate with a disability that are directly related to the disability, and would not have been incurred but for the election to which the expenses relate are excluded from the permitted spending limit for the candidate.

### **4. Assistance to Electors**

#### **Internet Voting**

Internet voting allows voters to vote through secured internet services. This method provides for easy voting for persons with a variety of disabilities to cast their vote with independence and privacy as voters have the option of using the assistive tools they have on their own computer.

This method of voting is designed to encourage voter participation as voters do not have to attend a physical location to cast their ballot and accessibility and privacy for persons with disabilities is maximized.

#### **Telephone Voting**

Telephone voting allows voters to vote through secured telephone services which provides for easy voting for persons with a variety of disabilities to cast their vote with independence and privacy. Land lines or cell phone can be used to vote, the method is compatible with assistive devices.

#### **Parking**

Designated parking for people with disabilities and seniors is provided close to the entrance of the Voter Help Centre. Accessible parking spaces are clearly posted and will be monitored to ensure they are not improperly occupied.

## **Service Animals**

Electors requiring service animals are permitted to be accompanied by a service animal at the Voter Help Centre.

## **Voting Assistance**

Persons with disabilities may be accompanied by a support person within the Voter Help Centre.

## **5. Feedback Process**

Feedback about the manner in which election services are provided to persons with disabilities may be submitted to the Clerk through a variety of methods including:

1. Telephone (705) 656-4445
2. In Person 280 Burleigh Street, Apsley
3. Fax (705) 656-4446
4. Email [c.parent@northkawartha.on.ca](mailto:c.parent@northkawartha.on.ca)
5. Mail P.O. Box 550  
Apsley, ON K0L 1A0
6. Website [www.northkawartha.on.ca](http://www.northkawartha.on.ca)

The feedback form located on the Township's website can be completed by persons with disabilities. This form will be forwarded to the Clerk for action. In addition, staff working in the Township's facilities can complete the feedback form and submit the feedback on behalf of persons with disabilities. Alternatively the form may be printed and provided to the person for manual completion. Manually completed forms are date stamped and forwarded to the Clerk. Each completed form is reviewed by the Clerk or designate who will respond to the candidate or elector directly within two business days providing an anticipated action and timeframe for a full response where appropriate.

The feedback process provides election staff with an opportunity to take corrective measures to prevent similar recurrences, address training needs, enhance service delivery and provide alternative methods of providing election services.

## 6. **Additional Information**

### **Township of North Kawartha – Municipal Office**

Located at 280 Burleigh Street, Apsley ON. The Clerk and other election staff can answer any questions you may have about the election in general or specific provisions for those persons with disabilities.

### **Township of North Kawartha –Website – Election Page**

The Township of North Kawartha's website is updated regularly to reflect any new developments and information with respect to the election. Visit the site for an up-to-date list of candidates and other important messages or events throughout the election year at [www.northkawartha.on.ca](http://www.northkawartha.on.ca)

### **Ministry of Municipal Affairs - Election Website**

This website contains information about municipal elections, the Province of Ontario 2017 Municipal Elections Candidates Guide and the Ministry's commitment to promote greater accessibility for voters and candidates with disabilities [www.mah.gov.on.ca](http://www.mah.gov.on.ca)

### **Ministry of Community and Social Services**

The Ministry of Community and Social Services has developed a quick reference guide with respect to the overall management of an accessible election campaign. For more information candidates can visit: <http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility>

### **Service Ontario – e-Laws**

This website contains all current statutes including the Municipal Elections Act, 1996, the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005, [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca)

# Accessible Information Request Form

## Municipal Election 2018

Thank you for visiting the Township of North Kawartha. We value all of our customers and strive to meet everyone's needs.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email: \_\_\_\_\_

Please state the name of the document(s) that you wish to be made accessible and the format: (if possible attach document to the form).

Name of Document(s)

Format Requested

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Please note that the turnover time varies for each format.  
Thank you.

Please submit this form to:  
Connie Parent  
Clerk/Elections Returning Officer  
The Township of North Kawartha  
280 Burleigh Street  
P.O. Box 550  
Apsley, ON K0L 1A0  
(705) 656-4445 (ext 234)  
Fax (705) 656-4446  
[c.parent@northkawartha.on.ca](mailto:c.parent@northkawartha.on.ca)  
[www.northkawartha.on.ca](http://www.northkawartha.on.ca)



## Customer Feedback Form

### Municipal Election 2018

Thank you for visiting the Township of North Kawartha. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit: \_\_\_\_\_

\_\_\_\_\_

Did we respond to your customer service needs today?

Yes  No

Was our customer service provided to you in an accessible manner?

Yes  Somewhat  No (Please Explain)

\_\_\_\_\_

Did you have any problems accessing our goods and services?

Yes (Please Explain)  Somewhat (Please Explain)  No

\_\_\_\_\_

Please tell us how we could have served you better.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact information (optional)\*:

\_\_\_\_\_

\_\_\_\_\_

Thank you.

Please submit this form to the attention of the Clerk, Township of North Kawartha  
P.O.Box 550, Apsley, ON K0L 1A0 (705) 656-4445 Fax (705) 656-4446

[c.parent@northkawartha.on.ca](mailto:c.parent@northkawartha.on.ca) [www.northkawartha.on.ca](http://www.northkawartha.on.ca)

\* Information collected is subject to the Municipal Freedom of Information & Privacy Act.

# Notice

## Scheduled Service Disruption

The following service will be temporarily unavailable: \_\_\_\_\_  
\_\_\_\_\_

This service will be unavailable from \_\_\_\_\_  
to \_\_\_\_\_

The reason for the disruption includes:

- \_\_\_\_\_ (repairs to doors)
- \_\_\_\_\_ (repairs to technology)

Alternative Services if available may be found at:  
\_\_\_\_\_

On behalf of the Township of North Kawartha thank you for your patience in this matter.

For further information, please contact:

The Township of North Kawartha

P.O. Box 550, 280 Burleigh Street

Apsley, ON K0L 1A0

(705) 656-4445

[www.northkawartha.on.ca](http://www.northkawartha.on.ca)

# Notice

## Unexpected Service Disruption

There is currently an unexpected service disruption at this location.

The estimated time of the service disruption will be from \_\_\_\_\_  
until \_\_\_\_\_

The reason for the disruption includes:

- \_\_\_\_\_ (repairs to doors)
- \_\_\_\_\_ (repairs to technology)

Alternative Services if available may be found at:

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On behalf of the Township of North Kawartha thank you for your patience in this matter.

For further information, please contact:

The Township of North Kawartha  
P.O. Box 550, 280 Burleigh Street  
Apsley, ON K0L 1A0  
(705) 656-4445

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