

2019 Rideau-Rockcliffe By-election – Accessibility Report

Introduction

The [Municipal Elections Act, 1996](#) (the “MEA”) governs municipal elections in all Ontario municipalities, including the City of Ottawa. The Clerk is responsible for the preparation and conduct of municipal council and school board elections, and has a duty to adhere to provisions of the MEA and administer the election in a manner consistent with the principles of the legislation as determined by the courts.

In accordance with the MEA, a Clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities and ensure that all voting places and processes are accessible.

The MEA also requires that the Clerk prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and must make the report available to the public within 90 days after Voting Day, in a regular election. The MEA further requires that by-elections be conducted as far as possible in the same way as regular elections.

As a result, this report provides a summary of the accessible election tools and initiatives that were successfully delivered to electors and candidates throughout the 2019 Rideau-Rockcliffe By-election, as described in the [City of Ottawa 2019 Rideau-Rockcliffe By-election Detailed Accessibility Plan](#).

This report also identifies accessibility achievements from the 2019 Rideau-Rockcliffe By-election and details how the Elections Office will continue to improve the accessibility of municipal elections in Ottawa to ensure all electors can exercise their democratic right to vote.

Overview of the 2019 Rideau-Rockcliffe By-election Accessibility Plan

Under Subsection 12(1) of the MEA, the Clerk is required to develop a plan on the identification, removal and prevention of barriers that affect electors and candidates with disabilities and make it available to the public before Voting Day.

To meet this requirement, the [City of Ottawa 2019 Rideau-Rockcliffe By-election Detailed Accessibility Plan](#) and the [2019 Rideau-Rockcliffe By-election Accessibility Plan \(abridged version\)](#) were posted to ottawa.ca/vote on March 20, 2019. For the purposes of this report, both documents will be collectively referred to as “The Plan”.

The Plan was developed in consultation with the City’s Accessibility Advisory Committee and the City’s Accessibility Office, based on feedback received from the public and “lessons learned” in previous elections.

The Plan was organized into eight sections that strengthened and supported the Elections Office’s ongoing commitment to provide an accessible by-election:

1. MEA and Accessibility
2. Training – Overview and Principles
3. Accessible Voting Tools
4. Accessible Transportation
5. Accessible Vote Tabulators (AVT)
6. Establishing Accessible Voting Places
7. Built Environment
8. Information for the Public

Section 1 – MEA and Accessibility

The Clerk is responsible for conducting municipal elections and establishing policies and procedures to ensure that all electors have the opportunity to fully participate in the 2019 Rideau-Rockcliffe By-election.

More specifically, the MEA states the following:

12.1 (1) A clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities.

12 (2) The clerk shall prepare a plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the plan available to the public before voting day in a regular election.

12 (3) Within 90 days after voting day in a regular election, the clerk shall prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public.

41 (3) The clerk shall make such changes to some or all of the ballots as he or she considers necessary or desirable to allow electors with visual impairments to vote without the assistance referred to in paragraph 4 of subsection 52 (1).

45 (2) In establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities.

In addition to the MEA, the Clerk must comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”), Integrated Accessibility Standards Regulations (the “IASR”), the Ontario Human Rights Code, and the City’s Accessibility Policy, as described below:

- The [Accessibility for Ontarians with Disabilities Act, 2005](#) sets out clear goals and timeframes for making Ontario accessible by 2025. Under the AODA, private and public sector organizations across Ontario are required to comply with both the AODA and any regulations established by the Province. These regulations are detailed in the Integrated Accessibility Standards.
- The [Integrated Accessibility Standards Regulations](#) brings together accessible standards for Information and Communications, Employment, Transportation, Design of Public Spaces and Customer Service under one regulation and harmonizes the requirements common to each standard. Each of the standards articulates specific requirements and compliance deadlines, which will be phased in across Ontario between 2011 and 2025.
- The [Ontario Human Rights Code](#) provides that all persons have the right to equal treatment without discrimination, including on the basis of disability and that persons with disabilities be provided with accommodation short of undue hardship.

- The City's [Accessibility Policy](#) provides for the equal treatment to people with disabilities with respect to the use and benefit of City services, programs, goods and facilities in a manner that respects their dignity and that is equitable in relation to the broader public. This commitment extends to residents, visitors and employees with visible or non-visible, and permanent or temporary disabilities.

In preparation for the 2019 Rideau-Rockcliffe By-election, staff reviewed the relevant legislation and implemented a number of initiatives to ensure compliance, as further described in this report.

The Elections Office will continue to monitor the applicable legislation, standards and deadlines, and policies to ensure that any new requirements are incorporated in future election accessibility plans.

Section 2 – Training – Overview and Principles

To provide a fully accessible voting experience for persons with disabilities, election workers must understand the importance of providing inclusive customer service to all electors. To this end, election workers, both City staff and members of the public, participated in mandatory accessibility training prior to working on voting days. This training covered the principles of the AODA and emphasized accessible customer service delivery to all electors.

Election workers were trained to apply four guiding principles of the AODA when serving electors with disabilities:

1. Dignity;
2. Equality of opportunity;
3. Independence; and
4. Integration.

In keeping with these authorities and the City's Accessibility Policy, the election training program addressed the following ten relevant topics:

1. Accessible Voting Processes

- Election workers were trained on various processes to ensure that electors with disabilities had equal opportunity to cast their ballot independently and privately. This included information on how to use accessible voting tools and disability-specific customer service tips.

2. Assisting the Elector

- Election workers were instructed to offer service by asking if and how they could help the elector, and to refrain from making assumptions about electors' abilities. Electors were able to request assistance with all or any part of the voting process. Workers were also trained to identify and remove barriers, and to make adaptations as required to ensure accessibility for all electors.

3. Bedside Voting in an Institution

- Election workers were provided training on how to attend to an elector who is a resident of a long-term care facility, seniors' residence, or hospital to allow them to vote. For example, election workers at a retirement residence or long-term care facility were trained to bring a ballot, in a privacy sleeve, to the door or bedside of the elector. Once the elector marked the ballot, election workers were instructed to place the ballot in the privacy sleeve and immediately return to the voting area and insert the ballot into the vote tabulator.

4. Curbside Voting

- Curbside voting allows electors who are unable to enter the voting place the opportunity to vote at/near their vehicle. Election workers were provided training on how to assist electors with "curbside voting". If required, an election worker would attend to an elector with a disability to assist them with voting anywhere on the voting place property.

5. Support Persons

- Election workers' training stated that a support person who accompanies an elector is permitted in the voting place, as required under the IASR.

Additionally, the City's Accessibility Policy states that if a person with a disability is accompanied by a support person, both persons are permitted to enter the premises together and the person with a disability is not to be prevented from having access to the support person while on the premises.

- Election workers were trained to seek the elector's consent before discussing confidential information in front of the support person. Finally, election workers were instructed that a support person is required to take the *Oral Oath to Assist an Elector* before accompanying an elector behind the voting screen.

6. Service Animals

- The Elections Office ensures that service animals are permitted in the voting place, as required under the IASR. Election workers were instructed that a variety of animals could act as a service animal and can assist an elector in a number of ways. Election workers were also taught that a service animal is a physical extension of a person with a disability, which is there to work, and should not be touched or distracted.

7. Voting Proxies

- Under the MEA, an elector may formally appoint another eligible elector to vote on their behalf in the case that they are unable to make it to the voting place. Training sessions provided election workers with the information required to assist electors with proxy voting, including the completion of the prescribed form, as well as the dates and times during which the prescribed form could be certified.

8. Accessibility Leadership by City Staff

- Approximately 85 City of Ottawa employees provided important leadership on voting days to ensure the voting process was accessible to all electors and candidates.

- All City staff complete mandatory accessibility training once they become employees of the corporation. By recruiting City staff for election worker positions, the Elections Office ensured that individuals who have previously completed AODA training were located at every voting place.
- The Elections Office required election workers to complete supplementary accessibility training, which focused on providing accessible customer service and practical ways to identify, prevent and remove barriers for electors and candidates with disabilities.

9. Additional Elections Workers (Election Assistants)

- The Elections Office assigned additional election assistants to voting places to address accessibility related issues. In cases where a voting place did not have accessible power doors or if the doors were temporarily out-of-order, an election assistant was hired to open the door for electors.

10. Election Workers' Right to Request an Accommodation

- As stated in the City of Ottawa 2019 Rideau-Rockcliffe By-Election Detailed Accessibility Plan, the AODA and IASR place an emphasis on workers' rights:
 - "Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes." [IASR, s. 22]
 - "During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used." [IASR, s. 23(1)]
 - "If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into

account the applicant's accessibility needs due to disability." [IASR, s.23(2)]

- In 2019, the Elections Office continued to focus on accessibility accommodations during the recruitment campaign and offered City staff the opportunity to develop an Individualized Workplace Emergency Response Information ("IWERI") Plan.
- A number of adaptations were available to remove barriers for election workers with disabilities. The Elections Office's application form provided applicants an opportunity to proactively request an accessibility-related workplace accommodation.

The Elections Office was proactive in offering accommodation requests and as a result was regularly able to place workers at locations with reduced travel distances, close to the worker's home or a nearby transit station. Staff also assigned roles suited to the abilities of the election worker. While other accommodation options were available, staff received no further requests.

Training – Feedback and Next Steps

The Elections Office recognizes the importance of developing specific and detailed training to provide election workers with the information, tools and resources required to enable them to provide accessible customer service to all electors. The Elections Office will continue to work with internal and external stakeholders to improve and enhance accessibility training for upcoming municipal elections.

Section 3 – Accessible Voting Tools

As noted earlier, the MEA requires the Clerk to have regard for the needs of candidates and electors with disabilities. Recognizing that persons with disabilities have varied needs, the following accessible voting tools were available at all 47 voting places in the 2019 Rideau-Rockcliffe By-election:

1. Braille Listing of Candidate Names and Braille Ballot Templates;
2. Large Print Ballot;

3. Magnifying Sheet;
4. Access to a Cell Phone with Elections Call Centre Staff on Standby;
5. Notice of Temporary Disruption Communication Tools; and
6. Accessibility Feedback Cards.

1. Braille Listing of Candidate Names and Braille Ballot Templates

- Supervisor Deputy Returning Officers ("Supervisor DROs") were provided with a Braille listing of candidates and three Braille templates for electors with vision impairments. Electors had the option to use these tools together, by matching the Braille on the listing of candidates to the corresponding Braille on the template. Electors could also choose to use the template on its own. For example, an elector may ask an election worker to read the candidates' names in order and aloud from the other side of the voting screen, while they use the Braille template to feel for the corresponding holes and mark the ballot as desired.

2. Large Print Ballot

- A large print ballot is a large replica of a ballot that may be used as a guide for an elector with vision impairments.
- Every voting place was equipped with a large print ballot.

3. Magnifying Sheet

- Beginning in the 2010 Municipal Elections, magnifying sheets were available behind every voting screen, at every voting place.
- Originally recommended by the Canadian National Institute for the Blind ("CNIB"), the 4x Page Size Magnifier Sheet ("Fresnel Lens") could be used to read ballots and/or any other election-related documents.

- The tool was so well received by electors that many inquired about obtaining a magnifying sheet for personal use. Based on this feedback, the Elections Office will continue to offer the magnifying sheets in all future elections.

4. Access to a Cell Phone with Elections Call Centre Staff on Standby

- A cell phone was available to electors, which allowed an Electors call centre employee to read the ballot aloud to the elector over the phone.

5. Notice of Temporary Disruption Communication Tools

- In the event of a disruption in service related to accessibility, the City has a legal obligation to provide notice to electors. Disruptions of service include, but are not limited to an elevator under repair, renovations that limit access to an area, technology that is temporarily unavailable (for example, an accessible vote tabulator).
- During a voting event, bilingual *Notice of Temporary Disruption* signs were provided to all Supervisor DROs. In the case of a temporary disruption, election workers were instructed to complete the blank fields on the sign, indicating the following:
 - reason for the disruption;
 - the date(s) of disruption;
 - its anticipated duration; and
 - a description of alternative facilities or services.
- Election workers were instructed to post the sign in a highly visible place, with consideration of electors who are most affected by the disruption.
- Supervisor DROs were also instructed to notify the Elections Office so that it might take additional measures to provide notice. In these instances, the Elections Office was able to post election workers to open doors for electors and immediately notified electors on social media, as required. These measures were well received and will continue to be in place in upcoming elections.

6. Accessibility Feedback Cards

- Feedback cards were available at all voting places listing the ways an elector could provide feedback to the Elections Office, as required by the IASR.
- The feedback cards are printed to the specifics of CNIB clear print guidelines and include Braille.

Accessible Voting Tools – Feedback and Next Steps

The Elections Office will continue to offer the accessible voting tools as noted above in all future Election events. Staff will continue to research accessibility initiatives, voting initiatives, and the new technologies available to better meet the needs of electors with disabilities in upcoming municipal elections.

Section 4 – Accessible Transportation (Para Transpo)

On the advice of the City's Accessibility Advisory Committee during the 2018 Elections, the Elections Office partnered once again with Para Transpo for the 2019 Rideau-Rockcliffe By-election to allow Para Transpo customers the opportunity to reserve their trip to and from a voting place 48 hours in advance on any of the two (2) voting days: April 5 and 15. This initiative allowed electors who use Para Transpo the opportunity to schedule their trips ahead of the 24-hour casual bookings.

The Para Transpo initiative was promoted through various channels including: social media and newspaper advertisements.

Accessible Transportation – Feedback and Next Steps

Recognizing that the availability of accessible transportation on voting days is a concern for many persons with disabilities, the Elections Office will continue to work with OC Transpo, Para Transpo and the Accessibility Advisory Committee to identify and remove barriers in future elections.

Section 5 – Accessible Vote Tabulator

During the 2019 Rideau-Rockcliffe By-election, electors were offered two (2) opportunities to vote using accessible vote tabulator (AVT): April 5, 2019 and April 15, 2019.

- Two area wide voting places (St. Laurent Complex and Rockcliffe Park Community Centre) had two (2) AVT.
- All voting places located in retirement residences and long-term care facilities offered electors the opportunity to use an AVT.

The AVT allows electors with disabilities to mark and cast their ballot privately and independently. Its features include:

- a Braille keypad;
- Left-Right paddles (colour-coded left and right paddles);
- a sip-puff device;
- bilingual audio through headphones; and
- bilingual visual support through a 19-inch screen with zoom and high contrast features.

AVT – Bilingual Messaging

To ensure electors using the AVT could be served in the official language of their choice, the Elections Office worked with its Vendor and the City's French Language Services Branch to provide bilingual messages, in English and French.

AVT – Pronunciation of Candidate Names

Among other messages, the AVT can read candidate names aloud to the elector. Based on the advice of the Accessibility Advisory Committee, the Elections Office recorded the AVT audio files using a human's voice as opposed to computer-generated speech.

To ensure accuracy of the pronunciation of candidate names, candidates were invited to record their name on a dedicated phone line established by the Elections Office.

AVT – Testing and Preparation

Each AVT was thoroughly tested prior to being deployed to a voting place. The systems test takes approximately 90 minutes per AVT. In addition, all of the AVT's features were fully tested including the audio and assistive technology devices.

AVT – Logistical Challenges

Due to the significant size and weight of the AVT, and to prevent injury, the Elections Office required two election workers to be assigned to the management of each AVT. These election workers were responsible for delivering the tabulator to the voting place, helping with set up, and returning the AVTs following the close of voting.

In between deliveries, the election workers were assigned to the Election Office, which was also the command centre, as additional support and troubleshooting resources.

Furthermore, in order to ensure that the AVTs remained supervised at all times, the Supervisor DROs hours of work were often extended to accommodate the delivery and pick-up schedules.

Accessible AVT – Feedback and Next Steps

To better meet the needs of voters with disabilities in future municipal elections, the Elections Office will continue to research vote counting equipment used in other municipalities as well as explore new technologies.

Section 6 – Establishing Accessible Voting Places

The Elections Office has developed comprehensive guidelines to ensure voting places are accessible to electors and candidates with disabilities. Efforts are made to ensure that each voting place is as central as possible within the voting area it is meant to serve. When selecting a voting place, consideration was also given to factors such as parking, transit, and familiarity for electors.

Legislatively Required Voting Places

One of the City's mandatory accessibility initiatives is the establishment of voting places in seniors' residences and long-term care facilities. The MEA prescribes that the clerk shall establish the number and location of voting places for an election that is considered to be most convenient for electors. In particular, subsection 45(7) prescribes that a voting place shall be provided on the premises of the following:

1. An institution for the reception, treatment or vocational training of members or former members of the Canadian Forces.
2. An institution in which, on September 1, 20 or more beds are occupied by persons who are disabled, chronically ill or infirm.
3. A retirement home in which, on September 1, 50 or more beds are occupied.

Based on the legislation and past practice, 10 seniors' residences and/or long-term care facilities were identified as voting places for the 2019 Rideau-Rockcliffe By-election.

Multi-Residential Property Strategy

As in past Elections, the Elections Office established advance voting locations at multi-residential properties such as apartment and condominium buildings, with a focus on buildings where there is a high senior population. Establishing these voting locations meets and exceeds legislative requirements and provides a convenient voting place for electors residing in the building.

In order for a voting place to be established within a multi-residential dwelling, the property needs to meet one of the following descriptions:

1. Within a multi-residential building where an advance vote location had previously been provided for and where it is anticipated that:
 - i. the number of qualified electors appearing on the Voter's List will be 400 or more; and,
 - ii. the average participation rate for the last three regular municipal elections is 10% or greater.
2. Within a multi-residential building where an advance vote place had previously been provided for and where it is anticipated that the number of qualified electors appearing on the Voter's List will be less than 400 yet equal to or greater than 100; if
 - i. the percentage of seniors (65 years of age and over) is anticipated to be 25% or more; or,

- ii. the average participation rate from the previous three municipal elections is equal to or greater than the City average of 44% for those three elections.
- 3. Within the premise of multi-residential dwellings where an advance vote location has not been previously provided and where it is anticipated that:
 - i. the number of qualified electors appearing on the Voters' List will be 100 or more; and,
 - ii. the percentage of seniors (65 years of age and over) is anticipated to be 25% or more.

Based on these requirements, 24 multi-residential properties were identified as voting places for the 2019 Rideau-Rockcliffe By-election. This was an increase of four (4) multi-residential properties from the 2018 regular elections caused by a review of new data from the *Municipal Property Assessment Corporation*.

Section 7 – Built Environment

The Elections Office contacted the Planning, Infrastructure and Economic Development Department for background information regarding the accessibility of City facilities identified as potential voting places. In several cases, the staff from both departments worked together to review renovation schedules against the elections schedule to avoid posing barriers to electors.

Elections staff completed a comprehensive review of the built environment of each location identified as a voting place during the winter of 2019. This process was achieved through site visits and the completion of a detailed accessibility checklist, attached as Appendix A. The accessibility checklist was previously developed in consultation with staff in the City's Accessibility Office and the Planning, Infrastructure and Economic Development Department.

Site visits reviews included the evaluation of features such as elevators, ramps, handrails, lighting and door widths. Highlights of this include:

- Adding four (4) voting places during the 2019 Rideau-Rockcliffe By-election.
- Hiring an additional election worker (Accessibility Deputy Returning Officer) in area wide voting places on Advance Vote Day and on Voting Day.
- Hiring an additional two (2) election workers (Election Assistants) to work in voting places without automated power doors or to direct electors to the voting place.
- Creating accessible parking spaces at voting places by installing temporary signage in parking lots to ensure a reasonable travel distance for electors.
- Installing extra exterior signage to direct electors to the accessible entrance of a voting place.
- Installing extra interior signage to direct electors to the voting place inside the building or facility.

The cost of accessibility-related initiatives for 2019 Rideau-Rockcliffe By-election totalled \$1,000. A detailed list of voting place remediation is attached as Appendix B.

Accessible Voting Places and Built Environment – Feedback and Next Steps

The Elections Office recognizes that consulting and collaborating directly with persons with disabilities and the organizations that represent them is a key factor in the ongoing evolution of accessible municipal elections. Staff will continue to work with internal and external stakeholders to review and enhance election processes to ensure accessibility issues are discussed, identified and addressed in preparation for future elections.

Staff will continue to improve and update the accessibility checklist, training materials for election workers, and all other election processes required to provide an accessible voting experience to all electors. As noted in the 2018 Municipal Elections - Accessibility Report, the Elections Office has committed to investigating new technologies available and alternative voting strategies, such as home voting, in preparation for future municipal elections.

Section 8 – Information for the Public

To ensure electors and candidates were aware of the accessible tools and initiatives available throughout the 2019 Rideau-Rockcliffe By-election, accessibility figured prominently in communications materials.

Voter Notification Letters and Election Brochures

More than 27,000 electors received a voter notification letter and an election brochure in the 2019 Rideau-Rockcliffe By-election.

The voter notification letter listed voting dates, times and locations and the accessible entrance for each voting place listed on the notification. A generic copy of a voter notification letter is attached as Appendix C.

The election brochure included general election information, information on how to appoint a proxy voter for electors who are unable to attend a voting place, and it listed the accessible tools and services available to electors at the voting place. A copy of the election brochure is attached as Appendix D.

Ottawa.ca/vote

The Elections Office ensures that all content posted to ottawa.ca is accessible and, in particular, compliant with the AODA and Section 14 of the IASR (Accessible Websites and Web Content).

The Elections Office created a webpage on ottawa.ca/vote dedicated specifically to the accessibility of the 2019 Rideau-Rockcliffe By-election. This webpage included details regarding the accessibility of the voting process, the built environment of voting places, voting by proxy, and information on how to contact the Elections Office to ask questions or to provide feedback.

Web Applications

During the 2019 Rideau-Rockcliffe By-election, the Elections Office used five public facing applications (Webpages) developed, in collaboration with Information Technology Services, to promote overall improvement in accessibility and service levels.

The applications were developed to meet and comply with Web Content Accessibility Guidelines (“WCAG”) 2.0 AA standards and included the following:

- Where do I Vote?
- Am I on the Voters’ List?
- Add my Name to the Voters’ List
- Amend my information on the Voters’ List
- Election Worker Application

To ensure election information was easily available through multiple channels and formats, paper forms of the web-based applications were also available. Voting place and Voters’ List inquiries were received over the phone, by email, and in person at various locations across the city.

“How to Vote” Video

Based on the advice of the Accessibility Advisory Committee, the Elections Office created a “How to Vote” video for the 2018 Municipal Elections. The video was posted to ottawa.ca/vote and visually and verbally explained the voting process to electors. It was also used as an alternative learning method to supplement in-class training. The video was available in both English and French, and featured captioning. An accessible transcript was also available on the video’s landing page.

For the 2019 Rideau-Rockcliffe By-election, the Elections Office updated the 2018 Municipal Elections version of the “How to Vote” video. The video was posted to ottawa.ca/vote and was prominently shared on the Elections Office’s social media account as well as the City’s corporate accounts.

Other Web Content

The Elections Office works closely with Service Ottawa to ensure that all content posted to ottawa.ca complies with relevant standards.

All maps posted to ottawa.ca were made accessible for individuals using screen readers. This process included the addition of accessible tags to maps in PDF format and making the related information available in alternate formats. For example, voting subdivision maps were posted with accompanying “street index” tabular data (such as the accessible HTML 5 format).

The Elections Office will ensure that candidates’ Financial Statements are posted to ottawa.ca/vote in an accessible format, in order to comply with requirements under both the MEA and the AODA.

Financial Statements are submitted on a provincially prescribed form (“Form 4”). Subsection 88 (9.1) of the MEA requires the clerk to publish these forms for viewing by the public on a website, as soon as possible after the documents are filed. Meanwhile, the AODA requires the City to ensure that its web content is accessible.

To ensure the City is compliant with both pieces of legislation, the Elections Office will post both a scanned copy of the original Financial Statement – Form 4 and an accessible copy of the form. The accessible version will be created by the Elections Office, which includes creating a template and manually entering the variable data.

Finally, to ensure compliance with the City’s Bilingualism Policy, the accessible version will be available in both English and French.

Social Media

Elections staff also made accessibility information available on official social media accounts (Twitter: [@ottawavote](https://twitter.com/ottawavote) and [@ottawavotez](https://twitter.com/ottawavotez), and [Facebook](https://www.facebook.com/ottawavote)). Election information was prominently shared on the City’s corporate social media accounts as well.

Other Media

Elections staff worked with Public Information and Media Relations staff to ensure a variety of accessible communications materials were available to members of the public. Communications materials included newspaper ads, public service announcements, media advisories, promotional signs on OC Transpo Bus stops in Ward 13, and a variety of infographics shared on social media. Staff ensured this

information was shared on indoor and outdoor digital screens at City facilities across Ottawa.

Elections staff also worked with the City's Accessibility Office to provide information regarding election employment opportunities and the Para Transpo initiative through the Accessibility Spotlight eSubscription.

A sample of bilingual promotional materials has been attached as Appendix E.

Information for Candidates

The Elections Office provided candidates with a copy of the "[Candidate's Guide to Accessible Elections](#)" in their nomination packages. The Association of Municipal Managers, Clerks, and Treasurers of Ontario ("AMCTO") produced this guide to provide accessibility information and guidance to candidates.

Candidates were also provided the opportunity to participate in a Candidate Information Session where resources were shared on running accessible campaigns. Other topics included accessible communications, selecting an accessible campaign office, budgeting for accessibility, and accessible customer service. A copy of the presentation was made available to the public and to candidates under the [Key Dates and Resources section](#) on ottawa.ca/vote.

Candidates also received a variety of candidate updates throughout the election period. These updates were available in English and French, by email or by mail, and were also posted to ottawa.ca/vote. The updates included information regarding a variety of election related matters, including accessibility.

Printed Materials – Clear Print Design Standard

The Elections Office ensures that all printed materials meet accessible design standards. The Elections Office worked closely with the City's Printing Unit to ensure that forms, signs, Voters' Lists, and other documents were designed to meet the CNIB's Clear Print Guidelines. By following this design standard, the Elections Office ensured that fonts, point sizes, colours/contrast, spacing and other formatting were accessible.

The Elections Office also worked with the Surveys and Mapping Unit to make the electoral maps accessible. Improvements included varying the line colour and thickness of different types of boundaries. The improved maps were available in hard copy and electronic format on ottawa.ca/vote.

Information for the Public – Feedback and Next Steps

The Elections Office recognizes the importance of increasing awareness of the accessibility tools and initiatives available. The Elections Office will continue to investigate emerging communication channels and accessible formats.

Staff will also ensure that accessibility information is included in all future election communications to reach persons with disabilities who are not associated with an organization and persons who do not identify themselves as having a disability but may face barriers to voting.

Like the 2018 Municipal Elections, experiences in the 2019 Rideau-Rockcliffe By-election reinforced the importance of collaborating directly with persons with disabilities, the City's Accessibility Advisory Committee, and the Accessibility Office when planning and conducting elections. Accessible election plans will continue to be updated and enhanced through the valuable input and feedback provided by our partners, electors and the organizations that represent them.

The Elections Office welcomes feedback on how we can improve the delivery of accessible elections. Feedback can be submitted at anytime through the following channels:

Contact Information

City of Ottawa Elections Office

1221 Cyrville Rd, Unit B
Ottawa, ON
K1J 7S8

Office Hours: Monday – Friday, from 8:30 a.m. to 4:30 p.m.

Telephone: 613-580-2660 (TTY: 613-580-2401)
Fax: 613-580-2661

Email: elections@ottawa.ca
Facebook: [@ElectionsOttawa](https://www.facebook.com/ElectionsOttawa)
Twitter: [@ottawavote](https://twitter.com/ottawavote)

Book an appointment to meet with staff

To ensure staff is available to answer your questions, please contact our office to schedule an appointment:

- Telephone: 613-580-2660 (TTY: 613-580-2401)
- Email: elections@ottawa.ca

Appendix A

2019 Voting place Accessibility Checklist

Transportation	Yes	No	N/A	Comments
Is the place on a bus route?	*			<i>*Include bus #</i>

Exterior Signage	Yes	No	N/A	Comments / Barriers:
Is the building identifier (name or address) clearly visible from the street and sidewalk?				
Is the building name the same as what is indicated on the sign?				
Picture taken for website				

Parking	Yes	No	N/A	Comments / Barriers:
Is there an appropriate number of accessible parking spaces with at least 3.4 m (3400 mm) in width? Minimum Space Requirements: 1-25 = 1 26-50 = 2 51-75 = 3 76-100 = 4 101-133 = 5 134-166 = 6 167+ = 7 *City of Ottawa Accessibility Design Standards				Specify # of Accessible Spaces
Is there appropriate signage (floor and panel) for the accessible parking spaces?				
Are the accessible parking spaces close to the entrance (30 m or less from parking or drop off area)?				
Is there a need to create temporary accessible parking spots? If so, where?				
Are the parking spaces firm and level?				

Parking	Yes	No	N/A	Comments / Barriers:
Where should election workers park on voting day?				
Picture taken (if relevant)				

Exterior Accessible Route	Yes	No	N/A	Comments / Barriers:
Is the pedestrian path entrance accessible to parking and drop-off areas?				
Does the pedestrian path entrance include appropriate curb cuts (13 mm)		*		<i>*What is the measurement & take picture</i>
Is the pedestrian pathway an appropriate width of 180 cm?		*		<i>*What is the measurement</i>
Are there any abrupt changes in the level of the pedestrian pathway?				
Are there any protrusion hazards?				
Are there any drainage gratings within the pedestrian pathway?				
If so, are the drainage gratings less than 13 mm wide?		*		<i>*What is the measurement</i>
Is the approach to the voting area easy to travel in and in good condition (no broken pavement slabs, gravel, potholes)?				
Are there curb cuts where danger exists with vehicular traffic? (easy access to sidewalk)				
Picture taken (if relevant)				

Exterior Ramps	Yes	No	N/A	Comments / Barriers:
<i>*verify that level is set to %</i>				
Is the ramp gradient less than 5%				
If the ramp gradient is over 5%, are there handrails and guards on both sides?				
Is the ramp width at least 150 cm between handrails?		*		<i>*What is the measurement</i>
Is there a level landing space at the top and bottom of the ramp?				

Exterior Ramps <i>*verify that level is set to %</i>	Yes	No	N/A	Comments / Barriers:
Is the curb ramp lip flush with the pavement?				
Picture taken (if relevant)				

Entrances	Yes	No	N/A	Comments / Barriers:
Are the entrances well marked and centrally located?				
Is extra election signage required to indicate entrance?				
Is the exterior door accessible? (includes a door opening width of min. 86 cm)		*		<i>*What is the measurement</i>
Is there a raised threshold that is more than 13 mm high?	*			<i>*What is the measurement & take picture</i>
Within the entrance vestibule (two doors in series) is there 150 cm of room between doors?		*		<i>*What is the measurement</i>
Are the doors power-operated?				
If there are power-operated doors, are the controls at a suitable height?				
If there are power-operated doors, is there enough timing for safe passage through doors (5 seconds)?				
If there are power-operated doors, are there controls on both sides of the door (ext/int)?				
If there is no power-operated door, can the door be opened with a closed-fist hand? (i.e. level handles or push plate door pulls)				
If there is no power-operated door, can the door opening force be measured at 8.5 lbs or less for an exterior door?		*		<i>*What is the weight</i>
If there is no power-operated door, can the door opening force be measured at 5 lbs or less for an interior door?		*		<i>*What is the weight</i>
Is the interior doorway opening 85 cm or more in width?		*		<i>*What is the measurement</i>

Entrances	Yes	No	N/A	Comments / Barriers:
Can the interior door(s) be propped open? <i>*If they can't, please flag for an Accessibility Assistant</i>				
Are the entrances well lit?				
Picture taken for website				

Interior Pedestrian Path of Travel	Yes	No	N/A	Comments / Barriers:
Is the voting area served by well designated and safe elevator or ramps/escalator /lifts?				
Is the approach to the voting area easy to travel in and in good condition (no uneven surfaces, tripping or slipping hazards)?				
Are there any objects protruding from the wall (more than 10cm) or overhead signage that would cause an issue?				
Is there a requirement for a rest area from the entrance to the voting area (i.e. a long walk from the entrance to the voting area)?				

Stairs (only applicable if needed to access voting area)	Yes	No	N/A	Comments / Barriers:
Are the stairwells easy to locate?				
Do the stairs have accessible handrails on both sides?				
Do the stairs have a non-skid surface?				
Is the nosing colour contrasted?				
Are the stairwells well illuminated?				

Elevators (only applicable if needed to access the voting area)	Yes	No	N/A	Comments / Barriers:
Are the elevators clearly marked?				
Are the controls accessible to wheelchair users and operable by one hand?				
Is the elevator door opening at least 85 cm in width?		*		<i>*What is the measurement</i>
Inside the elevator, is the side to side measurements at least 106.5 cm?		*		<i>*What is the measurement</i>
Inside the elevator, is the back to front measurements at least 137 cm?		*		<i>*What is the measurement</i>
Does the elevator require a key to operate? How to obtain key?				
Is an Accessibility Assistant required to operate the elevator?				
Is the elevator big enough for two people?				

Lighting	Yes	No	N/A	Comments:
Are all areas well lit especially in the voting area?				

Service Animals	Yes	No	N/A	Comments:
Is the landlord or building owner aware that service animals are permitted to enter the building?				

Will washrooms be available to election workers?

No	Yes (provide location)
	<i>*Indicate if they are not accessible</i>

Are the washrooms:

	No	Yes	Comments / Barriers:
Not Accessible			
Partially Accessible			
Fully Accessible			

Emergency Information

Location of emergency phone:

--

Is there an emergency evacuation plan available, including a meeting point in case of emergency?

No	Yes (how can it be obtained or where is it located)

Schools only:

Is security required at this location?

No	Yes

Security guard (up to 2 guards can be scheduled and provided by our office)

No	Yes (any special instructions):

Are the washrooms for workers separate from the student washrooms?

N/A	No	Yes

Is the entrance door locked throughout the day?

N/A	No	Yes (*may need extra Accessibility Assistant to open door)

Appendix B

2019 Voting Place Remediation

Type of Remediation	Voting Places with Remediation
Additional Exterior signage	5
Additional Interior signage	8
Temporary accessible spot signage	1
Threshold Ramp	0
Grand Total	14

Appendix C

2019 Voter Notification Letter – English

March 18, 2019



Contact the Elections Office
613-580-2660
elections@ottawa.ca
ottawa.ca/vote

JOHN DOE
39 ALEXANDER ST
OTTAWA ON K2K 1HJ

This is your voter notification letter for the 2019 Rideau-Rockcliffe By-election. This notification lists the dates, times and locations where you can vote.

The enclosed brochure contains additional information regarding accessible voting tools and services, identification requirements, proxy voting and details regarding voting opportunities.

Your information currently appears on the voters' list as:

School Support	Ward	Qualifying Address
English Public	13 – Rideau-Rockcliffe	39 ALEXANDER ST

If there are errors with the above information, including the spelling of your name, you can conveniently amend your information online by using the "Am I on the Voters' List?" tool on ottawa.ca/vote from March 16 to March 30, 2019.

After March 30, 2019 you can download and complete the Application to Add or Amend my Information on the Voters' List form on ottawa.ca/vote and bring it with you to your voting place. This application will also be available at all voting places on voting days.

This voter notification letter cannot be used as a piece of identification. For a quicker voting process, bring this notification and personal identification with you to one of the voting places listed below.

Dates	Hours	Voting Places	
Advance Voting Friday, April 5, 2019	10 a.m. to 8 p.m.	St. Laurent Complex 525 Côté St ♿ Main Entrance	
Voting Day Monday, April 15, 2019	10 a.m. to 8 p.m.	St. Bartholomew's Church Hall 125 MacKay St ♿ Church Hall Entrance <table border="1"><tr><td>Table : 2</td></tr></table>	Table : 2
Table : 2			

Bring your I.D. and this notification letter to the voting place. This notification was issued by:
M. Rick O'Connor, City Clerk and Solicitor.

2019 Voter Notification Letter – French

Le 18 mars 2019



By-election | Élection partielle
Rideau-Rockcliffe



04000001

Communiquez avec le
Bureau des élections
613-580-2660
elections@ottawa.ca
ottawa.ca/votez

JOHN DOE
39 RUE ALEXANDER
OTTAWA ON K2K 1HJ

Le présent document constitue votre avis de scrutin de l'électeur pour l'élection partielle de 2019 à Rideau-Rockcliffe. Cet avis indique les dates, les heures et les emplacements où vous pouvez aller voter.

La brochure ci-jointe contient des renseignements supplémentaires concernant les outils et les services d'accessibilité au vote, les exigences d'identification, le vote par mandataire et des détails concernant les possibilités de vote.

Voici les informations vous concernant telles qu'elles figurent actuellement sur la liste des électeurs :

Soutien scolaire	Quartier	Adresse habitante
Anglais public	13 – Rideau-Rockcliffe	39 RUE ALEXANDER

Si les renseignements susmentionnés contiennent des erreurs, notamment une faute d'orthographe dans votre nom, vous pourrez, du 16 au 30 mars 2019, les corriger en ligne facilement grâce à l'outil de recherche « Mon nom est-il sur la liste électorale? », qui se trouve sur le site ottawa.ca/votez.

Après le 30 mars 2019, vous pourrez télécharger et remplir le formulaire « Demande d'ajout ou de modifications de mes renseignements sur la liste électorale » à partir du site ottawa.ca/votez et l'apporter ensuite au bureau de vote. Ce formulaire sera également à la disposition du public dans tous les bureaux de vote les jours de scrutins.


Cet avis de scrutin de l'électeur ne peut pas être utilisé comme pièce d'identité. Pour accélérer le processus de vote, apportez cet avis et une pièce d'identité avec vous à l'un des bureaux de vote indiqués ci-dessous.

Dates	Heures d'ouverture	Bureaux de vote
<u>Vote par anticipation</u> Le vendredi 5 avril 2019	De 10 h à 8 h	Complexe St-Laurent 525 Rue Côté ↳ Entrée principale
<u>Jour du scrutin</u> Le lundi 15 avril 2019	De 10 h à 8 h	St. Bartholomew's Church Hall 125 Rue MacKay ↳ Entrée salle paroissiale Table : 2


Apportez une pièce d'identité et cet avis de scrutin au bureau de vote. Cet avis a été émis par :
M. Rick O'Connor, greffier municipal et avocat général.

Appendix D

2019 By-election Brochure - English



Rideau-Rockcliffe By-election



Who can vote?
You are eligible to vote in a municipal election if you are:

- a resident of the City of Ottawa, or an owner or tenant of land in the city, or the spouse of such an owner or tenant;
- a Canadian citizen;
- at least 18 years old; and
- not prohibited from voting by law.

If you live in a different City of Ottawa ward, you may not vote in the Ward 13 By-election, even if you are the owner or tenant of a separate property in Ward 13. If you are a non-resident elector who lives outside of Ottawa and who has a qualifying address in Ward 13, you may vote in this by-election. If you own or rent properties in more than one ward in the City of Ottawa, you must choose only one ward to vote in and be on the Voters' List for that qualifying address. You do not qualify as a non-resident elector if you do not personally own or rent a property in the municipality.

What are you voting for?
You will have the opportunity to cast a ballot for the following office:

- City Councillor – Ward 13 (Rideau-Rockcliffe)

Learn about the candidates by visiting ottawa.ca/vote. You have the right to decline or spoil your ballot. Declined and spoiled ballots are included in the official count.

When can you vote?
Voting Day is April 15, 2019 from 10 am to 8 pm.

Advance Voting is April 5, 2019 from 10 am to 8 pm.

Someone else can vote for you by proxy
A proxy is someone that can go to the voting place and cast a ballot on your behalf. This person must be an eligible elector and should be someone you trust to mark the ballot the way you have instructed them to. For more information on voting by proxy, visit ottawa.ca/vote.

Where can you vote?
Visit ottawa.ca/vote and use the **Where do I Vote?** tool to find your voting place. Your voter notification letter also contains information about when and where you can vote.

What should you bring with you to vote?
Bring a piece of ID that shows your name and address. Photo ID is not required. If you don't have a piece of ID, you can complete a Declaration of Identity Form available at your voting place. Visit ottawa.ca/vote for a complete list of acceptable forms of identification.

Are you on the Voters' List?
Starting March 16 until April 15, 2019, you can verify your information on the Voters' List by:

- using the **Am I on the Voters' List?** tool on ottawa.ca/vote;
- calling 3-1-1; or
- calling the Elections Office at 613-580-2660.

The Voters' List will also be available for public viewing from March 18 to April 15, 2019 at the Elections Office or any Client Service Centre.

Adding your Name or Amending your Information on the Voters' List
Elector can conveniently add or amend their information online by using the **Am I on the Voters' List?** tool on ottawa.ca/vote from March 16 to March 30, 2019.

After March 30, 2019 an elector can download and complete the **Application to Add or Amend my Information on the Voters' List** form on ottawa.ca/vote and bring it with them to their voting place. This application will also be available at all voting places on voting days.

The deadline to make an application to add or amend your information on the **Voters' List** is April 15, 2019.


Accessibility Tools and Initiatives
You may bring a family member, friend, support person, or ask an election worker to help you vote. Before assisting you, the support person must make an oral oath that your vote will be kept secret.

All service animals are allowed in the voting place.

Several accessibility tools and services are available to electors, including:

- Large print ballots;
- Magnifying sheets;
- Braille listings of candidates and ballot templates;
- Curbside voting;
- Accessible vote tabulator (available at certain advance voting places) with:
 - a braille keypad;
 - L-R paddles;
 - a sip-puff device;
 - bilingual audio through headphones;
 - bilingual visual support through a 19-inch screen with zoom and high contrast features; and
- Access to a cell phone with Elections Call Centre staff on standby.

Learn more about the accessibility of Ottawa's municipal elections at ottawa.ca/vote.



f Elections Ottawa @ottawavote

ottawa.ca/vote 613-580-2660 elections@ottawa.ca

2019-03-06

Qui peut voter?

Pour être admissible à voter aux élections municipales, il faut :

- résider dans la Ville d'Ottawa, être un propriétaire ou un locataire d'une propriété dans la Ville d'Ottawa, ou être le conjoint ou la conjointe d'une telle personne;
- être un citoyen canadien;
- être âgé d'au moins 18 ans;
- ne pas faire l'objet d'une interdiction de voter.

Si vous résidez dans un autre quartier de la Ville d'Ottawa, vous ne pouvez pas voter lors de l'élection partielle du quartier 13, même si vous possédez ou louez une propriété distincte située dans ce quartier. Si vous êtes électeur non-résident, demeurez à l'extérieur d'Ottawa et possédez une adresse habitante dans le quartier 13, vous pouvez voter lors de l'élection partielle. Si vous possédez ou louez plusieurs propriétés situées dans plus d'un quartier de la Ville d'Ottawa, vous devez choisir le quartier dans lequel vous voterez. Votre nom figurera ainsi sur la liste électorale correspondant à l'adresse habitante. Vous n'êtes pas éligible en tant qu'électeur non-résident si vous ne possédez pas ou ne louez pas personnellement une propriété dans la municipalité.

Pour quoi allez-vous voter?

Vous pourrez déposer un vote pour un candidat se présentant au poste de :

- Conseiller municipal du quartier 13 (Rideau-Rockcliffe)

Vous pouvez vous renseigner sur les candidats en vous rendant sur ottawa.ca/votez. Vous avez le droit de refuser de voter ou d'annuler votre vote. Les bulletins de vote refusés ou annulés sont pris en compte dans le dépouillement officiel.

Quand pourrez-vous voter?

Vous pourrez voter le jour du scrutin, soit le 15 avril 2019, de 10 h à 20 h.

Vous pourrez aussi voter par anticipation le 5 avril 2019, de 10 h à 20 h.

Quelqu'un d'autre pourra voter pour vous par procuration en nommant un mandataire. Un mandataire est une personne qui se présente au bureau de vote pour voter en votre nom. Le mandataire doit être un électeur admissible en qui vous avez confiance pour marquer votre bulletin selon vos instructions. Pour obtenir plus de renseignements sur le vote par procuration, rendez-vous sur ottawa.ca/votez.

Où pourrez-vous voter?

Rendez-vous sur le site ottawa.ca/votez et utilisez l'outil *Où dois-je aller voter?* pour trouver votre bureau de vote. Votre avis de scrutin de l'électeur contient aussi des renseignements vous indiquant quand et où vous pouvez aller voter.

Que devez-vous apporter pour voter?

Apportez une pièce d'identité sur laquelle figurent votre nom et votre adresse; une pièce d'identité avec photo n'est pas requise. Si vous n'avez pas de pièce d'identité, vous pourrez remplir un formulaire de Déclaration d'identité disponible dans votre bureau de vote. Rendez-vous sur ottawa.ca/votez pour obtenir la liste complète des pièces d'identité acceptées.

Votre nom figure-t-il sur la liste électorale?

Vous pourrez facilement vérifier vos renseignements sur la liste électorale du 16 mars au 15 avril 2019 :

- en consultant l'outil en ligne *Mon nom est-il sur la liste électorale?* sur ottawa.ca/votez;
- en appelant le 3-1-1;
- en téléphonant au Bureau des élections au 613-580-2660.

La population pourra également consulter la liste électorale au Bureau des élections ou dans tout centre du service à la clientèle du 18 mars au 15 avril 2019.

Ajouter votre nom ou modifier vos renseignements sur la liste électorale

Les électeurs pourront facilement ajouter leur nom ou modifier leurs renseignements sur la liste électorale en utilisant l'outil *Mon nom est-il sur la liste électorale?* sur ottawa.ca/votez du 16 au 30 mars 2019.

À compter du 30 mars 2019, les électeurs pourront télécharger depuis le site ottawa.ca/votez le formulaire *Demande d'ajout ou de modification de mes renseignements sur la liste électorale*, le remplir et l'apporter au bureau de vote. Ce formulaire de demande sera également disponible dans tous les bureaux de vote les jours de scrutin.

Les électeurs ont jusqu'au 15 avril 2019 pour ajouter leur nom ou modifier leurs renseignements sur la [liste électorale](#).

Initiatives et outils d'accessibilité

Afin de vous aider à voter, vous pouvez amener un membre de votre famille, un ami, une personne de soutien, ou demander à un travailleur électoral de le faire. Avant de vous venir en aide, la personne de soutien doit prêter serment de garder le secret sur le vote. Tous les animaux d'assistance sont admis dans les bureaux de vote.

Plusieurs initiatives et outils d'accessibilité sont mis à la disposition des électeurs, incluant :

- des bulletins de vote à gros caractères;
- des feuilles à effet de loupe;
- des listes de candidats et des modèles de bulletins en braille;
- le vote de trottoir;
- une tabulatrice de vote accessible (disponible dans certains bureaux de vote par anticipation) dotée de certaines fonctionnalités comme :
 - un clavier en braille;
 - des interrupteurs basculant de gauche à droite;
 - un dispositif de commande au soufflé;
 - des casques d'écoute pour entendre des enregistrements bilingues;
 - un support visuel bilingue sur écran de 19 po doté d'une fonction d'agrandissement des caractères et d'augmentation du contraste; et
- un accès à un téléphone cellulaire pour parler avec un employé du centre d'appels pour les élections.

Pour en savoir davantage au sujet de l'accessibilité des élections municipales de la Ville d'Ottawa, veuillez consulter ottawa.ca/votez.

Appendix E

Examples of 2019 By-election Promotional Material

