REPORT REGARDING THE IDENTIFICATION, REMOVAL AND PREVENTION OF BARRIERS THAT AFFECTED ELECTORS AND CANDIDATES WITH DISABILITIES DURING THE 2018 MUNCIPAL ELECTION

Amendments to the Municipal Elections Act, 1996, S.O. 1996, c. 32, Sched. in 2016 requires the clerk to prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and make the report available to the public.

On August 15, 2018, the Clerk's Division presented Report No. CS-2018-0033 (2018 Municipal Elections – Accessibility Plan) to Council. Attachment 1. This report provided the Town's plans for ensuring accessibility during the municipal election. Major components of the plan included:

- A written accessibility plan that was forwarded to the Accessibility Committee for comment
- Accessibility Training for all election staff
- Identification and utilization of accessible voting locations
- Use of accessible voting equipment (assistive devices) during the election period (advance voting and voting day)
- Providing election information in accessible formats

The Clerks Division is pleased to report that all elements of the Accessibility Plan were adhered to and contributed to the removal and prevention of barriers that could affect electors and candidates with disabilities. During the election period, the Clerk's Division received no complaints regarding accessibility and believe that the success of this effort owes much to preparation of the accessibility plan detailed in Report No. CS-2018-0033.

John Espinosa
Town Clerk

January 22, 2019

THE CORPORATION OF THE TOWN OF GEORGINA

REPORT NO. CS-2018-0033

FOR THE CONSIDERATION OF
COUNCIL
AUGUST 15, 2018

SUBJECT: 2018 MUNICIPAL ELECTIONS – ACCESSIBILITY PLAN

1.   RECOMMENDATION

1.   That Council receive Report No. CS-2018-0033, prepared by the Clerk's Division, Corporate Services Department, dated August 15, 2018, respecting 2018 Municipal Elections Accessibility Plan, for information.

2.   PURPOSE

The purpose of this report is to provide Council with a report regarding the identification, removal and prevention of barriers with respect to the administration of 2018 municipal elections pursuant to the *Municipal Elections Act*, 1996, S.O., 1996, c. 32, Sched. (the "Act")

3. BACKGROUND:

3.1 Legislative Requirements - *Municipal Elections Act*

Section 11(1) of the Act states "the clerk of a local municipality is responsible for conducting elections within that municipality". Section 45 (1) states that "the clerk shall establish the number and location of voting places for an election as he or she considers most convenient for the electors."

Section 12.1 (1) of the *Act* requires that "a clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities". Section 45 (2) further addresses accessibility requirements stating "in establishing the locations of voting places, the Clerk shall ensure that each voting place is accessible to electors with disabilities"

In 2016, the Act was amended, adding Section 12.1 (2), which states that "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."

4. ANALYSIS:

4.1 Written Accessible Plan

A 2018 Municipal Election Accessibility Plan ("Accessibility Plan") has been developed with a goal toward assisting persons with disabilities an opportunity to participate in the electoral process. It is also being used to provide Town election staff with guidance regarding standards, procedures and protocols for assisting persons with disabilities. On June 4, 2018, the 2018 Municipal Election Accessibility Plan ("Accessibility Plan") was presented to the Georgina Accessibility Advisory Committee for comment. Attachment 1

The objectives of the Accessibility Plan include:

a) That all voting locations are accessible;

b) That persons with disabilities are able to independently cast their vote and verify their selection through accessible devices such as the Audio Tactile Interface (ATI);

c) That persons with disabilities can fully participate in the municipal election as an elector, candidate or election official;

d) That efforts are made to ensure that electors with disabilities are aware of the accessibility measures available through notice, newspaper ads, media launches, social media and the Town's website;

The written Accessibility Plan includes the following information:

a) **Election Systems & Software Poll Worker Manual**
    These procedures will be provided to all poll workers. They contain detailed assistive devices information. Appendix A of Attachment 1

b) **Accessible Customer Service and the Integrated Accessibility Standards Training for Election Staff**
    Training for all election staff will be provided and written acknowledgement of training will be mandatory for each election official prior to any work assignments. Appendix B of Attachment 1

In addition, various resources and hyperlinks were posted to the Town's website under the 2018 Municipal Election section of the Town's website.

4.2 Voting Location Considerations

In order to ensure the health and safety of electors or election workers, preference was given to locations having:

- Adequate lighting of walkways, entrances, exits, lighting and parking areas providing safety and security; and

- Hard surface walkways and parking areas providing a flat level surface for pedestrian access from the parking lot to the building

Locations staffed during the times that election staff will be in the building were also preferred as a level of security and assistance could be provided in any emergency situation that may occur, further addressing risk management and health and safety.

Similar to the 2014 municipal elections, staff will conduct the 2018 municipal elections as a 'vote anywhere' jurisdiction. The 'vote anywhere' opportunity provided flexibility, to an eligible elector in any ward, to attend any of the five (5) advance vote or ten (10) voting day locations within the municipality. Vote anywhere also facilitated the possibility of a higher voter turn-out on advance vote days resulting in a more manageable voter turn-out on voting day. Given the vote anywhere opportunity, preference was given to locations that could accommodate a high volume of elector traffic throughout the day for the electors' convenience.

Accessibility requirements have had an impact on the voting locations selected by staff for both voting day and the advance voting days in the 2018 election.

To address accessibility, preference was given to locations with:
- Paved parking lots;
- Where the disabled/handicapped parking spots were located within close proximity to the actual room used for voting.
- Clearly marked and appropriately signed and accessible parking;
- Automatic door openers, ramps and entrances;
- Ramps in compliance with all applicable provincial legislation; and
- Adequate doorway and hallway widths from the entrance to the room used for voting to accommodate accessible mobile devices such as walkers, automated wheelchairs.

The voting locations were also evaluated based on the following additional considerations:

- Increased floor area to accommodate the increase in the number of electors in certain wards;

- Facilities that are well known within the community and easily identifiable to new electors with existing signage;

- Emergency plans;

- Assembly occupancy numbers;

- Security at doors;

- Hard surface parking lots with an adequate number of parking spaces to accommodate election staff and the number of electors that will be attending the location.

4.3   2018 Municipal Elections Voting Location and Times

Advance Voting #1
DATE: Saturday September 29, 2018
TIME: 10:00am-6:00pm

Ward 1	Lake Simcoe Public School
Ward 2	Georgina Ice Palace
Ward 3	Civic Centre
Ward 4	Kin Hall
Ward 5	Morning Glory Public School

Advance Voting #2
DATE: Saturday October 06, 2018
TIME: 10:00am-6:00pm

Ward 1	Lake Simcoe Public School
Ward 2	Georgina Ice Palace
Ward 3	Civic Centre
Ward 4	the LINK
Ward 5	Morning Glory Public School

Advance Voting #3
DATE: Saturday October 13, 2018
TIME: 10:00am-6:00pm

Ward 1	Lake Simcoe Public School
Ward 2	Georgina Ice Palace
Ward 3	The ROC Chalet
Ward 4	the LINK

Ward 5	Morning Glory Public School

Advance Voting #4
DATE: Thursday October 18, 2018
TIME: 12:00pm-7:00pm

Ward 1	Lake Simcoe Public School
Ward 2	Georgina Ice Palace
Ward 3	The ROC Chalet
Ward 4	the LINK
Ward 5	Pefferlaw Lions Hall

Voting Day
DATE: Monday October 22, 2018
TIME: 10:00-8:00pm

Ward 1	• Lake Simcoe Public School • Jersey Public School
Ward 2	• W.J. Watson Public School • Georgina Ice Palace
Ward 3	• The ROC Chalet • Lakeside Public School
Ward 4	• Sutton Public School • the LINK
Ward 5	• Morning Glory Public School • Udora Community Hall

4.4 Information Available in Accessible Format

Posting information to the Town's website facilitated read aloud features and accessible formats:

- Font size, hyperlinking for convenience, optical character recognition (OCR) for ease of searching purposes;

- Electronic format in pdf;

- Accessible location signs were posted at all voting places for all advance and voting day locations;

4.5 Accessible Voting Opportunities and Assistive Devices

For the 2018 election, staff will ensure that at least two (2) locations on each advance voting day and election day will utilize assistive devices. The devices will allow electors to navigate through, indicate and record ballot selections, which may be used alone or together with paddles, sip and puff, headset or other assisted appliances.

If an elector who iss unable to mark their ballot because of a visual impairment or required assistance marking the ballot for any reason, Election Officials will be trained to provide personal assistance to the elector. In addition, if an elector wished to be assisted by a "friend" or support person this procedure will be available to all electors at all locations. The "friend" will be required to take the necessary oath prior to providing assistance.

The following items will be made available at each voting location:
- Magnifier screens
- Large print identification of specific voting areas – Information Supervisor, Revisions, Tabulators, Deputy Returning Officers etc.
- Large tip, circular grip Sharpie markers to assist those electors with needs due to mobility, dexterity or arthritis.

4.6 Roving Polls

As in 2014, staff will conduct were nine (9) roving polls on voting at institutions, nursing homes and retirement facilities. Election staff assigned to these specific locations will consist of Personal Support Workers (PSW) or Developmental Support Workers (DSW) who have had additional specialized training and accreditation.

5. RELATIONSHIP TO STRATEGIC PLAN

This report addresses the following strategic goals:

GOAL 3: "Engage Our Community & Build Partnerships" –
COMMUNICATION, ENGAGEMENT, COLLABORATION & PARTNERSHIPS

GOAL 4: "Provide Exceptional Municipal Service"-
ORGANIZATIONAL & OPERATIONAL EXCELLENCE

6. FINANCIAL AND BUDGETARY IMPACT

In consideration that this report is for information purposes, there are no direct financial and budgetary impacts. The financial and budgetary impacts of the above-noted accessibility initiatives are included in the approved election budget.

7.   PUBLIC CONSULTATION AND NOTICE REQUIREMENTS

This report does not require public consultation. However, it is required to be made available to the public.   Copies will be available in the Clerk's office and the document will be posted on the Town's website.

8.   CONCLUSION:

Staff are submitting this report to Council for information purposes. As lessons are learned and circumstances change, elements of the Accessibility Plan may change. In accordance with the *Municipal Elections Act*, 1996, S.O., 1996, c. 32, Sched., a full report regarding accessibility during the election will be provided to Council in January 2019

Prepared by:
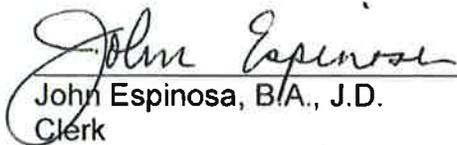
John Espinosa, B.A., J.D.
Clerk

Recommended by:

Robert Wheater, CPA,CGA
Acting Director of Corporate Services
and Deputy CAO

Approved by:

Dave Reddon
Acting Chief Administrative Officer

Attachment 1- 2018 Municipal Election Accessibility Plan

AutoMARK™
Poll Worker Manual

EVS 5.4.0.0
Firmware 1.8.7.0

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All other products mentioned are the sole property of their respective manufacturers.

Proprietary Information

ES&S has identified and appropriately marked relevant portions of this document, which it considers
confidential and proprietary. We request confidential treatment by the EAC of such information and
would expect that such information is exempt from required disclosure. In the event that a third party
requests disclosure of information which ES&S considers confidential and proprietary, we would ask
that the EAC notify ES&S of such requested disclosure in order to provide us with an opportunity to
seek exemption from disclosure.

The document sections referenced below contain Election Systems and Software, Inc. (ES&S)
confidential information, which is provided for the sole purpose of permitting the recipient, to evaluate
the ES&S Voting System submitted herewith. The following sections are designated as "Proprietary and
Confidential" by Election Systems & Software.

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Please contact Hardware Support with any questions at 1-877-ESS-VOTE Option 4, Option 1, or email hardware@essvote.com

REFERENCE: This guide is used as a quick start method for using the AutoMARK Scanner. Additional details about the use of this machine can be found in the Standard Operation Guide via your portal at http://www.essvote.com/portal.

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Overview of the AutoMARK™

The AutoMARK™ Voter Assist Terminal (VAT) offers the following functions for use with the ES&S DS200, DS450 and DS850 tabulators.

- Marks voter selections on a standard ballot form in a human-readable format.
- Provides Braille Key pad and displays shut-off to maintain privacy for voters who are visually impaired.
- Provides audio and visual instructions in multiple languages.
- Processes multiple ballot types and sizes.
- Provides secure environment via a Flash Memory Card protected in a locked compartment.

Training Description

The AutoMARK™ training manual provides comprehensive instructions for use of the AutoMARK™ equipment. This training includes step by step instructions on setting up the machine, inserting ballots, voting and printing ballots.

Training Objectives

Upon completion of this training, participants should be able to perform the following tasks:

- Setting Up Equipment
- Ballot Processing
- Troubleshoot the AutoMARK™

Symbols Used in this Manual

NOTE	The **NOTE** symbol appears next to helpful, but not necessarily critical information to your election.
JURISDICTIONAL	The **JURISDICTIONAL** symbol appears next to procedures which may require you to modify them according to the requirements of your jurisdiction.
IMPORTANT	The **IMPORTANT** symbol appears next to information which could be critical to your election.
WARNING	The **WARNING** symbol appears next to procedures which could cause damage to the AutoMARK™ or injury to the operator if improperly executed.
CONTACT	The **CONTACT** symbol appears next to procedures which may require you to contact ES&S for technical support.

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Preparing the AutoMARK™

1. Remove the AutoMARK™, power cord, buttons, and the optional equipment (headphones, rocker paddle and/or sip-n-puff) from the carrying/storage case.

2. Position the AutoMARK™ in the polling place and install the privacy screen. (The AutoMARK should be positioned so voters are not passing behind the person using the equipment. A corner with at least 5 feet clearance is ideal. The keypad should be located on the front-right of the terminal.)

3. Inspect the power cord for damage. If the cord is damaged, discard it and contact your election official or ES&S for a new cord.

4. Plug the female end of the power cord into the slot on the back of the AutoMARK™.

5. Plug the male end of the power cord into the wall outlet.

WARNING: We recommend you plug directly into the AC outlet at the wall. If an extension cord is necessary, use one that is UL listed, rated for 15 amps, and of appropriate length to minimize any trip hazards.

Opening the AutoMARK™ Touch Screen

1. Move the lid latches towards the outer edge so the lid can be opened.

Lid Latch

2. Lift the lid flap back until it rests on top of the lid.

3. Lift the entire lid away from you into a vertical position. The Touch Screen Monitor under the lid is now visible.

4. Lift the Touch Screen Monitor towards you into a vertical position.

5. Close the lid, leaving the Touch Screen Monitor in the upright position.

6. Pull up on the Ballot Feed Tray, then pull it towards you and lower it into position.

7. Adjust the angle of the Touch Screen Monitor for viewing comfort.

NOTE: The Touch Screen Monitor is held in place by tension bearings, which allows it to be easily positioned by each voter.

8. Optional: Plug the headphones into the appropriate headphone jack in front of the terminal.

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Installing the Ink Cartridge

If an ink cartridge has <u>not</u> been installed as part of the pre-election day preparation of the AutoMARK™, install the ink cartridge provided by your jurisdiction. Once the ink cartridge is installed, the unit must remain on for the duration of the Election Day.

1. Remove the screw or seal that secures the **Rear Access Door.** Open the Door.

2. Insert the new ink cartridge. Using the screw or seal, re-secure the **Rear Access Door.**

NOTE: Securing the **Rear Access Door** is optional. You may not find a screw or seal securing the door.

Start the AutoMARK™

Ensure the Compact Flash Card containing the current election definition is installed before the AutoMARK™ is turned on. The AutoMARK™ will not function if the card is not installed.

NOTE: When inserting the compact flash card, ensure the label facing left and the ridge is facing right. The connection edge should be facing down. –See Pre-Election Day Manual for more information.

1. Once a card has been installed, turn the Mode Switch Key to the **On** position.

2. Once the **Insert Your Ballot** screen appears, remove the Mode Key and secure it in a safe place.

NOTE: The screen will remain blank until the unit is finished downloading data from the compact flash card. The download process varies depending upon the size of the Election Definition stored on the flash card.

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Voting with the AutoMARK™ During an Election

Poll workers need to understand how the voting process works using the AutoMARK™ so they may answer questions. Poll workers should NOT be involved in the vote selection process.

There are multiple ways for voters to interact and make choices on the ballot using the AutoMARK™.

- Directly on the Touch Screen
- The Keypad (includes Braille)
- Rocker Paddle Device
- Sip-N-Puff Device
- Audio Headphones
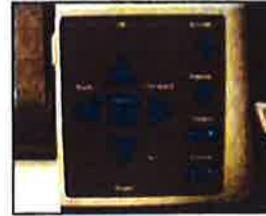
Voting a ballot using the Touch Screen

1. Using a ballot from the current election, the voter will insert an <u>unmarked ballot</u> into the ballot feed tray. The ballot may be inserted in any orientation.

2. Select a **Language** if multiple languages are available.

3. The voter may use these buttons at the bottom of the screen to access display options and navigate the ballot.

- The **ZOOM IN/OUT** button will change the size of the display font between the normal font and a large size font to meet the individual voter's needs. In any instance where the contest extends off the screen, a **MORE** navigation bar will be displayed allowing the voter to scroll up and down to see the entire content of the contest.

- The **EXIT RETURN BALLOT** will return the voter's ballot unmarked.

- The **HIGH CONTRAST** button will change the display between the normal full color view and a high contrast Black & White view. (White text on a black background.)

- The **NEXT** and **BACK** buttons are used to proceed to the **NEXT** contest, and go **BACK** to a previous contest.

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4. Press **Next** to proceed and vote the ballot using the touch screen

5. Select a candidate or contest choice by touching the oval or anywhere on the line. The selection will be highlighted in yellow, and the oval will be filled.

In a "Vote for ONE" contest, if the voter wishes to change their selection, simply touch the new choice. The previous selection will be de-selected and the new selection will be highlighted with the oval filled.

In a "multiple vote for" contest, once the voter has selected the maximum number of choices and attempts to select an additional choice, a message will be displayed indicating that they have over voted. If the voter wishes to change a selection, they must <u>first</u> de-select a previous choice and then they may make a new selection.

If the election is coded to "Alert Under-votes," a message is displayed if the voter forgets to, or chooses to not make a selection in a contest. They may either return to the contest and make a selection, or continue to the next contest without making a selection.

When the voter has completed making their selections in each contest the **Summary of Selections** screen is displayed for review. Any Under-Voted contests will be displayed in RED. If the voter wishes to re-visit a contest to change a selection, touch the contest on the review screen and that contest will be displayed. After making any changes, press the **Next** button and the voter will be returned to the **Summary** screen.

6. When the voter is done reviewing the selections on the Summary screen, press the **Next** button to continue.

7. If the voter is ready to have the ballot marked, press the **Mark Ballot** button. The ballot will be marked and returned to the voter.

8. The voter will remove marked ballot. Submit the ballot into the ballot box or tabulator for tabulation.

To write-in a candidate using the Touch Screen

1. On the **Contest Screen**, select **Write-In.**

2. On the **Write-In Screen**, type in the name of the person for the write-in using the on screen keyboard.

3. Confirm the write-in text on the top of the screen.

4. Press **OK** to accept the write in and return to the previous screen. The Write-in line will be highlighted in yellow, the oval will be filled in and the write-in text will be displayed. The voter may then continue voting.

NOTE: Press the **Cancel** button to close the write-in screen without entering a candidate and return to the contest screen for candidate selection.

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Voting a ballot using the Keypad

1. Voters can use the keypad to maneuver through the ballot and make choices. Typically the keypad is used along with the headphones so ballot instructions and prompts can be heard.
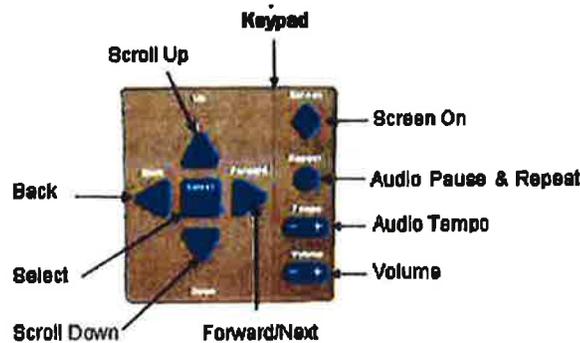
2. Using a ballot from the current election, the voter will insert an <u>unmarked ballot</u> into the ballot feed tray.

3. If multiple languages are available, use the **Down Arrow** button to scroll through languages. Use the square **Select** button to select a language.

4. The ballot will be identified and the **Voting Instructions** will be read to the voter. The use of the keypad buttons will be explained.

5. Press the **Right Arrow** button to proceed to the first contest. The contest name, the quantity available to vote for, and the number of choices available for selection, will be identified.

   - Use the round **Repeat** button to have the last spoken phrase repeated.

   - Use the **Tempo** button to adjust the speed at which the synthesized voice reads the text. Each time Tempo is pressed the current phrase will be re-started at the newly selected speed.

   - Use the **Volume** button to adjust the synthesized speech to the voters personal comfort level.

   - Use the diamond shaped **Screen** button to toggle the monitor screen on and off for privacy while voting the audio ballot.

6. Press the **Down Arrow** button to scroll through the choices within a contest. Use the **Select** button to select a choice once it has been read.

If the voter wishes to change their selection in a "Vote for ONE" contest, simply scroll to the new choice and press the **Select** button. The new selection will override the previous selection.

In a "multiple vote for" contest, once the voter has selected the maximum number of choices and attempts to select an additional choice, a message will be displayed indicating that they have over voted. If the voter wishes to change a selection, they simply scroll to the unwanted choice, de-select the choice and then scroll to their desired choice and press Select to make a new selection.

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To write-in a candidate using the Keypad

1. On the Contest Screen, select **Write-In.**

NOTE: Press the **Left Arrow** on the Keypad to close the write-in screen without entering a candidate and return to the contest screen.

2. On the Write-In Screen, use the **Up** and **Down** Arrow buttons on the keypad to scroll through each letter or option being read. Once the voter hears the letter or option they want, press **Select.**

3. The AutoMARK™ audio feature will speak the write in selection back to the voter. Confirm the write-in by pressing the **Select** button as the text is being read.

4. Press the **Right Arrow** button to accept the write-in and return to the previous screen. The write-in will be read to you again.

5. Press the **Right Arrow** button to proceed to the next contest.

6. If the voter attempts to over vote a "Vote for Multiple" contest, an Alert message directs them to de-select a choice before making a new choice.

7. If the election is coded to "Alert Under-votes", and the voter forgets to, or chooses to not make a selection in a contest, an Under-vote Alert directs them to either return to the contest and make a selection, or continue to the next contest without making a selection.

8. Once all contests are voted, the **Summary of Selections** allows the voter to scroll through all of the contests and verify your selections. If they are satisfied with their selections, press the **Right Arrow** button.

9. If the voter is ready to have the ballot marked, press the **Select** button. The ballot will be marked and then returned to the voter.

10. Remove the marked ballot. Submit the ballot into the ballot box or tabulator for tabulation.

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How To Vote Using the Sip-N-Puff

Sip-N-Puff refers to the interface device commonly used by persons with disabilities, generally in a wheel chair, using nis/her mouth on a straw to send inputs to the ES&S AutoMARK™. The voter sips or puffs on the straw to navigate the ballot and make selections.

The Sip-N-Puff device plugs into the front of the AutoMARK™ in the Access Panel. Typically, the voter will supply the device.

Using only sips and puffs of air, the voter can negotiate all screens. When the voter arrives at any screen, they use a puff of air to choose to use that screen or suck in air (sip) to bypass the screen.

If they choose the screen then the first selection on that screen will be highlighted. They then choose that selection by puffing into the straw. To continue to the next selection they will sip into the straw. This moves them to the next selection where they'll either choose the selection (puff) or continue to the next selection (sip).

Now the voter sips to move to the bottom of the list and highlights the **NEXT** button. If the voter sips again, the highlight will move left along the navigation buttons at the bottom of the screen. If they continue to sip, the highlight will cycle back to the first selection option.

The selection the NEXT button, the voter will puff when the button is highlighted to select NEXT and move forward in the ballot.

The voter will continue in this manner to complete their ballot choices, then puff (select) the MARK BALLOT button when highlighted to complete the marking of the ballot.

How to Vote Using the Rocker Paddle

Rocker Paddle refers to the interface device commonly used by persons with disabilities using his/her hands or feet to make selections instead of pressing the touch screen or using the keypad area. The voter uses the paddle to indicate YES or NO.

The Rocker Paddle device plugs into the front of the AutoMARK™ in the Access Panel.

Using only yes/no, the voter can negotiate all screens. When the voter arrives at any screen, they choose **YES** to use that screen or **NO** to bypass the screen.

If they choose **YES** then the first selection on that screen will be highlighted. They then choose **YES** to make that selection or **NO** to move to the next selection.

For example, if there is a contest screen with two candidates the user selects **YES** when they arrive at the screen to indicate they want to vote in this race. (**NO** would skip the race). The first candidate will be highlighted in yellow. If they say **YES** then the first candidate will be selected and the highlight will move to the next candidate.

Now the voter selects **NO** to move to the bottom of the list and highlights the **NEXT** button. If the voter says **NO** again, the highlight will move left along the navigation buttons at the bottom of the screen. If they continue to choose **NO**, the highlight will cycle back to the first selection option.

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Verifying a Marked Ballot

The ES&S AutoMARK™ allows the voter to insert their marked ballot into the ballot feed tray and to verify their ballot choices. Note that no changes can be made from this verification step and the voter will only be able to view and hear the summary screen. If the voter wants to make changes, they will need to contact an election official to spoil or void the ballot and begin the voting process over.

To verify the ballot: •

1. Insert the marked ballot into the ballot feed tray.

2. Select a **Language** if multiple languages are available. A screen appears and instructions are read regarding how to verify the votes.

3. Press **Next** or the **Right Arrow** to access the **Verification Summary** screen.

4. Review the selections that are marked on the ballot.

5. When done, press **Next** or the **Right Arrow** button.

6. When instructed to do so, remove the ballot from the ballot feed tray.

7. Submit the marked ballot to the ballot box or tabulator for tabulation.

End of Voting Shut Down procedures

1. Obtain the **Mode Switch Key** from its secure location.

2. Insert the key and turn it to the **Off** position. Remove the key.

Removing the Ink Cartridge

Follow the steps below if your jurisdiction's procedures include having the print cartridge removed at the polling location.

1. If the door has been secured, remove the screw or snap that secures the **Rear Access Door** and open the door.

2. Remove the ink cartridge and if needed re-secure the **Rear Access Door**. Follow your jurisdictions instructions regarding the storage or disposal of the used cartridge.

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Closing the Touch Screen and Storing the ES&S AutoMARK™

> **NOTE:** Assure the AutoMARK™ is turned off by following the shut down procedures.

1. Unplug the headphones.

2. Lift under the front of the ballot feed tray and fold it inwards.

3. Open the lid and fold the Touch Screen Monitor back into the recessed area.

4. Lower the lid over the Touch Screen Monitor.

5. Lower the lid flap over the ballot feed tray.

6. Move the lid latches inwards to secure the lid.

7. Unplug the power cord from the wall outlet.

8. Remove the power cord from the ES&S AutoMARK™.

9. Place the ES&S AutoMARK™, power cord, Mode Switch Key, and the accessories into the carrying/storage case.

Confidential and Proprietary to ES&S

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Note Page:

Confidential and Proprietary to ES&S

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GEORGINA

2018 Municipal Election
Accessible Customer Service and the
Integrated Accessibility Standards Training
for Election Staff

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Accessible Customer Service and the Integrated Accessibility Standards Training

The Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 ("AODA") was passed by the Ontario Legislature in 2005. Its purpose is to create standards to improve accessibility in Ontario. The Ontario Human Rights Code works together with the AODA to promote equality and accessibility. The Human Rights Code's purpose is to provide all Ontarians with equal rights and opportunities without discrimination and it supersedes any conflicts with the AODA and its regulations. There are two main regulations under the AODA including the Accessibility Standards for Customer Service Regulation 429/07 and the Integrated Accessibility Standards Regulation 191/11.

The purpose of this legislation is to develop, implement and enforce the accessibility standards in Ontario on or before January 1, 2025. There are five accessibility standards that have been developed that identify, remove and prevent barriers for people with disabilities including:

- Accessible Customer Service
- Information and Communication
- Transportation
- Employment and
- Built Environment or Design of Public Spaces

The Town of Georgina is committed to providing all members of the public and our employees an environment of inclusive design and integration through ongoing policy development in our services, products and facilities.

The Town has several policies, procedures and plans that describe how we meet the requirements of the AODA regulations that can be found on the Town of Georgina's website. They include:

- Corporate Accessibility Standards – Accessibility Standards for Customer Service – Approved by Council – July 13, 2009

- Procedures to Accessibility Standards for Customer Service – Approved by Council – July 13, 2009

- Accessibility Policy – Approved by Council on February 11, 2013.

- The Multi-Year Accessibility Plan – Approved by Council on November 19, 2012 The Accessibility Plan outlines the steps that the Town of Georgina will take to prevent and remove barriers to accessibility and how the requirement of the regulation will be met.

When procuring goods, services and facilities, the Town of Georgina will incorporate accessibility criteria and features. Where applicable, the procurement documents will specify the desired accessibility criteria to be met and provide guidelines for the evaluation of proposals in respect of those criteria. Where it is impractical for the Town to incorporate accessibility criteria and features when procuring or acquiring specific goods, services or facilities, the Manager of Purchasing will provide a written explanation, on request and in an accessible format if requested.

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The legislation mandates that a public sector organization such as a municipality provide training to all employees, volunteers, all persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of the organization (i.e. contractors).

Please read the following information booklet, sign the acknowledgement form attached and return it to the applicable Town representative as soon as possible.

What is a Disability?

Section 2 of the AODA defines a disability as:

(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

(b) a condition of mental impairment or a developmental disability,

(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

(d) a mental disorder, or

(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; ("handicap")

General categories of disabilities include, but are not limited to:

Vision	Hearing
Physical	Intellectual
Developmental	Learning
Mental Health	Speech or Language
Temporary Disabilities	Other Conditions: cancer, asthma

Accessibility Customer Service Standard:

4 Principles of Effective Customer Service:

The Town of Georgina is committed to providing:

- Goods or services in a manner that respects the **dignity** and **independence** of persons with disabilities, and
- The **integration** and **equal opportunity** to obtain the same services, in the same or similar way as other customers.

Dignity, independence, integration and equal opportunity are also known as the 4 principles of providing effective customer service.

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Barriers:

The Town is also committed to removing barriers that may affect persons with disabilities. A barrier is anything that keeps someone from fully participating in all aspects of society. There are four main types of barriers that include:

1. **Physical Barriers** - exist in a structural environment that interferes with or impedes a person with a physical disability from accessing a particular location or service (i.e. no ramp to enter a building)

2. **Communication Barriers** – exist when an individual is unable to access information in a format they can use. Alternative forms of communication include such things as audiocassettes, Braille, large print and closed captioned video

Example:
*   Websites that don't support screen-reading software

3. **Systemic Barriers** – occur when practices or policies are put in place that discriminate against individuals by screening them out from participation.
Example:
*   Recruitment Policies

4. **Attitudinal Barriers** – are inaccurate beliefs or perceptions about a person's ability based on assumptions and a lack of direct knowledge. This type of barrier impacts accessibility on all levels since most of the other barriers are rooted in attitudes as well. These can be the hardest to address in spite of the fact that they are the ones we have the most control over.
Example:
*   Assuming someone with a speech problem has an intellectual limitation and speaking to them in a manner that would be used with a child

How to Interact and Communicate with Persons with Various Types of Disabilities:

*   Always put the person first – Do not use the term "disabled person", instead use the term "a person with a disability".
*   Don't make assumptions, always ask. Ask **"May I help you?"** – Don't assume the person with a disability requires your help. If the person answers yes, then ask **"How may I help you?"** – Don't assume how the person with a disability would like your assistance.
*   Speak directly to the customer using a normal tone of voice.
*   Focus on meeting your customer's needs. All customers have a range of needs and preference and so do your customers with disabilities.
*   If you can't understand, politely ask your customer to repeat it.
*   Exercise patience.
*   Recognize your nervousness and relax.
*   Don't be afraid to ask questions when you are unsure of what to do.

Assistive Devices, Service Animals and Support Persons:

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It is important to understand how to interact with a person with a disability who may use an assistive device, or rely on a service animal or a support person.

Assistive Devices:

An assistive device is an item a person may bring with them or that is already on the premises and is used to assist a person with a disability in accessing goods and/or services or participating in a program provided by the Town of Georgina.

Assistive devices include, but are not limited to, wheelchairs, walkers, canes used by people who are blind or who have low vision, note-taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping.

Where Town-owned assistive devices are available, appropriate staff within the applicable department will be knowledgeable of the presence and trained in the use of the assistive devices. Staff will be available to assist with the Town owned assistive devices if requested for use by an individual.

Assistive devices available at some of the Town of Georgina's facilities include:

- Automatic door openers and grab bars at town facilities
- Elevators
- Water wheelchair and water lift
- Magnifying lenses
- Wheelchair or walker

How to interact with a person with a disability who may use an assistive **device:**

- Do not lean on or reach over them.
- Ensure the person is permitted to enter the premises with the device and to utilize the device.
- Potential barriers to the use of assistive devices must be removed where possible.
- Ensure persons with disabilities are aware of assistive devices available on the Town's premises.
- Assistive devices must be offered in a manner that respects the person's dignity and independence.

Service Animals:

A service animal is an animal that is specially trained to assist individuals with disabilities. Usually the animal is identified with a harness or other means making it readily apparent that it is a service animal. If it is not readily apparent that an animal is a service animal, the person can be asked for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. Service animals are not limited to dogs and may come in a variety of animals used for various reasons. For example, a person with a mental disability may have a parrot, rabbit or snake with them to provide them comfort in social situations.

How to interact with a person with a disability who uses a service animal:

- Do not pet the service animal
- Do not feed the service animal
- Do not call out to or distract the service animal, they are on duty
- Never grab the harness or leash from the handler

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- Speak to the person, not the service animal
- The person with the service animal is responsible for the care and control of the animal while they are on our premises

Support Persons:

A support person is a person who accompanies a person with a disability in order to assist them with communication, mobility, personal care or medical needs or with access to goods or services. A support person may be a paid worker, a volunteer, a friend or a family member. The support person does not need to have special training or qualifications.

How to interact with a person with a disability who may bring a support person with them:

- Both persons are permitted to enter the premises together.
- The person with a disability is allowed to have access to the support person while on the premises.
- Consent is required if confidential information is going to be shared while a support person is present.
- Speak directly to your customer, not the Support Person.

Providing Information in Alternative Formats:

People with disabilities use methods other than standard print to access information. These methods are often referred to as alternative formats. Some people with disabilities may be able to use documents in a variety of formats while other individuals, depending on their disability and circumstances, may have only one option.

The accessibility standards require that municipalities provide information offered to the public in alternative formats. Consider discussing an appropriate alternative format with the customer. For example, if the customer asks for large print, be clear about what "large print" means to them.

Notice of Service Disruption:

Notice of Service Disruptions shall be provided when facilities or services that people with disabilities usually use to access the Town of Georgina's goods or services are temporarily unavailable or if the goods or services are expected in the near future to be temporarily unavailable, in whole or in part.

The Town is required to provide notice of disruptions regardless of whether the disruption is planned or not.

The Notice must include the following information:
- The reason for and information about the disruption
- Anticipated duration
- Description of alternative facilities or services, if available
- Contact information

The Town has two different types of service disruptions notices. When a disruption is known in advance or planned, an anticipated Notice of Disruption of Service will be posted two weeks prior to a

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service disruption whenever possible. Unexpected disruptions in service shall be posted as soon as possible with the unexpected Notice of Disruption of Service.

Notices may be given by posting the information in a conspicuous place on the premises, on the Town's website or any other such method as is reasonable in the circumstances, for example:

- On the municipalities owned, leased or operated buildings or property, on the front doors
- In the local newspaper
- After hours service line
- LED Display Boards where appropriate
- Voicemail where appropriate
- Other method as appropriate

Each department will appoint a designated person and back up person to be responsible for posting and maintaining the notice of service disruption.

Feedback:

The legislation requires that there is a process for receiving and responding to feedback about how the town provides goods and/or services to a person with a disability.

The feedback process allows people to provide feedback using different methods and can be offered in alternative formats. If a customer requires assistance to complete the feedback form due to their disability, offer to assist them in completing their form. Review what you have written with the customer to ensure you have recorded their feedback correctly.

Feedback can be provided online, by telephone, e-mail, in person or in writing. Information regarding this, as well as a copy of the Town's feedback form is available on the Town's website.

Feedback relating to the accessibility of goods and/or services will be forwarded to the Municipal Clerk for follow up with the appropriate department and the customer.

Information and Communication Standard

The information and communication standard establishes processes that organizations in Ontario must follow to create, provide, and receive information and communications in ways that are accessible to people with disabilities.

Alternatives to standard print are often referred to as accessible formats and ways to help communication between people are referred to as communication supports. When a person with a disability requests information or communication in an accessible manner the person providing customer service must consult with the person to determine their accessibility needs and provide the accessible formats or communication supports in a timely manner and at a cost that is not more than the regular costs charged to other people.
Examples of alternative formats and communication supports include:

- Reading written information to a person directly
- Large print

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- Text transcripts of audio or visual information
- Handwritten notes instead of spoken word
- Information written in plain language
- An electronic document formatted to be accessible for use with a screen reader

There are exemptions to the requirement including product labels, information the Town does not control directly or indirectly through a contract and in cases where it is not possible to convert the requested materials. When it is not possible to convert the information, the individual making the request should be provided with an explanation as to why the information or communications are unconvertible and a summary of the information and communications.

Examples of information and communication that must be made accessible include but are not limited to:

- The Town's customer service feedback form.
- In the event the Town provides emergency procedures, plans or public safety information to the public.
- The Town's website and web content.
- Public Library materials where they exist.

Employment Standard

The employment standard addresses the processes and procedures organizations follow in recruiting and accommodating their employees. The requirements of the standard do not apply to volunteers and other non-paid individuals.

The employment standard requires employers to provide accommodations during recruitment and employment that take into account an employee's accessibility needs due to disability. All employees are made aware of accessible formats and communication supports that can be available and will be provided individual accommodation plans that will support them if they have a disability or if they acquire a disability later in their career.

Written, individual accommodation plans can include:

- emergency response assistance during an emergency situation
- a return to work plan to assist an employee who may be recovering from an injury or illness until undue hardship
- performance management, career development or redeployment

Transportation Standard

The transportation standard sets out the requirements to prevent and remove barriers to public transportation in Ontario. For the Town of Georgina, this means ensuring taxicabs meets specific requirements in consultation with our Accessibility Advisory Committee.

Owners and operators of taxicabs should

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- not be charging higher fares or additional fees to a person with a disability
- be placing vehicle registration and identification on the rear bumper of the taxi and ensuring it is available in an accessible format

Built Environment / Design of Public Spaces Standard

The design of public spaces standard sets out the requirements for newly constructed or redeveloped public spaces in Ontario.

If the Town has entered into a contract on or before December 31, 2012 to construct or redevelop any public space, the contract is not required to meet the requirements to honour the existing contract.

The design of public spaces standards contains technical requirements (with some exceptions) for:

- Trails
- Beach Access Routes
- Boardwalks
- Ramps
- Outdoor Public Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- Parking Spaces
- Service Counters
- Fixed Queuing Guides
- Waiting Areas

Procedures for preventative and emergency maintenance and dealing with temporary disruptions should be put in place for the items listed above.

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Learning Outcomes

☐ Purpose of the Human Rights Code as it pertains to persons with disabilities.

☐ Purpose of the Accessibility for Ontarians with Disabilities Act

☐ Requirements of the Customer Service Standard, Information and Communication Standard, Employment Standard, Transportation Standard and the Built Environment or Design of Public Spaces Standard

☐ How to interact and communicate with persons with various types of disabilities including people who may use an assistive device, or require the assistance of a support person, guide dog or other service animal

☐ How to use equipment or devices available on the Town's premises that help with the provision of goods or services to a person with a disability

☐ Reviewed the Town of Georgina's:

• Corporate Accessibility Standards – Accessibility Standards for Customer Service

• Procedures to Accessibility Standards for Customer Service

• Accessibility Policy

By signing below I agree that I understand and will follow the Accessibility for Ontarians with Disabilities Act, the Accessibility Standards for Customer Service Regulation 429/07 and the Integrated Accessibility Standards Regulation 191/11.

_____

Signature   Date

Please print your full name under the signature line:

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