



Clerk's Report

If this information is required in an alternate accessible format, please contact the Accessibility Coordinator at 905-623-3379 ext. 2131.

Report To: Joint General Government and Planning and Development Committee

Date of Meeting: December 10, 2018

Report Number: CLD-020-18 **Resolution:**

File Number: **By-law Number:**

Report Subject: 2018 Municipal Elections Accessibility Report

Recommendations:

1. That Report CLD-020-18 be received for information;
2. That a copy of Report CLD-020-18 be placed on the municipal website; and
3. That a copy of Report CLD-020-18 be forwarded to Elections Ontario, Elections Canada, and the Ministry of Municipal Affairs and Housing.

Report Overview

This report is intended to provide information for Council regarding Clarington's 2018 Municipal Elections, specifically as it pertains to initiatives that were incorporated into the electoral process to provide greater accessibility and inclusivity for Clarington electors.

1. Background

In the fall of 2017, Council received Report CLD-020-17, which outlined Clarington's 2018 Municipal Elections accessibility plan in accordance with the *Municipal Elections Act, 1996* (MEA). The following is an excerpt from the MEA:

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

12.1 (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.

12.1 (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.

The Act also empowers the Clerk to make changes to some, or all, ballots, as she considers necessary or desirable, to allow electors with visual impairments to vote. Additionally, the Act states that the Clerk shall ensure that each voting location is accessible to electors with disabilities.

Staff provide the following report as information only, in accordance with the MEA.

Based on 2018 electoral data, there were 65,373 eligible electors in the Municipality of Clarington. There were also 476 eligible electors over the age of 90. According to Statistics Canada, there are approximately 16.6% of Canadians over the age of 15 who have some sort of disability. Therefore, we estimated that 10,851 eligible electors are limited in their abilities, whether it be vision, hearing, mobility, speech, mental health, or learning.

Clarington's 2018 Municipal Elections were conducted in a similar manner to the 2014 Municipal Elections in that there were voting locations and traditional paper ballots, which were counted through the use of vote tabulators.

2. Election

To ensure dignity, integration, independence, and fairness, and provide an equal opportunity for all of our Clarington electors, the Clerk's Department undertook several initiatives during the 2018 Clarington Municipal Elections. Attachment 1 details these initiatives. You will note that they are very similar to the initiatives reported on following the 2014 Municipal Elections, with the addition of a few new ones.

The 2018 main initiatives are highlighted below:

- All voting locations were physically accessible.
- The Municipal Clerk met with school board officials to address barriers related to utilizing schools as voting places, including parking.
- Electronic audio/tactile voting assistive devices were provided during all five of our advance voting days.
- Clarington's election website www.clarington.net/election was fully accessible and included a "Browse Aloud" feature.
- Election Official mandatory training included Accessible Customer Service content.
- Electors, who are physically incapacitated, or are away from the area on Voting Day, or who are working as an Election Official, had the opportunity to use the Special Mail-In Ballot method to vote. The Special Mail-in Ballot method allowed eligible voters to mark their ballot at home and mail, or deliver, the ballot to the Clerk's Department.
- An approach to communications, website, etc. that makes election information more accessible for all voters. This included a new video that showed electors [How to Vote in Clarington's Municipal Election](#).

The Clerk's Department will continue to learn, develop and adjust our approaches to meet the needs of electors with disabilities.

3. Concurrence

Not Applicable

4. Conclusion

We are confident that the accessibility initiatives undertaken by the Clerk's Department for Clarington's 2018 Municipal Elections met and exceeded the needs within our community. Staff will continue to monitor the technologies and processes of conducting elections and will continue to receive feedback from our electors, to ensure that our 2022 Municipal Election process will ensure dignity, integration, independence, and fairness, and provide an equal opportunity for all of Clarington's electors.

Submitted by:



C. Anne Greentree, B.A., CMO,
Municipal Clerk

Reviewed by:



Andrew C. Allison, B. Comm, LL.B
CAO

Staff Contact: Andrea Nicholson, Accessibility Coordinator (Temporary), 905-623-3379
extension 2131 or anicholson@clarington.net

Attachments:

Attachment 1 – Accessibility Initiatives Details

The following is a list of the interested parties to be notified of Council's decision.

Stéphane Perrault, Chief Electoral Officer, Elections Canada

Greg Essensa, Chief Electoral Officer, Elections Ontario

Diane Ploss, Municipal Advisor, Ministry of Municipal Affairs and Housing

Accessibility Initiatives Details

Identification of Barriers

Staff took the following actions to identify barriers that affect electors and candidates with disabilities:

Action number	Action	Details / Key Learnings / Vision for 2022
1.	Accessibility Advisory Committee reviewed and provided input on our election accessibility initiatives.	<p>The Committee appreciated the opportunity to review the 2018 Clarington Elections Accessibility Plan and endorsed the Plan as presented.</p> <p>Would consider taking similar action in 2022.</p>
2.	Updated and used an accessibility checklist for election staff to use when conducting site visits of each voting location. This information was maintained in our electronic elections management software. The checklist documented the accessibility of parking, paths of travel, lighting, entranceway, ramps, elevators, public transit and visibility of facility name and address. The Municipal Clerk met with school board officials to address barriers within schools being used as voting locations.	<p>The checklist proved useful as a guide to ensure all features of the location were inspected.</p> <p>Information was entered into election management software, for ease of use.</p> <p>One school location, without the permission from the Municipal Clerk, chose an alternate entrance for voting area access (e.g. school gymnasium entrance) to avoid electors meandering through the school hallways. This change in entrance, however, compromised the accessibility of the entrance to electors. This deficiency was rectified partway through voting day, when the barrier-free main entrance of the school became the voting location entrance. Would consider taking similar action in 2022 with some modifications of the form, or utilizing a more robust ranking system. Would consider appealing to the School Boards again to schedule a PA day for Voting Day as was done in the Durham and York Region Boards.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
3.	Assessed voting processes and procedures to ensure they met the needs of the electorate.	<p>It is challenging to envision the needs of all electors, however general feedback regarding barriers from Clarington residents, Clarington's Accessibility Advisory Committee and Clarington's Accessibility Coordinator informed the 2018 voting processes and procedures.</p> <p>Would consider taking similar action in 2022.</p>
4.	Communicated with staff from various municipalities throughout Ontario and other parts of Canada to seek input on barriers they have identified.	<p>It was valuable to share knowledge and experience.</p> <p>Would consider taking similar action in 2022.</p>
5.	Sought input from Clarington's Accessibility Coordinator.	<p>The input provided greater insight into existing barriers, measures to remove barriers and accommodations for electors, candidates and election officials (especially in preparation of election worker training program).</p> <p>Would consider taking similar action in 2022.</p>
6.	Sought input from the CNIB and other organizations, where applicable, on how to decrease barriers to voting.	<p>The input provided greater insight regarding the barriers to voting and the needs of individuals with different types of disabilities and strategies to improve access.</p> <p>Would consider taking similar action in 2022.</p>

Removal and Prevention of Barriers

Staff took the following actions to remove and prevent barriers that affect electors and candidates with disabilities.

Communications and Information

Action number	Action	Details / Key Learnings / Vision for 2022
1.	Ensured communication initiatives and information for candidates and electors were available in alternate formats (hardcopy, website, videos, emailed files, where applicable) free of charge.	<p>All election forms and materials were created in accessible formats.</p> <p>Each candidate was provided with a hardcopy of the candidate information package. Additionally these materials were also posted on the website and offered in electronic format.</p> <p>Correspondence containing voters' lists and advanced voting participation were provided to candidates in an electronic format.</p> <p>Consideration will be given to continue to move towards more electronic communications (perhaps a candidate portal) in 2022 to minimize costs and expedite delivery.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
2.	<p>Posted all election information to Municipality’s website: VotesMatter@Clarington.net. The website is compliant with the World Wide Web Consortium (W3C) Level AA World Content Accessible Guidelines (WCAG) 2.0 and contains a free web page reader to assist individuals who have difficulty reading online (i.e. Browse Aloud). This level of website accessibility incorporates tools and design elements to ensure accessibility. For example, text alternatives for any non-text content was provided so that the content could be converted into other forms that people may need (e.g. audio format).</p>	<p>The 2018 VotesMatter@Clarington.net website design was updated and enabled electors and candidates of all abilities to access election information.</p> <p>Online tools including Voter Registration, “Am I on the List?”, and “Where do I Vote?” were offered, reducing wait times at the voting place. Electors could also check online to find their voting place location. This tool provided the voting place address and included a map feature, which enabled electors to visually locate their voting place.</p> <p>This was this first time the online voter registration was provided by Clarington.</p> <p>Usage Statistics for the Online Tools:</p> <ul style="list-style-type: none"> • Am I on the List? = 2094 • Voter Registrations = 554 • Where do I Vote? = 3572 <p>Would consider taking similar action in 2022.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
3.	<p>Accessible elections information was posted on the website in clear simple language, including, but not limited to, the following information:</p> <ul style="list-style-type: none"> • Voting process • Voting locations • Transit information • Parking • Special Voting Locations • Voting Tools • Proxy Voting • Special Mail-in Ballots • Special Voting Locations at Long Term Care Facilities • Personal Assistance • Distribution of election information in alternative formats • Disruption of services • Feedback • Accessible Elections Policies and Procedures • Election Results 	<p>Statistics indicate that, during the period between September 1, 2018 and October 31, 2018, our election site had 100,500 page views. This is an increase of over 120% from the same period in 2014.</p> <p>Of the 100,500 page views, 25,700 were for the display page where election results were posted.</p> <p>Would consider taking similar action in 2022.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
4.	<p>Provided a copy of and links to a “Candidates Guide to Accessible Elections”, produced jointly by the Association of Municipal Managers, Clerks and Treasurers of Ontario and the Province.</p>	<p>The guide provided important information to ensure that candidates were aware of accessibility legislation and that candidates take measures to insure that:</p> <ul style="list-style-type: none"> • campaign information is provided in accessible formats, • customer service practices take different disabilities into consideration, • people with disabilities can access campaign offices, and • candidates are aware of the barriers faced by people with disabilities. <p>Would consider taking similar action in 2022.</p>
5.	<p>Solicited feedback on accessibility initiatives through our elections web page and by way of manual form at each of the voting locations, utilizing the “Municipal Elections Accessibility Feedback Form.”</p>	<p>The Accessibility Feedback Form was available online and provided at all voting locations. The form was designed to allow the elector to evaluate whether their accessibility needs were met and whether they faced any barriers accessing the voting area.</p> <p>We received minimal response (3 responses) however it is still felt that this is a valuable communication tool. Only one of the forms referenced an accessibility issue.</p> <p>Would consider taking similar action in 2022.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
6..	<p>Provided “Customer Service Feedback Forms” at all voting locations. For electors, the form allowed for the identifications of any elector concern, and an area to specify if the concern was accessibility related. For election officials, the form allowed for documentation of any action taken to address the elector’s concern.</p>	<p>Although feedback was minimal (3 responses), and none of the responses reported accessibility issues, it is critical that we promote feedback from our electors.</p> <p>Would consider taking similar action in 2022.</p>
7.	<p>Ensured that note pads and pens were available at all voting locations to assist in communicating with electors who are deaf, deafened, or hard of hearing.</p>	<p>Election officials utilized note pads and pens as communication tools.</p> <p>Would consider taking similar action in 2022.</p>
8.	<p>Publicized the following communication channels so that any elector with election accessibility concerns could readily contact the Municipal Clerk’s Department Staff: Phone: 905-623-3379 ext. 8683 (VOTE) Email: mailto:ClaringtonMunicipalElection@clarington.net (which is an email monitored by more than one staff member)</p>	<p>Although we did not receive any accessibility concerns via the contact information that was publicized, it is still felt that it is valuable action as it provides an additional option for electors of all abilities to provide feedback.</p> <p>Would consider taking similar action in 2022.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
9.	<p>Followed the Canadian National Institute for the Blind (CNIB) clear print guidelines and signage guidelines for signs and other print materials. This included posting signs and materials at eye level and without obstructions (e.g. tables) to allow the person to get closer or use a magnifier.</p>	<p>Each voting location was supplied with a variety of signs. Signs met the CNIB clear print guidelines and signage guidelines.</p> <p>Feedback from elections officials confirmed the appropriateness and usefulness of the signs.</p> <p>Would consider taking similar action in 2022.</p>
10.	<p>Voter Notification Cards (VNC) were sent to each household where there was an eligible elector listed on the voters' list. In addition to other election-related information, such as the date and time of the election, the VNC informed electors that all voting locations will be accessible as well informing them that assistive devices will be available at the advanced voting opportunities.</p>	<p>Voter Notification Cards (VNC) were created in an accessible format and distributed to each household.</p> <p>Would consider taking similar action in 2022.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
11.	<p>In the event there were disruptions to service or unforeseen circumstances that affect the accessibility of voting locations during the advance vote or on voting day, notices of disruption, including information regarding the nature of service, the reason, the expected length of disruption, and alternatives, would have been posted in real time:</p> <ul style="list-style-type: none"> • On the Municipality’s website • On Facebook • On Twitter • At the site of the disruption • At the Municipal Administration Centre located at 40 Temperance Street, Bowmanville <p>Where applicable, a media advisory would have been issued.</p>	<p>There were no disruptions to service or unforeseen circumstance that affected the accessibility of voting during the 2018 elections, therefore, there were no notices posted or media advisories issued regarding disruptions.</p> <p>It is important that a plan is in place to notify electors should a disruption occur, therefore we would consider taking similar action in 2022.</p>
12.	<p>All presentations (e.g. PowerPoint presentations) were in conformity with the Municipality of Clarington’s Presentation Guidelines.</p>	<p>One voting location was used for training election officials. Training presentations met Clarington’s Presentation Guidelines.</p> <p>It was noted that projection screens at the training location were small for the size of the room.</p> <p>Would consider taking similar action in 2022 and if the same location is used, create presentations using a larger text size.</p>

Voting Locations

Action number	Action	Details / Key Learnings / Vision for 2022
1.	Voting place supervisors were provided a list of location-specific instructions to improve accessibility of the location.	<p>In response to findings of our initial voting place inspections, a list of special instructions was created for each location requiring any special set-up. This list was supplied to the election officials to ensure the needs were addressed on voting day.</p> <p>While built accessible features are important, location and proximity to the electors is also important. That said, however, financial constraints of school boards and local hall boards create challenges when trying to address built deficiencies such as ramps, power-assisted door operators, door openings, etc.</p> <p>Would consider taking similar action in 2022</p>

Action number	Action	Details / Key Learnings / Vision for 2022
2.	<p>Election officials conducted continuous hourly accessibility inspections. The inspections were documented on the “Continuous Accessibility Audit Form”. The form documented the facility exterior (accessible parking, barrier-free path of travel), facility entrance (ramp safety, door access), pathway from entrance to voting area (path width, surface, rest areas, obstructions), equipment (marking tools, raised table), and campaign literature (exterior, path of travel, voting area and compartment free from campaign materials).</p>	<p>One election official at each voting place was assigned the responsibility of ensuring the initial set-up of the voting location met our customer service standards. In addition, the assigned election official conducted hourly inspections throughout the voting location to ensure the location remained free from barriers. The inspections were documented on the Continuous Accessibility Audit Form along with any deficiencies and actions taken to address any deficiencies.</p> <p>The task was easily executed and only a few barriers were noted, which were remedied on site.</p> <p>One election official noted that the design of the ramp at one voting place entrance made it difficult for electors to independently open the door while using the ramp.</p> <p>Would consider taking similar action in 2022.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
3.	Table lifts were utilized at each voting location to accommodate the needs of any elector utilizing a scooter, wheelchair or other mobility device.	<p>To accommodate the needs of any electors using larger wheelchairs, scooters, and other mobility devices, wooden/ABS pipe lifts were provided and deployed in each voting location to provide a raised work table. This accommodation was easy, relatively inexpensive, and well used by many electors. Many electors without mobility devices also chose to vote at the raised table, where it was easier to vote in a standing position.</p> <p>The ABS pipe lifts were favorable for tables with legs that had a 90° bend approximately 15 cm from the floor, while the wooden lifts were favorable to for tables with legs with a greater angle and bend further from the floor.</p> <p>Would consider taking similar action in 2022 and, where possible, note the table type upon inspection to ensure the most appropriate lifts are supplied for each voting location. Consideration will be given to improving the usability of the ABS pipe lifts.</p>
4.	Provided appropriate signage at voting locations.	<p>Each voting location was supplied with a variety of signs to direct electors to the voting place and voting area. Signs were posted at the roadside, front entrance, along hallways, and inside the voting area. Where required, additional signs were provided.</p> <p>Feedback from election officials confirmed the appropriateness and usefulness of the signs although some indicated that additional signage would be useful.</p> <p>Would consider taking similar action in 2022.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
5.	Ensured a minimum of two designated or reserved parking spaces were available at each voting location for persons with disabilities.	<p>Each voting location had a minimum of two designated accessible parking spaces. In some voting locations, existing accessible parking was located near a main building entrance (e.g. school main entrance), however, an alternate entrance was chosen for voting area access (e.g. school gymnasium entrance when the voting area was in the gymnasium) to minimize walking distances through the school hallways. Therefore, where possible, accessible parking spaces were designated with temporary signage and located nearest to the election entrance to ensure the shortest path of travel from the accessible parking spaces to the voting area.</p> <p>In some school locations, the number of standard parking spaces was not adequate throughout voting day. As a result, some electors had to park on the street, which increased the walking distance to the voting place entrance.</p> <p>Election officials at one voting place noted that, for electors that are elderly or have physical disabilities, improvements could be made to minimize the distance between the voting place entrance and the voting area. This particular location will be reviewed for 2022 in light of this comment.</p> <p>Would consider taking similar action in 2022.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
6.	<p>Provided a sufficient number of voting locations throughout the Municipality on voting day and during the advance voting period to limit travel distances.</p>	<p>To minimize the distance travelled by electors to attend their respective voting location, 33 voting locations were designated throughout the Municipality. Despite these accommodations, there were a few electors who expressed concerns that they were not voting at their “usual” voting location. For clarity, their “usual” would most likely have been the location that they voted at during the Provincial Election that was held earlier in the year.</p> <p>During the advance voting period (being 5 days), four voting locations were designated centrally throughout the four wards. Electors from any ward could vote at any advance voting location. In 2018, 2804 electors voted during advance voting which is slightly lower than 2866 electors in 2014. The voting location in Ward 3 received the fewest number of electors during advance voting.</p> <p>Would consider maintaining the number of regular voting locations for the advance voting in 2022. The number of advance voting locations will be reviewed for the 2022 election.</p>
7.	<p>Where possible, voting locations were selected to provide easy access to public transportation.</p>	<p>Where possible, voting locations were selected to ensure easy access public transit stops.</p> <p>Given the geographic landscape of Clarington, public transportation is not a viable option in many of the more rural areas. No feedback was received regarding use of public transportation to travel to the voting location.</p> <p>Would consider taking similar action in 2022.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
8.	The access doors were checked frequently by election officials to offer assistance to electors and, where the entrance to the voting location was not within the immediate vicinity of the voting location, additional election officials were assigned to the doors to provide assistance.	<p>An election official (Greeter) was assigned to work at each voting location to greet electors and provide any assistance to electors upon entering the voting place. Where the voting place entry doors did not have a power-assisted door operator, or where the entrance to the voting place was not within the immediate vicinity of the voting area, additional election officials were assigned to them. These additional officials opened the doors for the electors and provided assistance (verbal or otherwise) to all electors to ensure easy access to, and within, the voting place.</p> <p>Due to the large volume of voters, at particular times, during advance voting, we will be considering adding an additional Election Official to act as a greeter in 2022.</p> <p>One location reported that “Accessibility needs to be improved. The middle bar of the door was removed so that mobility aids could enter but then it was left with a tripping hazard which a pylon was put there to warn but it too was a tripping hazard.” This particular location will be reviewed for 2022 in light of this comment.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
9.	Any person with a disability accompanied by a support person or service animal was welcome to enter any voting location with his or her support person or service animal, including the voting compartment areas.	<p>Many electors with disabilities utilized support persons and service animals to access the voting area. Where an elector required assistance from a support person to mark the ballot, the election official administered the Oral Oath of Secrecy to the support person.</p> <p>Election officials also acted as support persons and provided assistance to electors, when requested by the elector.</p> <p>Would consider taking similar action in 2022.</p>
10.	Ensured that there was adequate lighting, especially in the voting compartment areas.	<p>Adequate lighting is important for electors with vision loss. Portable lights were used, where needed, to increase lighting levels.</p> <p>Would consider taking similar action in 2022.</p>
11.	When selecting voting locations, staff strove to have a seamless process from curb to ballot for voters, with a particular emphasis on the process for voters with a visual or mobility impairment.	<p>Staff considered many factors, including distance from curb to ballot, an easy to navigate barrier-free path of travel, a place for adequate signage and ease of navigation within the Voting Area.</p> <p>Would consider taking similar action in 2022.</p>

Voting

Action number	Action	Details / Key Learnings / Vision for 2022
1.	A Special Mail-in Ballot option was made available – where the elector can request a mail-in ballot package.	<p>38 electors requested a Special Mail-in Ballot; 3 were denied due to lack of eligibility.</p> <p>29 electors voted using the Special Mail-in Ballot</p> <p>Would consider taking similar action in 2022.</p>
2.	Provided an accessible assistive voting device (audio/tactile interface device) at all five advance voting days, at one advanced voting location on each of the five advance voting days.	<p>One advance voting location, on each of the five advance voting days, was supplied with an assistive voting device. The device enables an elector with visual, mobility and/or dexterity limitations to independently cast a ballot through an audio/tactile interface.</p> <p>Election officials were thoroughly trained on the accessible assistive voting device (hands-on) and were prepared to provide the elector with the necessary instructions to utilize the equipment.</p> <p>While the availability of the equipment was advertised through our election website, the local newspapers and notices mailed to every household, we did not have any electors who took advantage of the assistive voting equipment.</p> <p>Would consider taking similar action in 2022 as it provides electors with disabilities the opportunity for independent voting.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
3.	<p>Provided a “vote anywhere in the Municipality” option on advance voting days.</p>	<p>To accommodate the needs and schedules of our electors, a “vote anywhere” option was available in that our electors were eligible to vote at any of the 11 advance voting opportunities</p> <p>Would consider taking similar action in 2022.</p>
4.	<p>In accordance with the requirements of the Municipal Elections Act, we provided (reduced hours) on-site voting for the residents of:</p> <ul style="list-style-type: none"> • Whitecliffe Terrace Retirement Residence • Glen Hill Marnwood • Fosterbrooke Long-Term Care Facility • Glen Hill Strathaven • Seasons Clarington Retirement Community • Lakeridge Health Bowmanville • Bowmanville Creek Retirement Community 	<p>166 voters voted at these special voting locations.</p> <p>We also extended the opportunity to vote at the Seasons Retirement Community to the owners of units within the Seasons condominiums, who share some facilities.</p> <p>Would consider taking similar action in 2022.</p>
5.	<p>In cases where an elector is unable to attend a voting location, the elector was permitted to appoint another person to act on their behalf (i.e. proxy voting).</p>	<p>Proxy voting was available to all eligible electors. This method involves the voter appointing another eligible voter to “vote by proxy” at the voting location. Thirteen eligible voters applied to use this method.</p> <p>Would consider taking similar action in 2022.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
6.	Provided magnifying sheets and large print images of ballots at all voting locations.	<p>Magnifying sheets and large print images of ballots were used at all voting locations. One elector's family member reported appreciation for the magnifying sheets as the elector was able to vote independently when using the combination of the large print image of the ballot and the magnifying sheet together.</p> <p>Would consider taking similar action in 2022.</p>
7.	Provided a variety of marking tools (e.g. wide grip markers, narrow grip markers, pens, etc.) at all voting locations on voting day and on advanced voting days.	<p>Would consider taking similar action in 2022.</p>
8.	Use, as practicable, a tactile ballot template to assist voters with vision loss in marking the ballot.	<p>We explored this possibility extensively and had hoped that we could use it at least for advanced voting, however in the end, this became impractical to execute for the 2018 elections due to budgetary constraints.</p> <p>We did, however, provide electors with vision loss access to an audio-tactile interface assistive voting device at advance voting opportunities. This offered an option for independent voting</p> <p>We will revisit the possibility of using tactile templates in 2022.</p>

Action number	Action	Details / Key Learnings / Vision for 2022
9.	Ballot font size was a minimum of 12 point font and font style was sans serif, in conformance with accessible guidelines.	To further improve the accessibility of the ballots, in addition to font size and style, we updated ballots to improve colour contrast and adjusted line spacing to assist with ease of reading within the parameters of the tabulator technology. Would consider taking similar action in 2022.

Staff Training & Assistance

Action number	Action	Details / Key Learnings / Vision for 2022
1.	<p>Staff training incorporated provisions to meet accessible customer service standards.</p> <p>Provided all election officials with accessible customer service training. Ensured that staff were aware of the assistive devices in their supply packages and how to use them. Training included the proper use of accessibility tools available for electors to use to assist with the voting process.</p>	<p>In accordance with Ontario Regulation 191/11 Integrated Accessibility Standards Regulation, Customer Service Standards, all election officials received training regarding interaction with electors of all abilities. Training also included information on the assistive tools and devices available to assist electors with the voting process and instruction on the proper use of such tools and devices.</p> <p>This training was provided via online training videos which incorporated text, video, narration and closed captions, allowing election officials of all abilities to access the self-paced training. Customer Service strategies were reinforced during the in-person training sessions that followed.</p> <p>Would consider taking similar action in 2022.</p>
2.	<p>Election officials will be provided with written reference materials.</p>	<p>Each Election official was provided with a role-specific handbook which included information on accessible customer service.</p> <p>Would consider taking similar action in 2022.</p>
3.	<p>Election officials were available to assist voters, as required.</p>	<p>Election officials were trained to assist voters, as required, and act as a support person, when requested by the elector.</p> <p>Would consider taking similar action in 2022.</p>
4.	<p>The Municipality of Clarington recognizes that everyone learns differently. In order to provide</p>	<p>In order to be more inclusive of the learning needs of election officials, Clarington introduced new online</p>

Action number	Action	Details / Key Learnings / Vision for 2022
	<p>training via different methods, training videos were created by the Accessibility Coordinator for election officials with different learning styles (e.g. visual learners) and with various disabilities (e.g. learning disability). In addition, written information was provided during the in-person group training sessions. The group training session provided hands-on training</p>	<p>training videos. The online training videos included brief on-screen information, detailed narration, and closed captions to accommodate a variety of learners and people with disabilities. Election officials could watch the training videos as often as they needed. We reinforced the content contained within the training videos during the in-person group sessions and hands-on training.</p> <p>Would consider taking similar action in 2022 with consideration for a more robust tracking system and/or quizzing for the online training videos.</p>
5.	<p>A comprehensive post-election survey was created to solicit feedback from election officials on all aspects of their experience, including, overall satisfaction, the application process, training, voting location, supply pickup and drop off, what went well and areas for improvement.</p>	<p>225 out of 332 election workers responded to the survey.</p> <p>Feedback will be considered when preparing for the 2022 elections.</p> <p>Would consider taking similar action in 2022</p>