



## Seguin Township Report to Council

**Prepared for:** Council

**Department:** Clerk's

**Agenda Date:** January 14<sup>th</sup>, 2019

**Report No:** AD-2019-001

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**Subject: Accessibility Initiatives Undertaken for the 2018 Municipal Election**

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**Recommendation:**

That Council of The Corporation of the Township of Seguin receive this report for information.

**Purpose of Report:**

To provide Council with information on accessibility initiatives undertaken for the 2018 Municipal Election as required by Section 12.1 of the Municipal Elections Act, 1996, as amended regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

**Background & Analysis:**

Section 12.1 of the Municipal Elections Act, 1996, as amended provides that, "Within 90 days after voting day in a regular election, the clerk shall submit a report to council about the identification, removal and prevention of barriers that affect electors and candidates with disabilities."

The Association of Municipal Managers, Clerks & Treasurers of Ontario (AMCTO) developed a template for Municipal Clerks to utilize to meet the reporting requirements of the Municipal Elections Act regarding accessibility. Attached to this report as Schedule "A" is a completed version of the AMCTO template to meet the requirements of the Municipal Elections Act.

Also attached as Schedule "B" is an executed Accessibility Compliance Form from Intelivote Systems Inc., the company who was contracted for the provision of Internet and Telephone Voting services for the 2018 Seguin Municipal Election. Schedule "C" is an Accessibility of eVoting Services document developed with the assistance of Intelivote Systems Inc. which highlights what services are provided by internet and telephone voting to accommodate accessibility.

As illustrated in the attached reports/schedules, utilizing Internet and Telephone Voting greatly reduces and removes barriers that affect electors with disabilities as it removes the need for traditional voting places and permits the elector to vote in their place of residence.

**Conclusions:**

Staff recommend the ongoing review of legislation and amendments to ensure initiatives are undertaken to further increase accessibility related to the Municipality's facilities and services, not only for elections but in general.

**Respectfully submitted by:**



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**Craig Jeffery,**  
**Clerk/Returning Officer**



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**Chris Madej,**  
**Chief Administrative Officer**

**Attachments:**

- Schedule "A" AMCTO Template for Municipal Clerk Use – Report to Council from Municipal Clerk Regarding Accessibility Initiatives Undertaken for the 2018 Municipal Election
- Schedule "B" Accessibility Compliance Form from Intelivote Systems Inc.
- Schedule "C" Accessibility of eVoting Services document.

**Schedule "A" to Report No. AD-2019-001**

**AMCTO Template for Municipal Clerk Use**

**Report to Council from Municipal Clerk Regarding Accessibility Initiatives Undertaken for the 2018 Municipal Election**

***Purpose of Report: Attached for council's / management's information is a report as required by Section 12.1 of the Municipal Elections Act regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities.***

**Identification of Barriers**

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

<b><i>Initiatives</i></b>		<b><i>Actions &amp; Considerations for 2022 Election</i></b>
1.	Receive and review input on our election accessibility initiatives with/from Accessibility Advisory Committee (AAC).	The Municipality is not required to and does not have an ACC. Staff will continue to review legislative changes and requirements to prepare for improved accessibility.
2.	Gather comments and recommendations from the municipality's Accessibility Coordinator on methods to meet accessibility needs.	Staff will continue to dialogue with the Accessibility Coordinator to keep abreast of legislative requirements to prepare for improved accessibility.
3.	Create an accessibility checklist for election personnel to use when conducting site visits of each voting location.	Seguin utilized Internet and Telephone Voting therefore did not have voting locations. However staff did ensure the accessibility of the Municipal Offices for electors, candidates and staff as this location was utilized for election purposes. Staff will continue to review facilities for potential accessibility improvements.
4.	Assess voting equipment to ensure it meets the needs of the electorate.	Seguin utilized Internet and Telephone Voting which eliminated the need for a voting place to be established by the Municipality. However we did offer a touch screen computer at the Municipal Offices for any elector who wished to vote at the office.
5.	Assess the risk of our past election administration practices, identifying the likelihood of our practices creating a risk to accessibility of candidates and electors and identify the impact of the risk and develop measures to mitigate or minimize the risk.	Staff will continue to assess election procedures and improve accessibility.

## **Removal and Prevention of Barriers**

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

### **Communications and Information**

<b>Initiatives</b>		<b>Actions &amp; Considerations for 2022 Election</b>
1.	Ensure communication initiatives and information for candidates and electors are available in alternate formats.	Provided information in hard copy and electronic form. Increase the amount of information available in alternative formats.
2.	Post all information to Municipality's website.	Continue with this practice and increase the amount of information.
3.	Provide links to: a Candidates Guide to Accessible Elections, produced jointly by the Association of Municipal Managers, Clerks and Treasurers of Ontario and the Province; the provincial accessibility website; the Municipality's website; and any other related material.	Continue to provide links for access and any additional web sites which may provide information on election accessibility.
4.	Establish a web page dedicated to receiving feedback on accessibility initiatives.	The Municipality's web site includes a feedback method for not only accessibility initiatives but all municipal issues/initiatives.
5.	Provide all documentation and forms in large print to assist visually impaired.	No requests were received for this format however if any requests were received staff would have had the documents prepared. Investigate options to provide this service.
6.	Enlist assistance of assistive groups to broadcast election information to members. Canadian National Institute of the Blind (CNIB), Canadian Hearing Society, Community Living, etc.	Investigate options to provide this service.
7.	Provide candidates and staff with information relating to accessible customer service.	Staff have received training in accessibility and customer service. Consider similar training for candidates.

## Voting Locations

<b>Initiatives</b>		<b>Actions &amp; Considerations for 2022 Election</b>
1.	Conduct site visits of all potential voting locations to ensure full accessibility as against our standards.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations. However staff did ensure the accessibility of the Municipal Offices for electors, candidates and staff as this location was utilized for other election purposes. Seguin offered a touch screen computer at the Municipal Offices for any elector who required assistance and to vote at the office. Continue to review facilities for potential accessibility improvements.
2.	Run a trial set up voting location to determine maximum accessibility.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations. However staff did ensure the accessibility of the Municipal Offices for electors, candidates and staff as this location was utilized for other election purposes. Seguin offered a touch screen computer at the Municipal Offices for any elector who required assistance and to vote at the office. Continue to review facilities for potential accessibility improvements.
3.	Provide one central voting location on voting day with accessible voting equipment, in addition to being physically accessible.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations. However staff did ensure the accessibility of the Municipal Offices for electors, candidates and staff as this location was utilized for other election purposes. Continue to review facilities for potential accessibility improvements.
4.	Address accessibility concerns with the School Boards.	Seguin did not utilize school board facilities during the election. If school board facilities were to be utilized in 2022, review facilities with the boards.
5.	Provide appropriate signage at voting locations.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations.
6.	Permit service animals and support persons in all voting locations.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations. However staff did ensure the accessibility of the Municipal Offices for electors, candidates, staff and service animals as this location was utilized for other election purposes. Continue to review facilities for potential accessibility improvements.

7.	Set up a process to facilitate notification of any last minute voting location changes, should an emergency occur.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations. Staff utilized an election page on the Municipality's website for election information and news updates. Information was also posted on the Municipality's Facebook and Twitter pages. Continue to review facilities for potential accessibility improvements.
8.	Ensure designated or reserved parking for persons with disabilities at each voting location.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations. However staff did ensure the accessibility of the Municipal Offices, including designated parking spaces for persons with disabilities for electors, candidates and staff as this location was utilized for other election purposes. Continue to review facilities for potential accessibility improvements.

**Voting**

<b>Initiatives</b>		<b>Actions &amp; Considerations for 2022 Election</b>
1.	Provide fully accessible equipment at all advance voting locations and at one location (the Municipal Office) on voting day.	Seguin utilized Internet and Telephone Voting and therefore did not have advance voting locations. However staff did offer a touch screen computer at the Municipal Offices for any elector who required assistance and to vote at the office. And ensured the accessibility of the Municipal Offices, including designated parking spaces for persons with disabilities for electors, candidates and staff as this location was utilized for other election purposes. Continue to review facilities for potential accessibility improvements.
2.	Provide instructions on use of accessible voting equipment.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations. However staff did ensure the accessibility of the Municipal Offices for electors, candidates, staff and service animals as this location was utilized for other election purposes. The Municipality offered a touch screen computer at the Municipal Offices for any elector who required assistance and to vote at the office.
3.	Schedule extended advance voting opportunities.	Seguin utilized Internet and Telephone Voting. Voting was open from 10:00 a.m. EST October 9 <sup>th</sup> to 8:00 p.m. EST October 22 <sup>nd</sup> which essentially provides several weeks of advance voting period.
4.	Promote advance voting opportunity for electors with disabilities.	Seguin utilized Internet and Telephone Voting which essentially provides several weeks of advance voting period.
5.	Provide vote anywhere in the municipality at an advance poll.	Seguin utilized Internet and Telephone Voting which is essentially vote anywhere, eliminates need for polls.
6.	Provide vote anywhere in the municipality on voting day.	Seguin utilized Internet and Telephone Voting which is essentially vote anywhere, eliminates need for polls.
7.	Provide vote anywhere in the municipality at an advance poll and on voting day.	Seguin utilized Internet and Telephone Voting which is essentially vote anywhere, eliminates need for polls.
8.	Provide voting opportunities on the premises of a) an institution in which 20 or more beds are occupied by persons who are disabled, chronically ill or infirmed; b) a retirement home in which 50 or more beds are occupied.	No such facilities exist in the Municipality. Prepare to investigate this option should such a facility be established for 2022.

9.	Review additional facilities eligible for reduced hours voting.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations.
10.	Add tools to assist with ensuring accessibility as identified.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations. However staff did ensure the accessibility of the Municipal Offices for electors, candidates, staff and service animals as this location was utilized for other election purposes. Continue to review facilities for potential accessibility improvements.

## Staff Training

<b>Initiatives</b>		<b>Actions &amp; Considerations for 2022 Election</b>
1.	Incorporate provisions to meet accessible customer service standards.	Staff have received training in accessibility and customer service. Continue training initiatives.
2.	Provide reference materials.	Staff have received training and reference materials for accessibility and customer service. Continue training initiatives.
3.	Monitor elector's concerns and ensure their needs are met.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations. However staff did ensure the accessibility of the Municipal Offices for electors, candidates and staff as this location was utilized for other election purposes. Continue to review facilities for potential accessibility improvements. Review and evaluate any elector's concerns received.
4.	Ensure that electors are aware that magnifiers are available, if required.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations and therefore did not require magnifiers. However staff did ensure the accessibility of the Municipal Offices and equipment for electors, candidates and staff as this location was utilized for other election purposes. Continue to review facilities and equipment for potential accessibility improvements.
5.	Direct election staff to observe electors during discussions with them, and if it appears that the voter is having difficulty understanding, ensure that the voter is able to clearly see the speaker.	Staff have received training in accessibility and customer service. Continue training initiatives.
6.	Encourage election workers to approach an elector if it appears that the elector requires assistance to get around in the voting location. Offer assistance to help, do not assume an individual needs help.	Staff have received training in accessibility and customer service. Continue training initiatives. Seguin utilized Internet and Telephone Voting and therefore did not have voting locations. However staff did ensure the accessibility of the Municipal Offices for electors, candidates and staff as this location was utilized for other election purposes. Continue to review facilities for potential accessibility improvements.
7.	Train election staff to identify a service animal and follow the Municipality's accessible customer service policy.	Staff have received training in accessibility and customer service. Continue training initiatives.

8.	Maintain a friendly and approachable demeanour, regardless of how tired, upset or hassled a worker may feel.	Staff performed exceeding well and should be commended for their work.
9.	Check the access doors frequently to offer assistance and watch for electors unable to easily enter the building.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations. However staff did ensure the accessibility of the Municipal Offices for electors, candidates and staff as this location was utilized for other election purposes. Continue to review facilities for potential accessibility improvements.
10.	Ensure that voters who have self-identified as voting curbside are met in a timely manner.	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations. However staff did ensure the accessibility of the Municipal Offices for electors, candidates and staff as this location was utilized for other election purposes. Continue to review facilities for potential accessibility improvements.

**For each voting method we took the following measures to ensure accessibility:**

<b>Voting Method</b>	<b>Actions &amp; Considerations for 2022 Election</b>
Traditional Paper Ballot with Braille Ballots available	N/A
Traditional Paper Ballot with large text ballots available	N/A
Traditional Paper Ballot with magnifying sheets available	N/A
Traditional Paper Ballot with pictorial/graphic material	N/A
Audio ballots	N/A
Other Assistive Devices (sip and puff, paddles, etc.)	N/A
Sign language interpreter	N/A
Free transportation to and from voting place	N/A
Vote by Mail	N/A
Touch Screen Voting	Seguin utilized Internet and Telephone Voting and therefore did not have voting locations. However staff did offer a touch screen computer at the Municipal Offices for any elector who required assistance and to vote at the office.
Combined Telephone-Internet Voting	Seguin utilized Internet and Telephone Voting. Website and telephone method of voting were accessibility compliant. The system was capable to integrate with TTY service.
Telephone Voting – without TTY	N/A
Telephone voting plus we made TTY Phones available	N/A
Internet Voting - without upgrades to website for accessibility	N/A
Internet voting plus we ensured our website was Accessible	Seguin utilized Internet and Telephone Voting. Website and telephone method of voting were accessibility compliant. Offered a touch screen computer at the Municipal Offices for any elector who wished to vote at the office.



inteli<sup>v</sup>ote systems inc

900 -202 Brownlow Avenue, Dartmouth, NS, Canada B3B 1T5

### Accessibility Compliance Form

I, the undersigned, in submitting the Accessibility Compliance Form (hereinafter "form")  
to: THE TOWNSHIP OF SEGUIN (hereinafter "Municipality")

For: CONFIRMATION OF ACCESSIBILITY COMPLIANCE

Do hereby make the following statements that I certify to be true and complete in every  
respect:

I certify, on behalf of INTELIVOTE SYSTEMS INC., OF 900-202 BROWNLOW  
AVENUE, DARTMOUTH, NS, B3B 1T5 (hereinafter "Company") that:

1. I have read and I understand the contents of this Certificate;
2. I understand that if this Certificate is found not to be true and complete in every  
respect the Municipality has the authority to discontinue the services of the  
Company.
3. I am authorized by the Company to sign this Certificate, and to submit on behalf  
of the Company;
4. I/We acknowledge that as a vendor/supplier/contractor of the Municipality we are  
bound to comply with all accessibility Standards under the *Accessibility for  
Ontarians with Disabilities Act, 2005* as amended from time to time.
5. I/We declare that I/We have read, understand and will meet or exceed all enacted  
accessibility Standards as amended from time to time.
6. I/We further declare that I/We will undertake to ensure all employees, agents,  
volunteers and subcontractors hired by us in completion of our work will also  
comply with the above Standards, including training in Accessible Customer  
Service. This would include any new employees in the future.

NAME: DEAN SMITH

SIGNATURE: \_\_\_\_\_

(Printed Name and Signature of Authorized Agent of Bidder)

POSITION TITLE: PRESIDENT & FOUNDER

DATE: OCTOBER 1, 2018

EMAIL: DEAN.SMITH@INTELIVOTE.COM

PHONE: (902) 481-1156

FAX: (902) 481-0402

## Accessibility of eVoting Services

The use of technology has provided people the advantage of accessing information on demand and performing activities in a convenient and effective method. Everyday technologies including computers, telephones, smartphones, touchscreens, and other tools present opportunities for persons with disabilities to accomplish more while being consistent with standard principles of independence, dignity, integration and equality of opportunity. Intelivote's eVoting technology strives to provide universal accessibility while promoting independence and empowerment in election participation.

### Internet Voting:

*Persons with disabilities access Intelivote's eVoting services over the Internet.*

The Intelivote system has been created ensuring it meets the Web Accessibility Initiative (WAI) requirements guaranteeing that persons with disabilities and older people with changing abilities due to aging can perceive, understand, navigate, and interact with the Web. Web Accessibility encompasses all disabilities that affect access to the Web to allow individuals to more actively participate in society – including the ability to vote independently in elections. The standards set in the WAI respect visual, auditory, physical, speech, cognitive, and neurological disabilities, with the goal of providing equal access and equal opportunity. Web Accessibility also addresses 'temporary disabilities' that people may experience due to an illness or health circumstance.

Intelivote has taken measures and has been proactive in accommodating persons with disabilities facilitating their comfort with the availability of eVoting services. Intelivote's online solution is compliant with the guidelines as listed by the W3C technologies website principles which include organization, functionality and readability of information provided, as well as alternative ways of representing information (audio). Additionally, the Intelivote system has full compliance with the Accessibility for Ontarians with Disabilities Act, 2005.

In performing regular internal auditing against WCAG-2 and Section 508 standards Intelivote ensures the application is addressing the needs of disabled participants at all times. The Voter Module is coded with XHTML transitional document type and conforms to all W3C web standards. The Module also supports and is compatible with other accessible technologies such as screen reader software.

Online voting has afforded flexibility to many disabled persons across Canada in hundreds of elections conducted by Intelivote systems.

**Telephone Voting:**

*Persons with disabilities may access the eVoting services over the telephone.*

Communication barriers can make it difficult for persons with disabilities to receive or convey information. Telephone barriers may come in the form of low volume, the use of language that is not clear or plain, and confusing or unorganized menus and menu options.

Intelivote Systems Inc has created the telephone voting service taking the following into consideration:

- The telephone eVoting service is offered on all types of touch tone phones and wireless devices including cell phones and smartphones.
- Clear natural language is used and is also offered in English or French.
- Menu options are clear and easy to follow, advising when to select options and providing confirmations of selections made.
- Standard volume is used to allow for adjustments dependent on the telephone or device.
- Users are given a generous amount of time to complete ballot activity and prompts are repeated when no action is detected.

Persons who suffer from a vision loss or vision disability including total blindness and legal blindness have the ability to use the Intelivote telephone eVoting service to cast a ballot in an election. Telephone voting has allowed many individuals the opportunity to cast a ballot remotely with little to no assistance required. The application is also capable to integrate with TTY (Teletypewriter) service for users who are deaf, Deaf, deafened, hard of hearing, or who are deafblind and do not have access to a computer.

**Advantages:**

Election officials who are responsible for conducting an election must have regard for the needs of electors and candidates with disabilities. Municipal and school board elections must provide the public with equal access and equal opportunity in casting a ballot. By offering electors the choice of voting electronically through the Intelivote system, election officials are providing accessibility to the disabled persons in their community.

The Intelivote system is comprised of Internet and Telephone voting capabilities. Using the Intelivote system, disabled persons are given the capability to vote from the comfort of their own home. Voting from home facilitates the voting process for disabled persons who have mobility restrictions and/or have a difficult time with transportation due to physical disabilities, whereas these barriers would otherwise be difficult or cumbersome in traditional elections.

Remote voting from any location and from more than one eVoting channel benefits disabled persons in a multitude of ways. It gives disabled persons the same

independence and privacy in participating in an election as other voters; where they can vote without any assistance. If assistance is still required, most municipal offices host a local Voter Help Centre or voting assistance locations where election staff may assist in the voting process.

The Intelivote application significantly improves the accessibility of elections without adding additional costs, simultaneously positively impacting election participation.