



2018 Municipal Elections Accessibility Plan

Table of Contents

Introduction 4

Definition of Disability 4

Mandate..... 4

Region of Peel Accessible Customer Service 5

Information and Communications..... 5

Employment and Training..... 5

Accessible Transportation..... 6

Region of Peel Accessible Facilities..... 6

Voting Locations and Procedures 6

Legislative Requirements - *Municipal Elections Act, 1996, as amended* 6

Post-election Report 7

Plan Development and Review 7

Feedback 7

Appendix A..... 8

Appendix B 16

Introduction

The Regional Municipality of Peel (Region) 2018 Municipal Elections Accessibility Plan (Plan) outlines how the Region will remove barriers and improve accessibility for persons with disabilities.

The Plan builds on the vision of the Region’s Strategic Plan – Community for Life – “a place where everyone enjoys a sense of belonging and has access to the services and opportunities they need to thrive throughout each stage of their lives.”

Part of those opportunities is ensuring that the Region of Peel 2018 Municipal Elections process is accessible for electors and candidates of all abilities. The Plan focuses on identifying and removing barriers and mitigating concerns related to accessibility, so that electors and candidates feel more engaged and are able to fully participate in the election process while ensuring a positive voting experience.

This Plan is a living document which will be updated as new opportunities for improvement arise.

Definition of Disability

The *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disability Act, 2005* define disability as:

- 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,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Mandate

It is the goal of the Region of Peel to ensure that persons of all abilities are able to participate in the municipal election process.

Further actions that will be taken into consideration to remove barriers that may affect electors and candidates with disabilities are:

- Provide candidates with information on how to make their campaigns accessible, including providing a copy of AMCTO's Guide to Accessible Elections and/or the Ontario Candidate's Guide to Accessible Elections
- Ensure candidate information sessions are accessible.
- Meet with the Region's Accessibility Advisory Committee and consider options based on the Committee's feedback.

Region of Peel Accessible Customer Service

The Region of Peel is committed to making its programs and services accessible to everyone, including persons with disabilities. It complies with the Customer Service Standard of *the Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

All Region of Peel staff have received or will be receiving training on the Accessible Customer Service Standard, including the Integrated Accessibility Standards Regulation (IASR) and adhere to the Region's Corporate Policy G00-18 on Accessible Customer Service, attached as Appendix A.

In fulfilling this mission, the Region of Peel will provide services in a manner that respects the dignity and independence of persons with disabilities. All candidates will be provided with a copy of the Region's Corporate Accessible Customer Service policy.

Information and Communications

The Region of Peel will ensure that information is accessible and available in alternate formats, upon request and in accordance with the Region's Corporate Policy G00-23 on Accessible Formats and Communication Supports. All public facing counters are equipped with signage to inform electors and candidates of the availability of documents in accessible formats and communication supports.

The Region of Peel is committed to website accessibility and will ensure that the Elections page on the Region of Peel website conforms to AODA standards for web content so that information relating to the municipal elections can be easily accessed by electors and candidates.

Employment and Training

The Region of Peel will be adhering to its accessible recruiting practices for its election officials, including training on the Accessibility Standards and *Human Rights Code*. For voting locations, the Region of Peel will be relying on each local area municipality to ensure that their recruiting practices for election officials are compliant with the AODA and that training on the IASR and the Human Rights Code, as it pertains to persons with disabilities, has been provided.

Accessibility training will be provided to members of Council once the new Council has been formed.

Accessible Transportation

The Region of Peel will ensure that TransHelp, the Region's accessible transportation service continues to be in compliance with the requirements of the AODA to support electors or candidates that rely on this service.

Region of Peel Accessible Facilities

The Region of Peel is committed to removing barriers and to ensuring that all our Regional facilities are accessible.

Service counters have been designed to accommodate mobility aids and meet AODA specifications for easy access by electors and candidates.

Parking spaces comply with AODA requirements, including provisions for the number and types of accessible parking spaces as well as signage.

Building entrances are accessible to candidates with disabilities and appropriate signage is provided so that information is clear and visible.

The Council Chamber and Council lounge have been accommodated to ensure barrier-free access.

If an accessibility concern is identified, all reasonable measures will be considered to remove the barrier.

Voting Locations and Procedures

The Region will be relying on each local area municipality for the selection of voting locations, including advanced voting places and to process the votes, ensuring that locations and processes are accessible for persons with disabilities. The Region will also be relying on each local area municipality to ensure that their election ballot is accessible for persons with disabilities.

Legislative Requirements - *Municipal Elections Act, 1996, as amended*

The Municipal Elections Act, 1996, as amended states the following:

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

(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.

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

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

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

Post-Election Report

As required under section 12.1 (2) of the Municipal Elections Act, 1996, the Regional Clerk's Office shall submit a report to Council about the identification, removal and prevention of barriers that affect electors and candidates with disabilities. This report will be made available to the public and in alternate formats, upon request.

Plan Development and Review

The Region of Peel 2018 Municipal Elections Plan was developed by the Office of the Regional Clerk in consultation with the Region of Peel Accessibility Advisory Committee and the Accessibility Planning Program.

The Plan is consistent with the principles of the *Municipal Elections Act, 1996* and the *Accessibility for Ontarians with Disabilities Act, 2005*, and respects the dignity and independence of persons with disabilities.

Feedback

The Regional Clerk's Office welcomes feedback on the manner in which services are provided to persons with disabilities during the Election process. Feedback can be provided by accessing the form on the Elections page on the Region of Peel website (peelregion.ca/elections) under "Contact Us". A copy of the form is attached as Appendix B.

TAB: GENERAL GOVERNMENT
SECTION: GENERAL
SUBJECT: ACCESSIBLE CUSTOMER SERVICE

A. PURPOSE

This policy establishes that goods and services provided by the Region of Peel shall be provided to persons with disabilities and all customers in accordance with the following key principles:

Dignity: Service is provided in a respectful manner consistent with the needs of the individual.

Independence: Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

Equity/Equality of Outcome: Service outcome is the same for persons with disabilities as for persons without disabilities.

Integrated: Services allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.

In addition to the above key principles as provided for in the Customer Service Standard, Peel will be:

Sensitive: Service is provided in a manner that is respectful to an individual's needs.

Responsive: Service is delivered in a timely manner, considering the nature of the service and the accommodation required. For example, if needed, alternate formats will be provided by a specific deadline.

B. SCOPE

The subject policy is delivered in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, and Regulation 429/07 Accessibility Standards for Customer Service, and is applicable to all policies, procedures and processes of the Regional Corporation.

C. POLICY

1. Assistive Devices

Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices.

TAB: GENERAL GOVERNMENT
SECTION: GENERAL
SUBJECT: ACCESSIBLE CUSTOMER SERVICE

In the event a person with a disability is hindered from accessing goods or services and after consulting with the customer, the Region of Peel will accommodate the customer by using any other assistive measures available such as but not limited to providing temporary access to other assistive devices or a Support Person.

2. Service animals

Service animals, such as but not limited to Guide dogs, Hearing dogs, Seizure Response dogs, other certified service animals shall be permitted entry to all Regional facilities and meeting rooms which are open to the public. A service animal is defined as:

“Any animal where it is readily apparent that the animal is used by the person for reasons relating to his or her disability and if the person provides a letter from a physician or nurse or other government issued certification confirming that the person requires the animal for reasons relating to the disability.”

Service animals are not permitted:

- Where food preparation is being undertaken; or
- as otherwise disallowed by law.

Where a Service Animal is to be denied access to a facility or meeting room, other accommodations may be afforded, such as:

- alternate meeting format, such as teleconference/videoconference, where technology permits;
- deliver the goods or service at an alternate time or location;
- any other assistive measures available to deliver a good or service to ensure equality of outcome.

Owners of Service Animals may receive information from staff as to the location of fresh water for the service animal and where service animals may be walked to relieve themselves.

TAB: GENERAL GOVERNMENT
SECTION: GENERAL
SUBJECT: ACCESSIBLE CUSTOMER SERVICE

3. Support Persons

Support Persons shall be permitted entry to all Regional facilities and meeting rooms which are open to the public, except:

- when there are fees applied against participants by a third party; **and**
- the Support Person was not pre-registered; **and**
- no vacancy exists.

If admission to an event is permitted and fees are payable to a third party, the Support Person is permitted to attend the event at their own cost.

If admission to an event is permitted and fees are payable to the Region of Peel, the Support Person is permitted to attend at no cost.

Where a Support Person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises, the person with a disability shall be accompanied by a Support Person when on the premises.

The customer shall determine whether a Support Person is necessary, however where an employee believes that a Support Person should be in attendance to protect the health and safety of the customer or others, the following criteria shall be used in consulting with the customer:

1. when there is a significant risk to the health and safety of the person with a disability or others (the mere possibility of risk is insufficient);
2. when the risk is greater than the risk associated with other customers;
3. when the risk cannot be eliminated or reduced by other means;
4. when the assessment of the risk is based on consideration of the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the imminence of the potential harm; and
5. when the assessment of the risk is based on the individual's actual characteristics, not merely on generalizations, misperceptions, ignorance or fears about a disability.

TAB: GENERAL GOVERNMENT
SECTION: GENERAL
SUBJECT: ACCESSIBLE CUSTOMER SERVICE

4. Notice of Service Disruptions

In the event of a temporary service disruption occurs that would limit a person with a disability from gaining access to regional facilities, goods or service, the Region will post notice or otherwise make the disruption known to customers in the following methods/places:

- Web site; and
- Customer Contact Centre (CCC); and
- Notice on entrance doors; and
- with Delivery Agents.

If an unexpected disruption occurs, persons with disabilities will be accommodated by the use of other means possible to deliver the goods and service, such as:

- the goods and service delivery agent may provide the goods or service directly to the person with a disability at an alternate place and time, as deemed appropriate; or
- If appropriate or required, deliver the goods and service to the person's place of residence; or
- Any other assistive measures available and deemed appropriate to deliver goods and services.

All notices of disruption shall include:

- the name of the event/service;
- the normal service location being impacted;
- alternate service locations;
- alternate service methods;
- hours of service availability;
- contact information; and
- any other information deemed appropriate to deliver a good or service.

As a guide, sample notices are attached to this policy as Appendix A and B.

TAB: GENERAL GOVERNMENT
SECTION: GENERAL
SUBJECT: ACCESSIBLE CUSTOMER SERVICE

5. Training

All employees and agents of the Regional Corporation providing direct service to persons with a disability shall be trained in the various aspects of accessible customer service delivery.

All training, regardless of format, shall have regard for:

- An overview of the purposes of the AODA and an awareness of the subject Regional policy;
- Instruction on how to interact and communicate with people with various types of disabilities;
- Instruction on interacting with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- Instruction on the use of equipment or devices available, such as wheelchairs and TTY;
- Instruction on what to do if a person with a disability is having difficulty accessing your services.

Training shall be mandatory for all new employees upon their initial orientation. In addition all employees should receive additional training every 5 years thereafter.

6. Feedback process

Feedback may be provided by a person with a disability in the manner deemed most convenient to them, such as in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.

Feedback may be provided directly to the service provider or:

Regional Clerk
10 Peel Centre Drive
Brampton, ON
L6T 4B9
Phone: 905-791-7800, Ext 4545
Fax: 905-791-1693
Email: Regionalclerk@peelregion.ca

TAB: GENERAL GOVERNMENT
SECTION: GENERAL
SUBJECT: ACCESSIBLE CUSTOMER SERVICE

All feedback will be kept in strict confidence and used to improve customer service. In addition, the author of the feedback will be provided a response in the format in which the feedback was received outlining actions deemed appropriate, if any.

7. Notice of Availability of Documents

This policy and any other document deemed to be a key in the delivery of goods and service will be made available upon request in a format that takes into account the person's disability to any person to whom it provides goods or services.

Notwithstanding the above, this policy will be made available on the Region of Peel's website, and made available to any person to whom it provides goods or services by any other method or format as is reasonable in the circumstances.

APPROVAL SOURCE: CAO Directive C09-01

ORIGINAL DATE: January 1, 2009

LAST REVIEW: February 24, 2009

LAST UPDATE: January 1, 2009

RESP. DEPT.: Corporate Services, Clerk's – Regulatory Compliance

TAB: GENERAL GOVERNMENT
SECTION: GENERAL
SUBJECT: ACCESSIBLE CUSTOMER SERVICE

Appendix A

SAMPLE TEXT

Notice of Planned Service Disruption

There will be a scheduled service disruption at Address impacting the delivery of goods and services for customers from hour and date.

The goods and services unavailable during this service disruption are:

1. Service/Event name Floor
2. Service/Event name Floor
3. Service/Event name Floor
4. Service/Event name Floor
5. Service/Event name Floor

The services listed above can be accessed at the following time, date, location, or method:

1. Service/Event name Location, date, time
2. Service/Event name Location, date, time
3. Service/Event name Location, date, time
4. Service/Event name Location, date, time
5. Service/Event name Location, date, time

We apologize for any inconvenience this disruption has caused. Should you require additional information on the delivery of this service, please call 905 791-7800, dial "0", or speak to a customer service agent located at any reception centre.

TAB: GENERAL GOVERNMENT
SECTION: GENERAL
SUBJECT: ACCESSIBLE CUSTOMER SERVICE

Appendix B

SAMPLE TEXT

Notice of Unplanned Service Disruption

Due to unforeseen circumstances, there is a service disruption at __Address__ impacting the delivery of goods and services for customers from __hour__ and __date__.

The goods and services unavailable during this service disruption are:

1. __Service name__
2. __Service name__
3. __Service name__
4. __Service name__
5. __Service name__

The services listed above can be accessed at the following time, date, location, or method:

1. __Service/Event name__ Location, date, time
2. __Service/Event name__ Location, date, time
3. __Service/Event name__ Location, date, time
4. __Service/Event name__ Location, date, time
5. __Service/Event name__ Location, date, time

We apologize for any inconvenience this disruption has caused. Should you require additional information on the delivery of this service, please call 905 791-7800, dial "0", or speak to a customer service agent located at any reception centre.

Appendix B

Elections Feedback Form

Region of Peel
Working for you

A-Z List | Accessible Info | Careers | Contact Us | Print this Page

Search go

News/Notices | Regional Government | Health Services | Public Works | Social Services | Housing



Contact Us

- Phone Numbers
- E-mail Us
- Regional Maps
- Service Peel
- 2-1-1
- 3-1-1
- 9-1-1
- Your Comments?

Connect **2** Peel
Subscribe to e-Newsletter

Email The Office of the Regional Clerk - Elections

Contact Information

Your Name: * Required

Email Address: * Required

Confirm Email Address: * Required

Message

Subject: * Optional

Message:

Send Email

[Back to Email Contacts List](#)

www.peelregion.ca

[Home](#) | [Contact Us](#) | [Search](#)
[A-Z Topic List](#) | [Privacy & Terms of Use](#)