

Agenda Including Addeds

Accessibility Advisory Committee

1st Meeting of the Accessibility Advisory Committee

January 27, 2022, 3:00 PM

Advisory Committee Virtual Meeting - during the COVID-19 Emergency

Please check the City website for current details of COVID-19 service impacts.

The City of London is committed to making every effort to provide alternate formats and communication supports for Council, Standing or Advisory Committee meetings and information, upon request. To make a request related to this meeting, please contact advisorycommittee@london.ca.

	Pages
1. Call to Order	
1.1. Disclosures of Pecuniary Interest	
2. Scheduled Items	
2.1. 3:00 PM K. Killen, Senior Planner - Wayfinding Strategy - City of London	2
2.2. 3:15 PM D. MacRae, Director, Transportation and Mobility and M. Fontaine, Manager, Public Engagement - Mobility Master Plan	14
3. Consent	
3.1. 9th Report of the Accessibility Advisory Committee	24
4. Sub-Committees and Working Groups	
5. Items for Discussion	
5.1. Accessible Election Plan 2022 - J. Raycroft	26
6. <i>Deferred Matters/Additional Business</i>	
6.1. <i>(ADDED) Letter of Resignation - J. Teeple</i>	44
7. Adjournment	

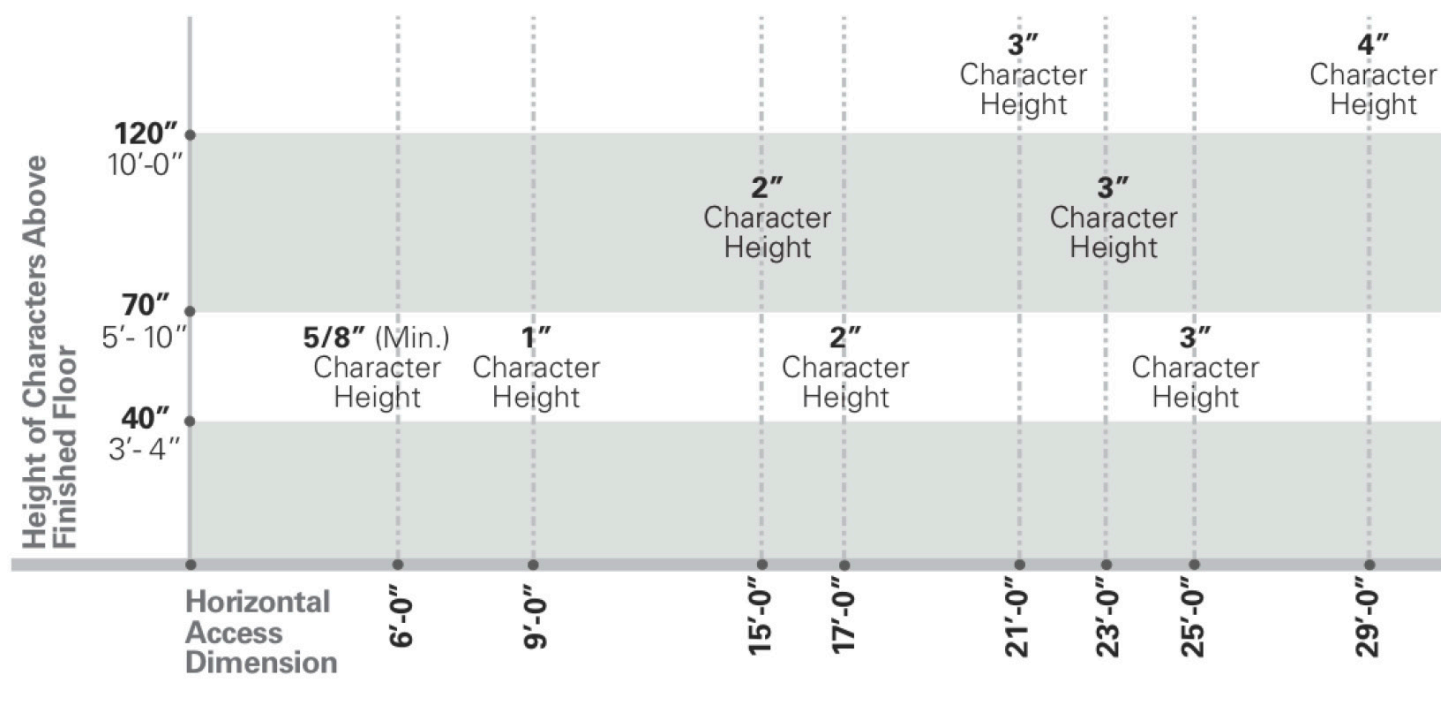
WAYFINDING STRATEGY CITY OF LONDON

Design Development

Date: January 19, 2022
01 Issued For Review

READABILITY AND LEGIBILITY – VISUAL CHARACTERS

Visual Characters | Sizes



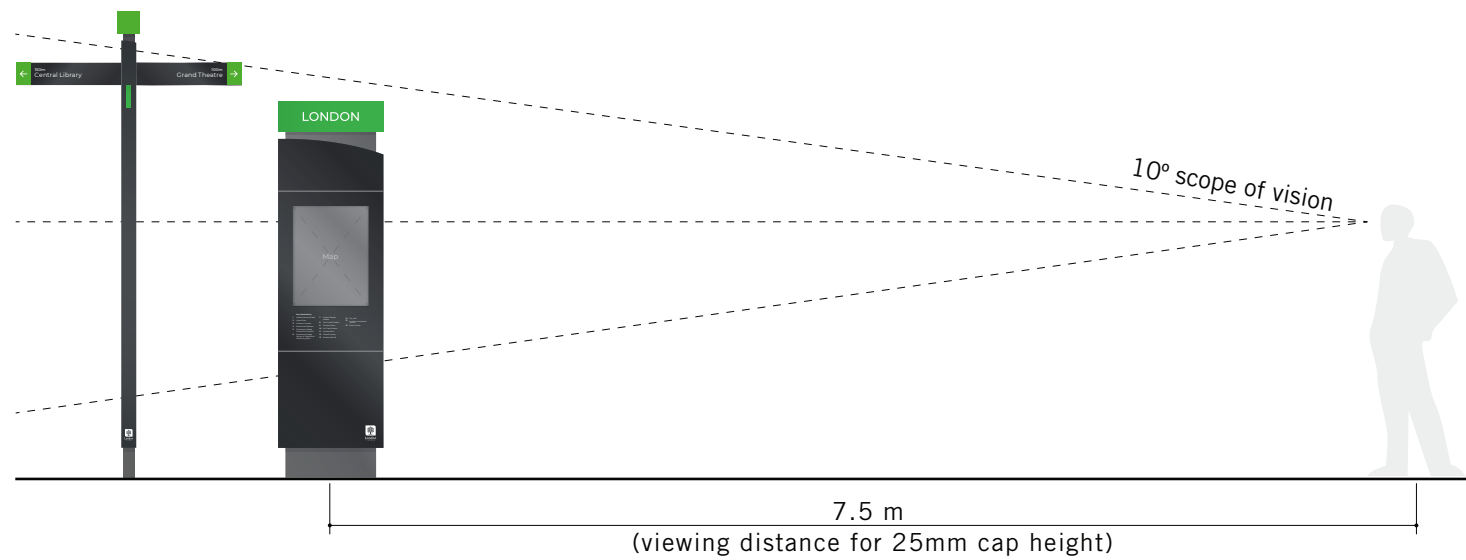
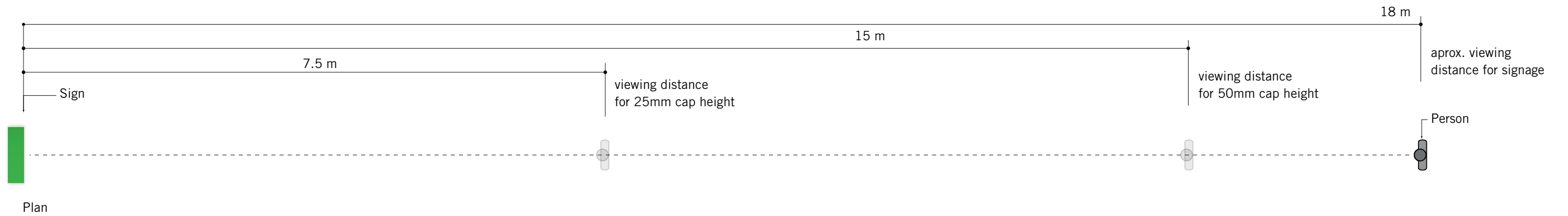
Size of visual messages should be based on targeted reading distance and mounting height to ensure readability and legibility. Information hierarchy should be provided through position, colour, and size to differentiate between various levels of message importance.

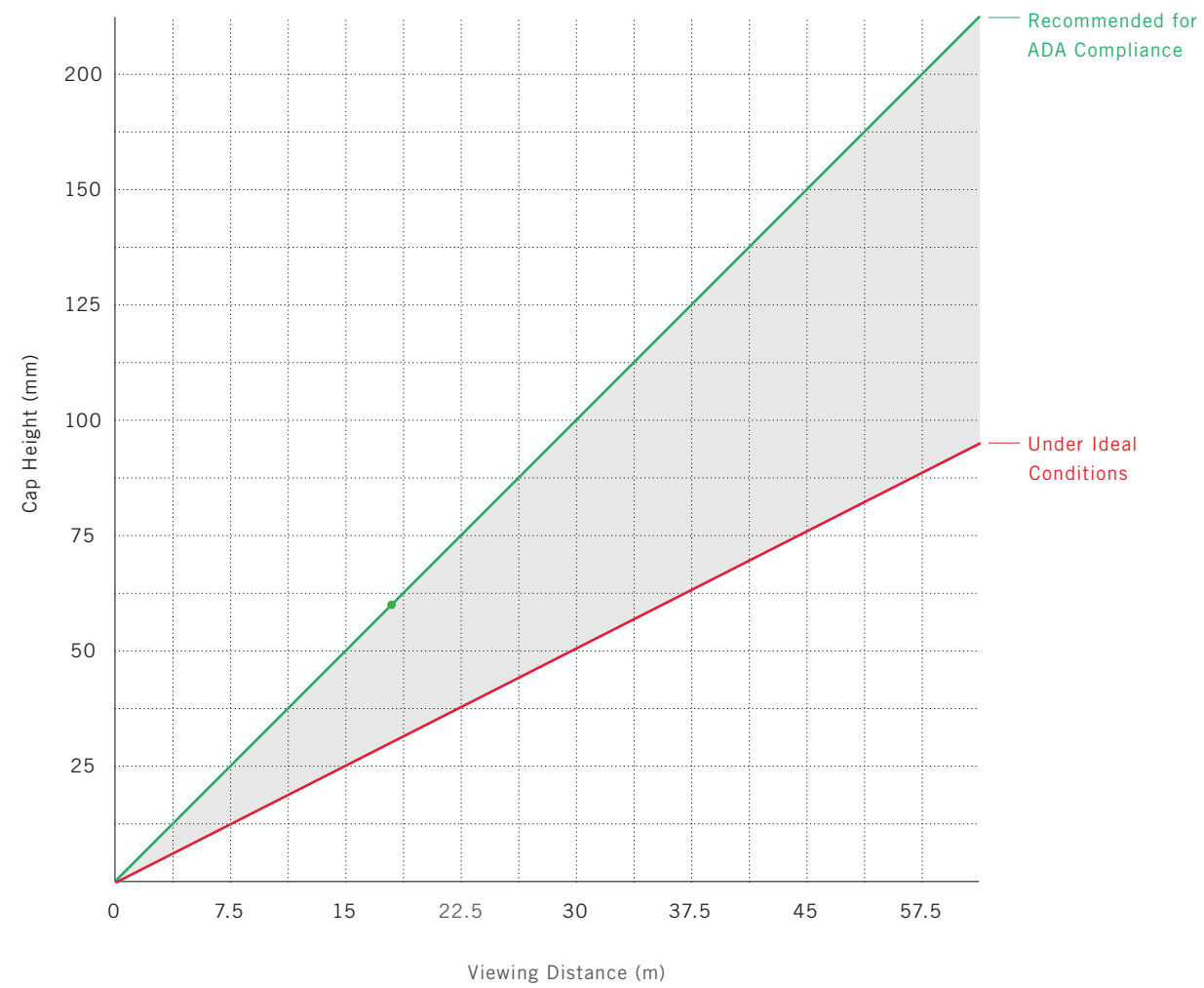
Cap height of all text on all directional signs are to be a minimum of 25 – 32mm in height for a view distance of 7.5m.

For the viewer traveling up to a speed of 30km the cap height in a Sans Serif font should be between 68 – 82mm high, and up to 136mm high if the viewer is traveling 50km.

ACCESSIBILITY

READABILITY AND LEGIBILITY – VIEWING DISTANCE / CAP. HEIGHTS

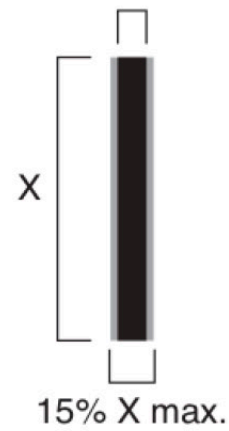




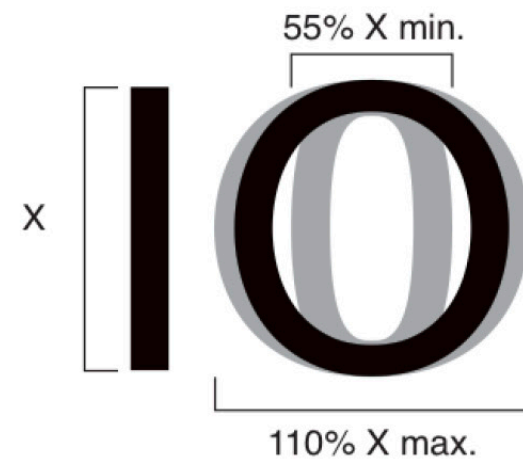
CAP. HEIGHT DETAIL
SCALE= 1:5

Raised Characters | Stroke Thickness and Character Proportions

10% X min.
(No min. required, but SEGD
recommends no less than 10%)



**Raised Character
Stroke Thickness**



**Raised Character
Proportions**

Character Proportions
55% to 110% of
"X" (Cap "I" Height)

(ADA) Stroke weight for typeface used on visual messages should be considered to ensure readability and compliance to accessibility requirements.

Typography

PRIMARY FONT
Montserrat, Regular

abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
0123456789

SECONDARY FONT
Montserrat, Medium

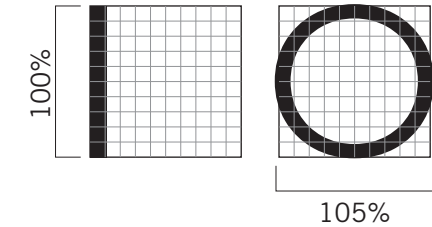
abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
0123456789

2010 ADA Standards for Accessible Design
703.2 Raised Characters

Montserrat, Regular

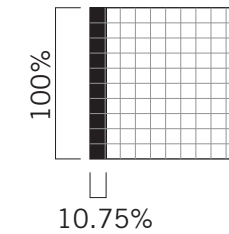
703.2.4 Character Proportions. Characters shall be selected from fonts where the width of the uppercase letter "O" is 55 percent minimum and 110 percent maximum of the height of the uppercase letter "I".

Chart indicated this font **complies with** ADA Standards for raised character proportions



703.2.6 Stroke Thickness. Stroke thickness of the uppercase letter "I" shall be 15 percent maximum of the height of the character.

Chart indicated this font **complies with** ADA Standards for raised character stroke thickness

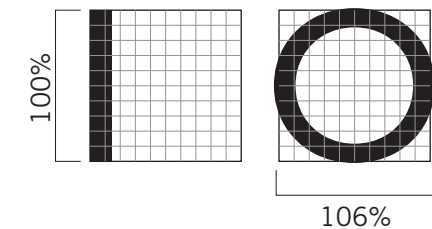


2010 ADA Standards for Accessible Design
703.2 Raised Characters

Montserrat, Medium

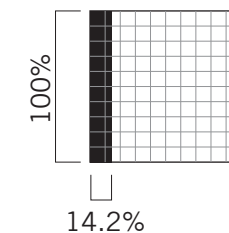
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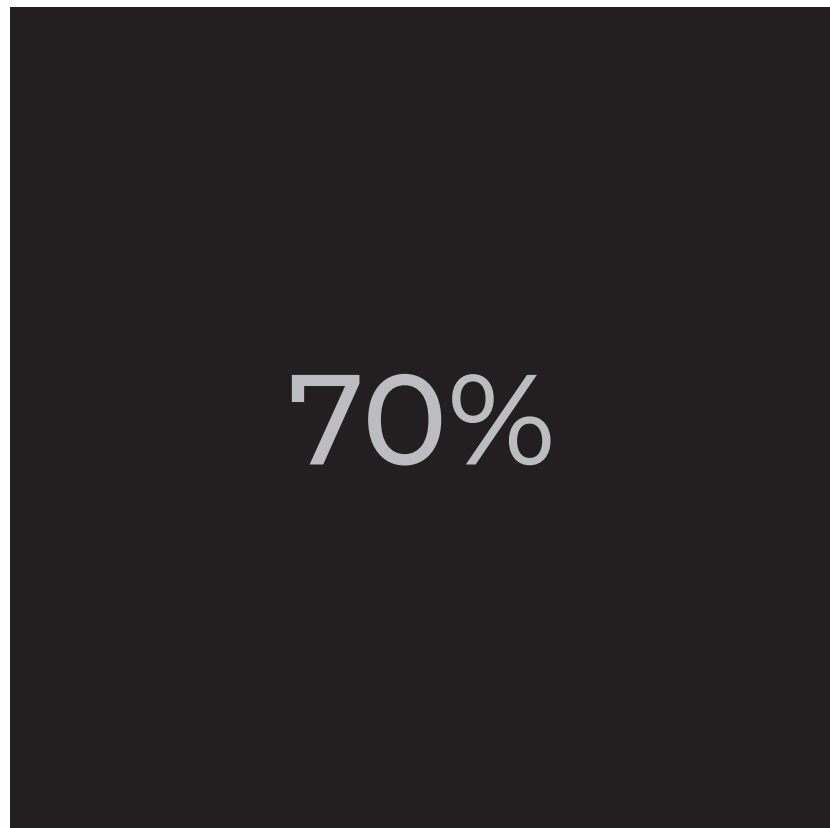
TYPEFACE – LEGIBILITY STUDIES

CROSSBARS						
Font	Characters	Blur	Blur Negative	In Use	In Use Blur	In Use Blur Negative
Arial	tff			Langstaff		
Montserrat Regular	tff			Langstaff		
Interstate Regular	tff			Langstaff		

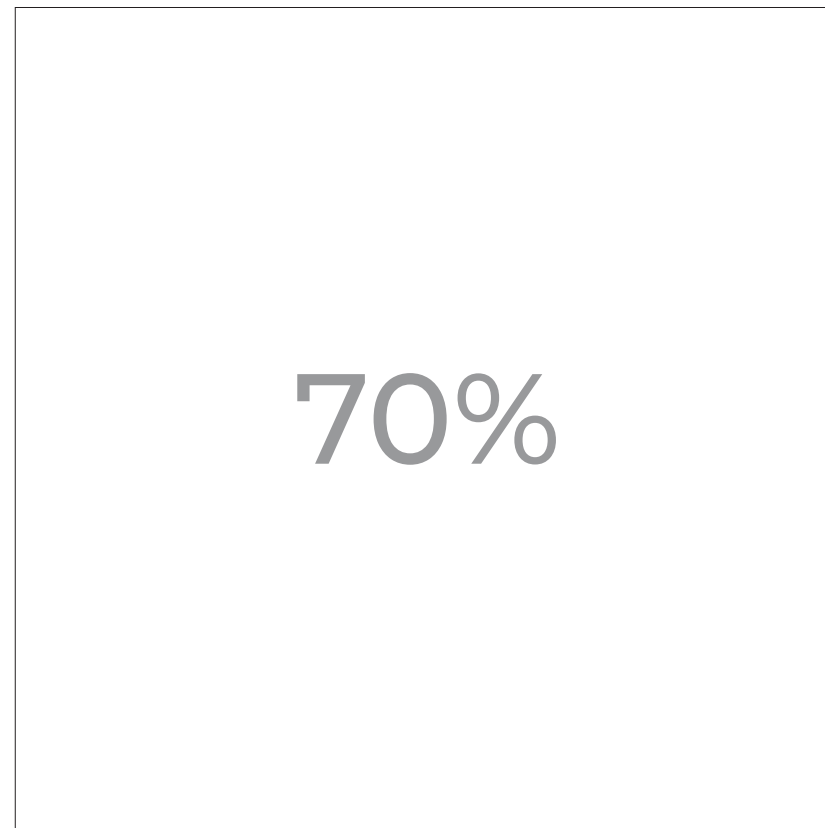
Details such as the large crossbars of “f” and “t” are more legible when viewed at a distance or with poor eyesight.

LETTERS & NUMBERS			
Font	Characters	Blur	Blur Negative
Arial	8B 5S mrn OQ		
Montserrat Regular	8B 5S mrn OQ		
Interstate Regular	8B 5S mrn OQ		

Some letters and numbers may be similar in design, which can be difficult to distinguish at a distance or via poor eye sight.



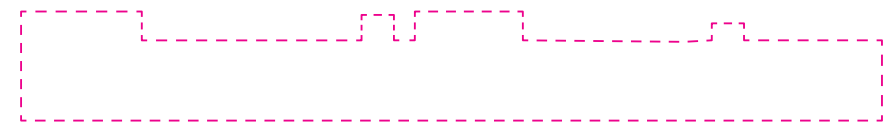
Light characters against dark backgrounds



Dark characters against light backgrounds

Text should be presented on a dark background with light letters. Signs should have a foreground/background contrast of 70%. As glare and reflections affect effectiveness of contrast, sign surfaces should be non-glare.

Grand Theatre



CSA RECOMMENDED

GRAND THEATRE

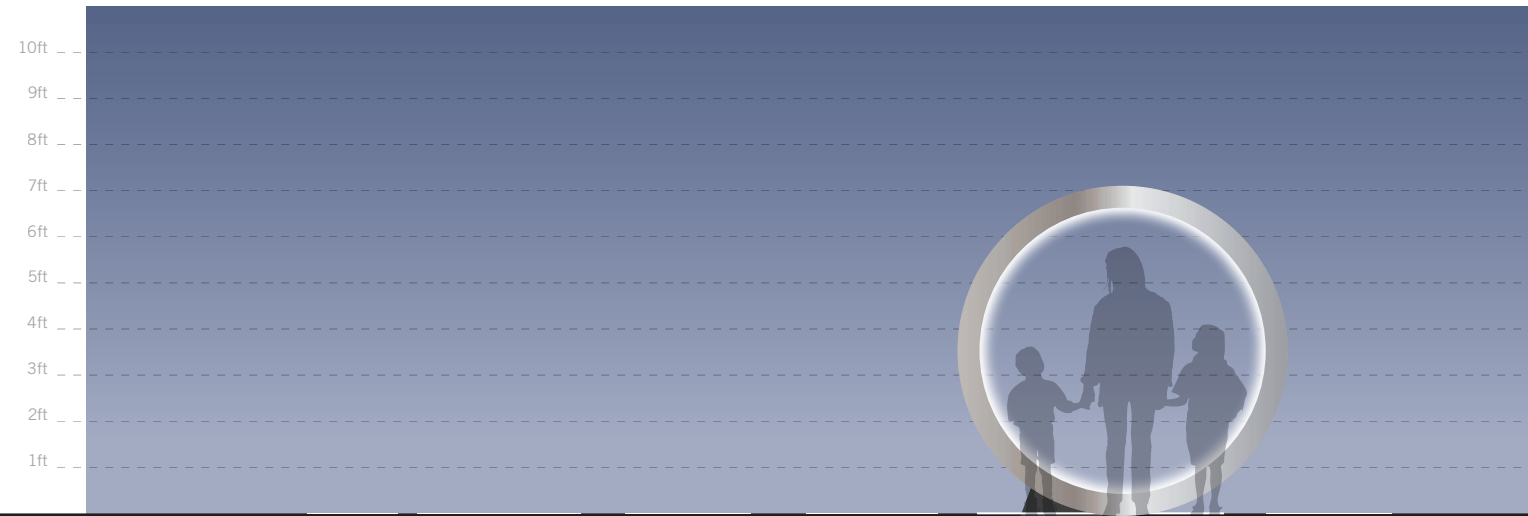


CSA NOT RECOMMENDED

Visual and tactile messages should be set in upper and lowercase. Text should be upper and lower case. This helps users with vision impairment to recognize word shapes by touch. The treatment is also helpful for visually able users to read more easily.

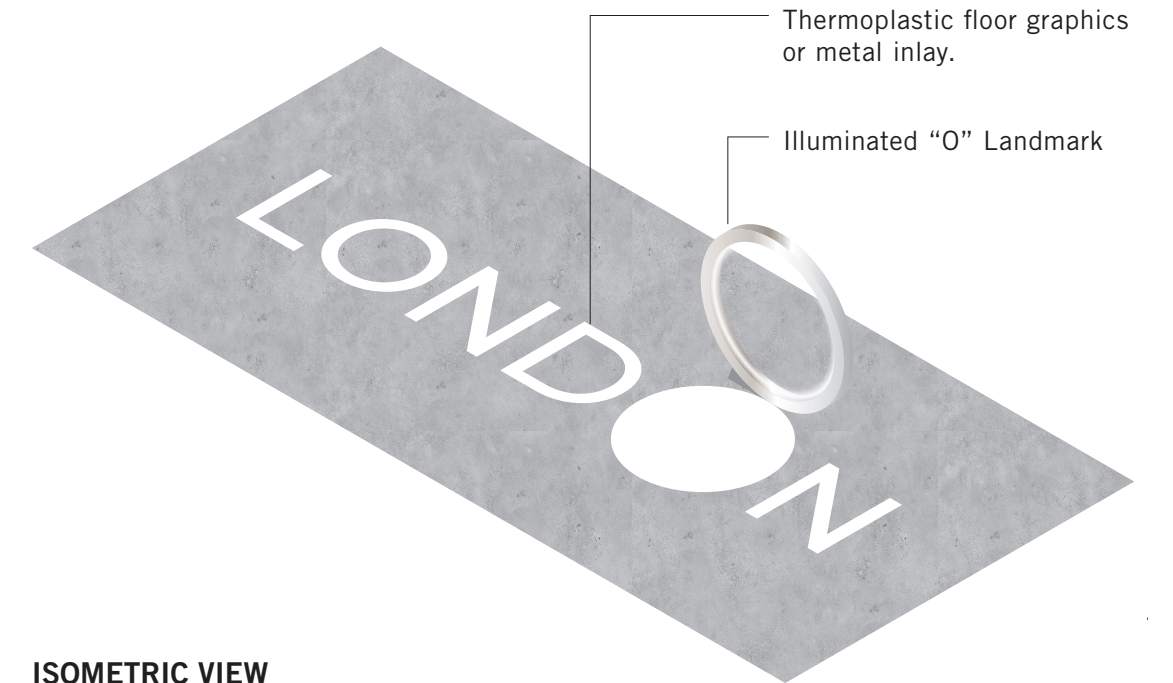
WAYFINDING CONCEPT

PRELIMINARY SIGN FAMILY

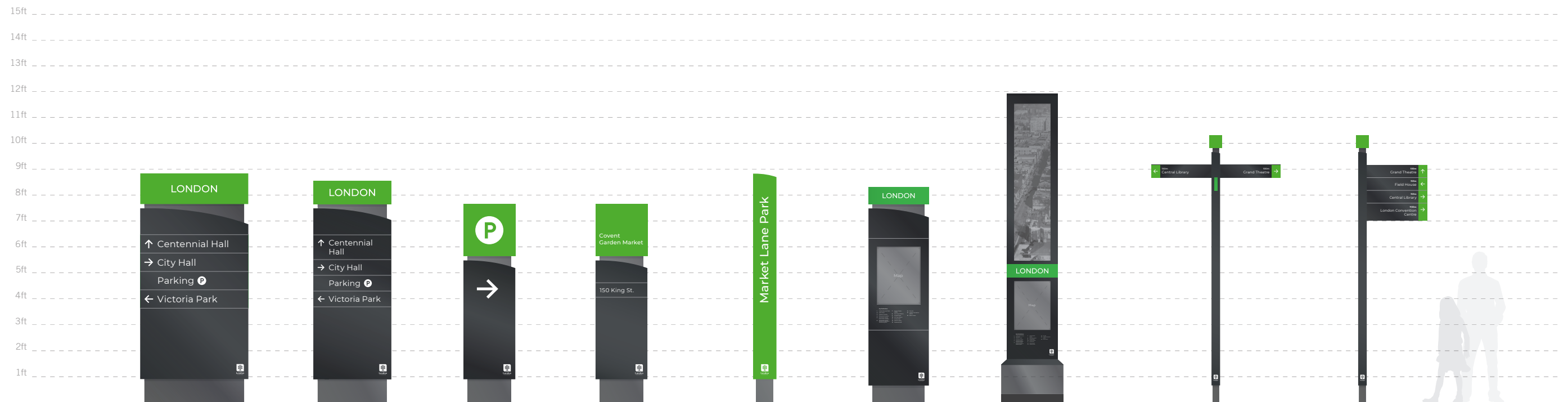


FAMILY OF PRODUCTS
SCALE 1:50

A1.1 - PLACEMAKING ID (SEE DETAIL DRAWINGS FOR FLOOR GRAPHIC PORTION)



ISOMETRIC VIEW
NTS



FAMILY OF PRODUCTS
SCALE 1:50

B1.1 - PRIMARY
VEHICULAR
DIRECTIONAL

B2.1 - SECONDARY
VEHICULAR
DIRECTIONAL

A9.1 - PARKING ID

A5.1 - DESTINATION ID

A6.1 - PARK ID

C1.1 - MAP
DIRECTORY

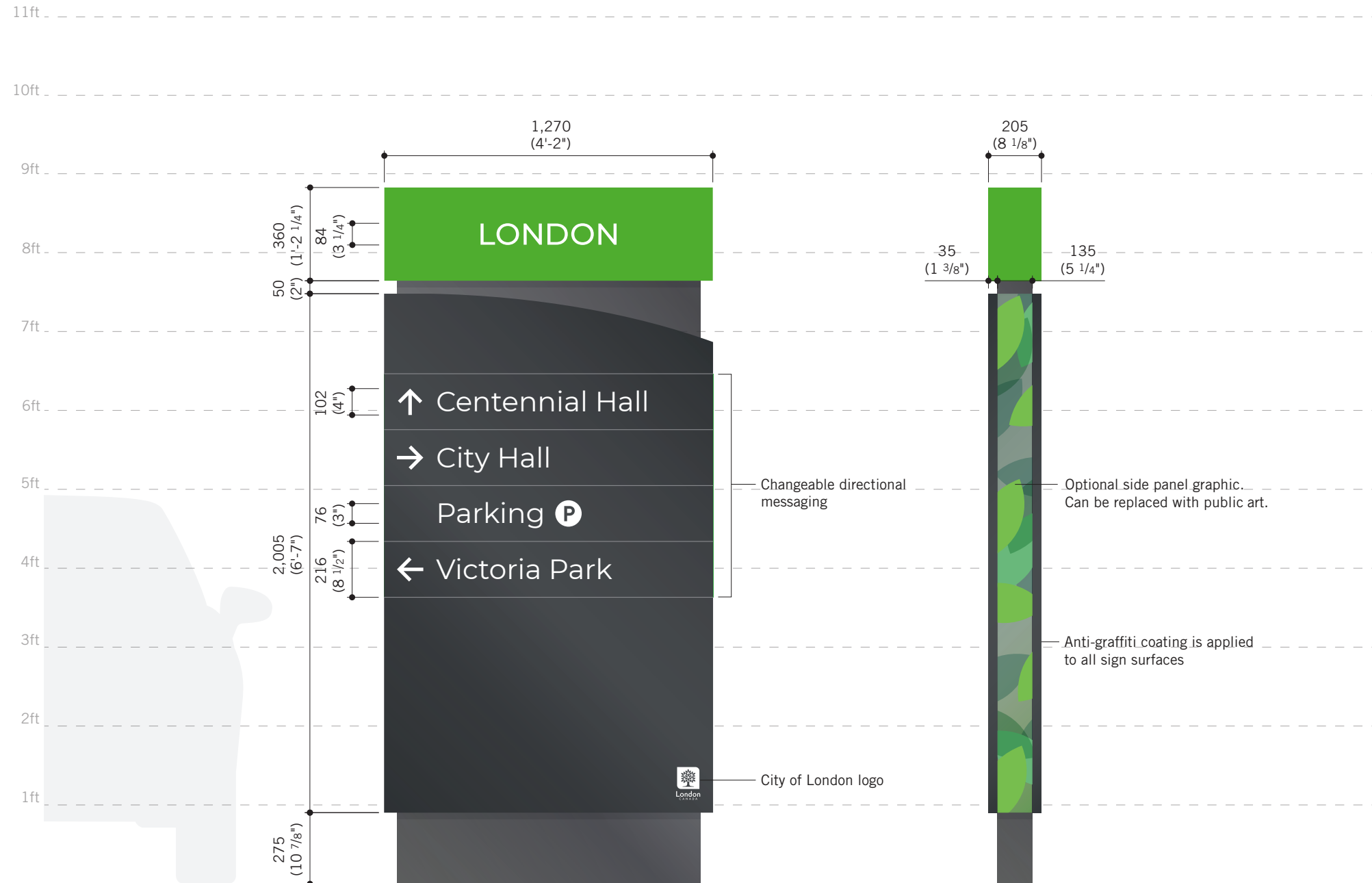
C2.1 - MAP
DIRECTORY
(EXISTING PYLON)

B3.1 - FINGERPOST
SIGN

B4.1 - FLAGPOST
SIGN

WAYFINDING CONCEPT

VEHICULAR DIRECTIONAL

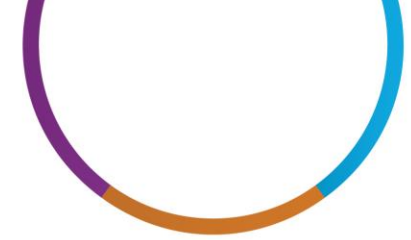


SCALE 1:20

B1.1 – PRIMARY VEHICULAR DIRECTIONAL

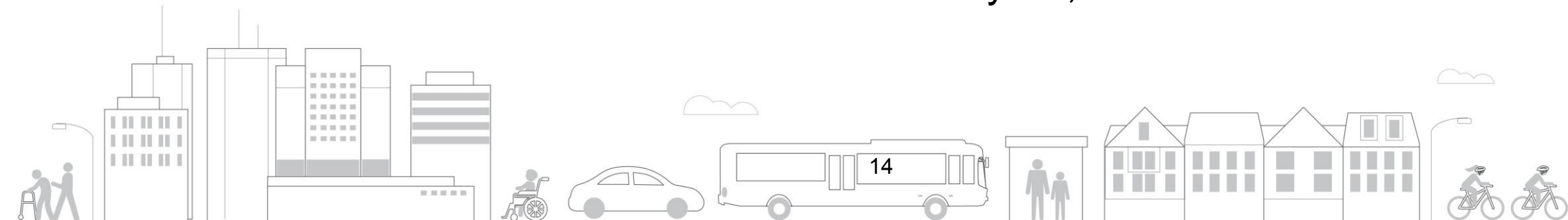


THANK YOU!



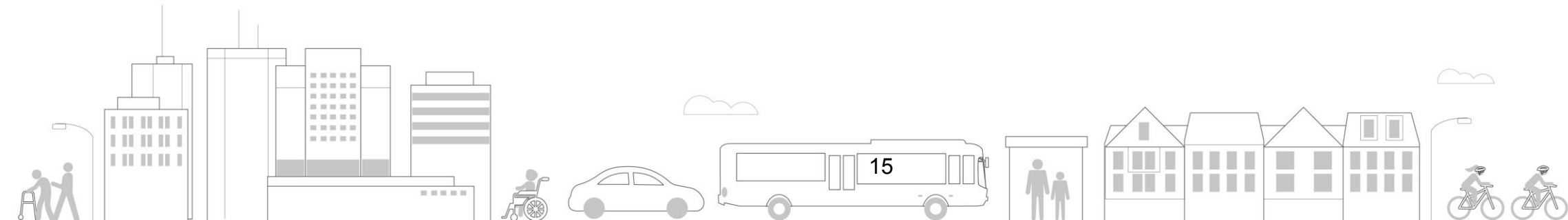
Mobility Master Plan

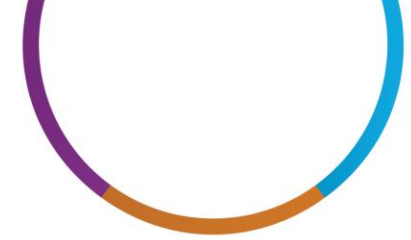
Accessibility Advisory Committee
January 27, 2022



Presentation Overview

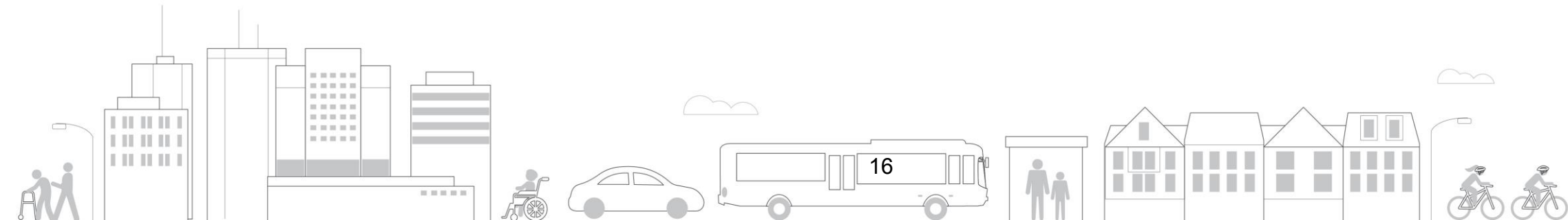
- Scope
- Schedule
- Engagement
- Draft Vision and Guiding Principles





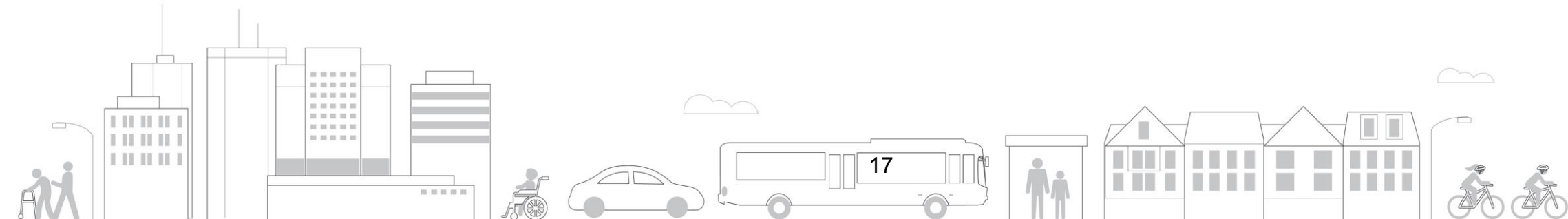
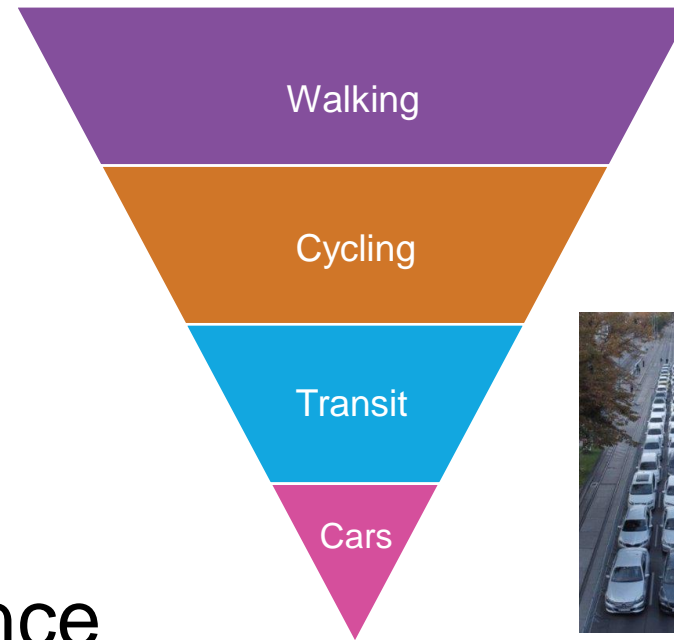
“Mobility is the movement of people and goods through, and beyond, the city from one location to another in a safe, accessible, convenient, and affordable manner”

-The London Plan (2016)

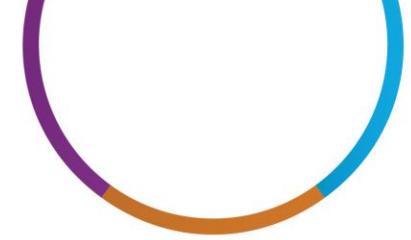


Scope Considerations

- Moving people
- Multi-modal level of service
- Climate lens
- Equity and inclusion
- Land use
- Reducing auto-dependency
- Public health
- Operations & winter maintenance



Schedule



Phase 1: Establish shared vision & understand needs

Fall 2021 – Spring 2022

- Establish community connections
- Provide education opportunities
- Consult on vision and guiding principles
- Learn about mobility experiences, goals, and barriers

Phase 2: Explore solutions & make connections

Summer 2022 – Winter 2023

- Identify opportunities and challenges
- Link feedback to existing policies, plans and programs and identify gaps
- Collect people-trip information
- Develop options for future mobility networks
- Identify opportunities for community empowerment

Phase 3: Confirm & refine path forward

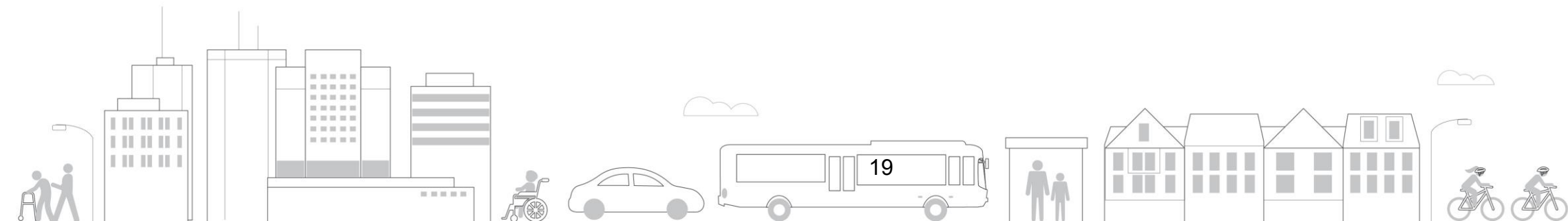
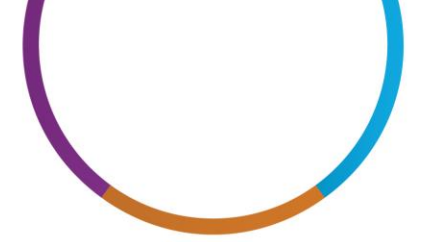
Spring 2023 – Winter 2024

- Begin drafting Mobility Master Plan
- Forecast budgets needed to carry out the plan
- Revisit recommendations with most impacted groups
- Present & publish final plan



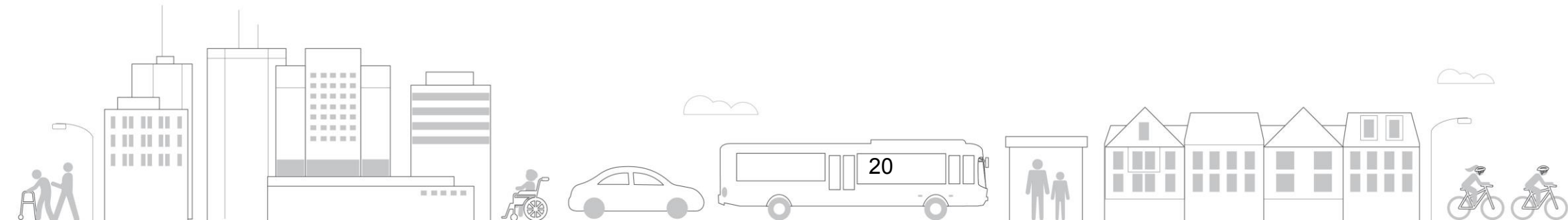
Engagement Framework

- Follow equitable engagement best practices
- Use IAP2 Spectrum of Public Participation
- Leverage existing networks (e.g., Advisory Committees)
- Form a Community Engagement Panel
- Recruit Community Connectors
- Complete a demographics data analysis
- Ensure representation from Indigenous people, Black people, people of colour and other equity-deserving groups
- Identify and address engagement barriers
- Establish clear feedback loops



Draft Vision Statement

“In 2050, Londoners of all identities, abilities and means will have viable mobility options to allow them to move throughout the city safely and efficiently. The movement of people and goods will be environmentally sustainable, affordable, and supportive of economic growth and development.”





Environmentally sustainable:

Take bold action to address climate change and design and move in ways that protect and enhance the natural environment.

Integrated, connected and efficient:

Strengthen community and the economy with better access to people, places, goods and services as London grows.

Mobility Master Plan Guiding Principles

Financially sustainable:

Ensure mobility and its infrastructure is affordable for current and future generations.

Healthy and safe:

Promote and protect the physical, mental and social wellbeing of all and encourage active living.

Equitable:

Recognize diverse mobility needs and embed equity into decision making to enable everyone to move through the city.



London
CANADA

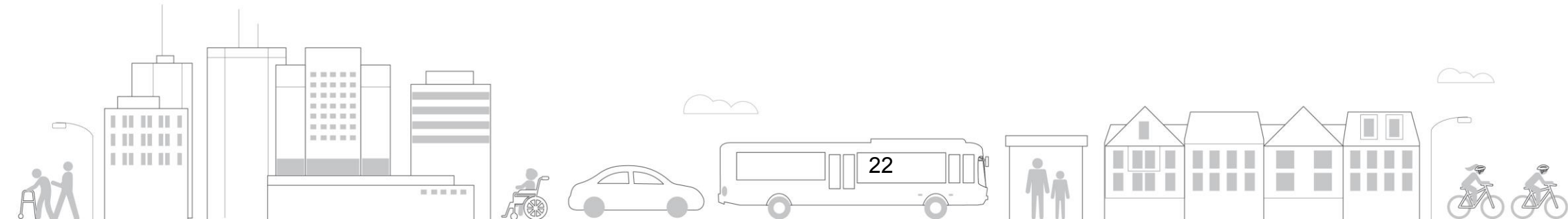
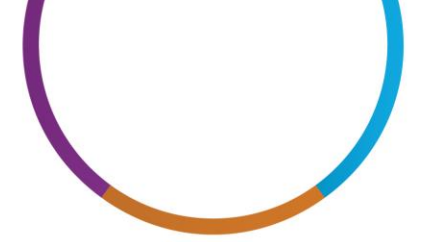
Staying Connected

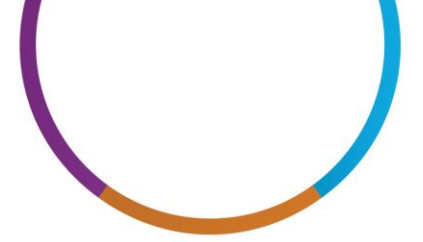
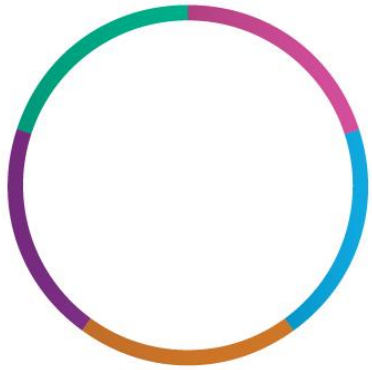
For project information:

- Subscribe to email list
- Visit web page:
getinvolved.london.ca/mobility-master-plan

To contact the team:

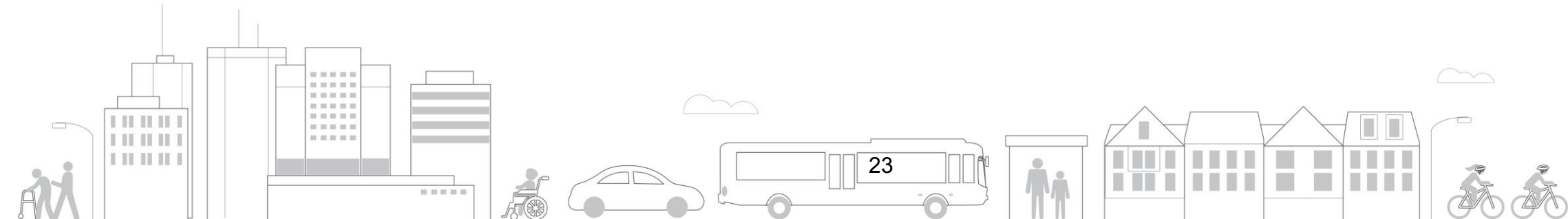
- mmp@london.ca
- 519-661-4580





A Better London For All

Mobility Master Plan



London
CANADA

Accessibility Advisory Committee

Report

9th Meeting of the Accessibility Advisory Committee

November 25, 2021

Advisory Committee Virtual Meeting - during the COVID-19 Emergency

Please check the City website for current details of COVID-19 service impacts.

Attendance PRESENT: J. Menard (Chair), T. Eadinger, D. Haggerty, N. Judges, A. McGaw, P. Moore, B. Quesnel, P. Quesnel, D. Ruston and K. Steinmann and J. Bunn (Committee Clerk)

ALSO PRESENT: D. Baxter, S. Corman, J. Dann, C. Jaimes, R. Morris, G. Tucker, M. Shemsedeen and M. Stone

ABSENT: M. Bush, K. Pereyaslavska and J. Teeple

The meeting was called to order at 3:00 PM.

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Scheduled Items

2.1 Accessible Parking Month

That it BE NOTED that the presentation, as appended to the Added Agenda, from M. Stone, Accessibility Specialist (AODA), G. Tucker, Communications Specialist and M. Shemsedeen, Parking Coordinator, with respect to Accessible Parking Month, was received.

3. Consent

3.1 8th Report of the Accessibility Advisory Committee

That it BE NOTED that the 8th Report of the Accessibility Advisory Committee, from its meeting held on September 23, 2021, was received.

3.2 Dundas Place Temporary Traffic Diversion Monitoring and Consultation

That it BE NOTED that the staff report, dated November 2, 2021, from K. Scherr, Deputy City Manager, Environment and Infrastructure, with respect to Dundas Place Temporary Traffic Diversion Monitoring and Consultation, was received.

3.3 Notice of Public Information Centre for East London Link (Rapid Transit), Phase 1 Construction

That it BE NOTED that the Notice of Public Information Centre, as appended to the Agenda, from T. Koza, Division Manager, Major Projects, with respect to the East London Link (Rapid Transit) Phase 1 Construction, was received.

3.4 Windemere Road Improvements, City of London Municipal Class Environmental Assessment Study - Notice of Public information Centre Number 2

That it BE NOTED that the Notice of Public Information Centre #2, as appended to the Agenda, from P. Yanchuk, City of London and K. Welker, Stantec Consulting Ltd., with respect to Windermere Road Improvements Municipal Class Environmental Assessment Study, was received.

3.5 Notice of Planning Application - Official Plan and Zoning By-law Amendments - 952 Southdale Road West

That it BE NOTED that the Notice of Planning Application, dated November 10, 2021, from B. Debbert, Senior Planner, with respect to Official Plan and Zoning By-law Amendments related to the property located at 952 Southdale Road West, was received.

3.6 Notice of Planning Application - Official Plan and Zoning By-law Amendments - 520 Sarnia Road

That it BE NOTED that the Notice of Planning Application, dated November 15, 2021, from A. Riley, Senior Planner, with respect to Official Plan and Zoning By-law Amendments, related to the property located at 520 Sarnia Road, was received.

4. Sub-Committees and Working Groups

None.

5. Items for Discussion

5.1 December Meeting

That it BE NOTED that the Accessibility Advisory Committee held a general discussion with respect to a potential meeting in December 2021.

6. (ADDED) Deferred Matters/Additional Business

6.1 (ADDED) Municipal Council Resolution - Construction Mitigation Traffic Diversion on Dundas Place

That it BE NOTED that the Municipal Council resolution, from its meeting held on November 16, 2021, with respect to the construction mitigation traffic diversion on Dundas Place, was received.

6.2 (ADDED) New Sidewalks in Established Neighbourhoods

That it BE NOTED that the staff report, dated November 23, 2021, from K. Scherr, Deputy City Manager, Environment and Infrastructure, with respect to New Sidewalks in Established Neighbourhoods, was received.

6.3 (ADDED) New Sidewalk Project List 2022

That it BE NOTED that the staff report, dated November 23, 2021, from K. Scherr, Deputy City Manager, Environment and Infrastructure, with respect to the New Sidewalk Project List for 2022, was received.

7. Adjournment

The meeting adjourned at 4:21 PM.

Hello – attached is the Election Accessibility Plan for 2022, as well as an updated guideline for Running an Accessible Campaign and Voting Place Accessibility Checklist for 2022. I was hoping to highlight “What’s New for 2022” in the Election Plan for the Committee, so that it may be easier to compare with 2018’s information:

What’s New for 2022

Transportation – Page 5

- the Elections Office is hoping to partner with LTC Specialized Transit to allow customers the opportunity to reserve their trip to and from a voting place in advance of any of the voting days.
- This initiative would allow electors who use Specialized Transit the opportunity to schedule their trips ahead of the regular or casual bookings.

Accessible Accommodation Requests for Workers – Page 6

- The Elections office will provide election worker applicants an opportunity to proactively request an accessibility-related workplace accommodation during the worker application process for 2022.

Dedicated Accessibility Contact Centre on Advance Vote and Voting Day – Page 5

- The Elections Office will provide a separate accessibility information and help phone line on Advance Vote and Voting Day.

Election Information Available in American Sign Language – Page 4 & 5

- The Elections Office will produce an American Sign Language (ASL) interpreted and closed-captioned “How to Vote” video and accessible pamphlet. This video will be provided at the poll via instant-access QR code.
- Provide on-site ASL interpretation services for the duration of advance vote at City Hall.

Accessible Ballot Marking Device Improvements – Page 7

- The Elections Office will provide candidates the opportunity to record their name for the ABMD device on a dedicated phone line established by the Elections Office

Pandemic-related Health and Safety Precautions – Page 5

- If required, the Elections Office will utilize high-visibility physical distancing markers, health and safety pictorial info-graphics at each Voting Place.



Jeannie Raycroft, MPA

Manager, Licensing and Elections
City Clerk’s Office
City of London

London ON N6A 4L9

P: 519.661.4535 x2536

jraycroft@london.ca | www.london.ca

As part of our ongoing efforts to stop the spread of COVID-19, the City of London has made changes to many City services.

Visit our [website for the latest information about City services and COVID-19](#).

ACCESSIBLE ELECTION PLAN 2022

City of London
2022 Municipal Election

January 15, 2022

VOTES
London

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Key Areas of Focus in the Elections Process.....	4
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Voting Places	5
Voting Methods	5
Recruitment and Staffing.....	6
Assistance to Candidates.....	6
Post-Election Report	7
Feedback	7
Appendix "A"	8

City of London Accessible Election Plan 2022

Introduction

The City of London is committed to making municipal elections accessible to all citizens of London – including voters, candidates, employees and volunteers who participate in the election administration. The City of London's Accessible Election Plan 2022, supports and enhances the City's policies, multi-year Accessibility Plan and commitment to respond to the needs of persons with disabilities.

Purpose

The focus of the Accessible Election Plan 2022 is to:

- a) ensure that electoral services are accessible to all voters and candidates;
- b) identify and eliminate barriers for persons with disabilities; and
- c) create a positive and inclusive voting experience.

Plan Development and Review

The City of London's Accessible Election Plan 2022 was developed by the Elections Office, in consultation with the Accessibility Advisory Committee and the City's Accessibility and Inclusion Specialist.

The following criteria were considered in the development of this Plan:

Policies and procedures must be consistent with the principles of the [Municipal Elections Act, 1996](#), the [Ontarians with Disabilities Act, 2001](#), and the [Accessibility for Ontarians with Disabilities Act, 2005](#), and respect the dignity and independence of persons with disabilities.

The City Clerk's Office will continue to learn, develop and adjust the Accessible Election Plan 2022 in order to meet the needs of persons with disabilities. This Plan will be reviewed and updated as new opportunities are identified or become available. Following the election, the City Clerk will review the outcomes with the Accessibility Advisory Committee to identify potential areas of improvement and any additional barriers experienced during the election that can be addressed in future plans. The City Clerk will report to Municipal Council within 90 days following the election on the outcomes and performance of the Accessible Election Plan 2022.

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

The City Clerk is responsible for conducting municipal elections and establishing policies and procedures to ensure all voters have the opportunity to fully participate in the 2022 Municipal Election.

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

12.1(1)A clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities. 2009, c. 33, Sched. 21, s. 8 (8).

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. 2016, c. 15, s. 11.

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. 2016, c. 15, s. 11.

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). 1996, c. 32, Sched., s. 41 (3); 2001, c. 32, s. 30 (1).

45(2) In establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities. 2009, c. 33, Sched. 21, s. 8 (23).

Accessible Customer Service

The City Clerk's Office is committed to providing quality goods and services that are accessible to all persons in accordance with the City of London Accessible Customer Service Standards (Appendix "A") and in compliance with the customer service standards of the *Accessibility for Ontarians with Disabilities Act, 2005*. In fulfilling our mission, the City Clerk's Office will provide services that respect the dignity and independence of persons with disabilities.

Key Areas of Focus in the Elections Process

The Elections Office has identified the following five key areas of focus within the election process to prevent and remove accessibility barriers:

1. Elections Communication and Information
2. Voting Places
3. Voting Methods
4. Recruitment and Selection of Election Workers
5. Assistance for Candidates

Elections Communication and Information

Provide an informative and accessible election website

- Provide election information is available in clear, simple language.
- Continuously update election information posted on the City's website to reflect the most recent information, and temporary disruptions.
- Enhance the City's "Where Do I Vote?" web application to provide information about voting options, voting places and accessible transportation options
- Establish and continuously update a dedicated accessibility section on the election's website that provides information on voting methods, accessible voting tools, and accessibility feedback.

Provide election information in alternative formats and through multiple channels

- Present information about election accessibility to stakeholder and community organizations.
- Produce an American Sign Language (ASL) interpreted and closed-captioned "How to Vote" video and accessible pamphlet. Provide easy access QR code to video at the polling station.
- Produce a city-wide mail out that outlines key election information, including accessible options on Advance and Voting Day and accessible transportation information.
- Provide election information in braille at the polls on Advance vote and Voting Day.

Voting Places

Ensure Voting Places are accessible to all voters

- Review and update Voting Place Accessibility Checklist 2022.
- Review all potential voting places with consideration for public transit access; provide information to voters on public transit access.
- Clearly identify two (2) accessible parking spots near the closest entrance to the poll(s) during polling station review.
- In the event of disruptions to service or unforeseen circumstances that affect the accessibility of voting places during the Advance Vote or on Voting Day, notices of disruption will be posted as soon as possible:
 - on the City's website
 - on the City's social media
 - at the site of the disruption
- When applicable, a media advisory will be issued.

Ensure all Voting Place access routes and entrances are clearly identified

- Ensure voters directed to the accessible voting entrance by prominent signage.
- Use large-print signage at voting places for election information.

Provide a contact centre to deal with accessibility issues, concerns or complaints on Advance Vote and Voting Day

- Establish easy access website link to an accessibility feedback form so an elector who encounters an accessibility issue can contact Election or Accessibility staff before Advance Vote and Voting Day.
- Provide a separate accessibility information phone line for Advance Vote and Voting Day.

Provide accessible pandemic-related health and safety precautions

- Utilize high-visibility physical distancing markers, if required.
- Use high-visibility health and safety pictorial info-graphics at each Voting Place, if required.

Voting Methods

Provide accessible voting opportunities and methods on Advance Vote and Voting Day

- Provide voters with the option to vote by mail or vote by proxy.
- Provide voter's with the opportunity to request a transfer of their polling location before advance vote or voting day, if the voting place does not meet their accessibility needs.
- Ensure legibility of ballots through use of accessible font styles and sizes, and colours.
- Provide braille and large print candidate lists and vote instructions at each polling station.
- Provide an accessible ballot-marking device (ABMD) at all advanced polls for independent voting via "sip-and-puff", paddles, or a tactile device.
- Provide magnifiers at all voting places.
- Provide on-site ASL interpretation services for the duration of advance vote at City Hall.

Provide assistance to voters, as requested

- Upon request, provide voters with the opportunity to vote from anywhere at the voting place (including curbside) with assistance from a Deputy Returning Officer.
- Upon request, assist the elector with voting or reading of ballot.
- Enable voters to swear an oath if they are unable to provide the required identification and/or documentation with a signature.

Provide instructions on the use of accessible voting equipment

- Produce videos that outline the voting process and the accessible voting technologies in use for the election. Videos will include accessible elements including ASL interpretation and captioning. Post the videos on the City's website.
- Provide pictorial instructions on voting processes at all voting places.
- Host a promotion event (September 2022) on voting technology, including accessible voting equipment and processes.
- Provide recordings for the ABMD audio files using a human's voice.

Recruitment and Staffing

Provide accessibility training to all Voting Day workers who participate in the election

- Develop an Accessible Election Procedure providing direction on how the City of London will address the needs of persons with disabilities during the election and distribute the manual during training.
- Develop accessibility training and reference materials for all elections staff, including:
 - how to interact and communicate with persons with various types of disabilities;
 - how to interact with persons who use assistive devices or require the assistance of a service animal or support person;
 - how to use voting equipment and assistive devices to deliver election services;
 - what to do if a person is having difficulty accessing election information or services.

Ensure the recruitment process for staff is accessible

- Provide accommodations and special services for recruitment process, upon request.
- Ensure the worker's manual and/or other relevant materials are available in an accessible format, upon request.
- Provide applicants an opportunity to proactively request an accessibility-related workplace accommodation during the application process.

Assistance to Candidates

Provide candidates with information on how to make their campaign accessible to the public

- Provide candidates with references and links to provincial publications at the time of nomination, including Accessible Campaign Information and Communication.
- Topics covered include accessible communication, accessible all candidate's meetings, and accessible customer service.

Provide candidates with access to information in alternative and accessible formats

- Provide a Candidate Information Session in-person and electronically. Provide a recording of the information session on the City's website.
- Ensure the candidate guide and/or other relevant publications are available in an accessible format, upon request.
- Provide the City of London Voters' List in multiple formats, upon request.
- Provide accommodations and special information services upon request.
- Provide candidates the opportunity to record their name for the ABMD device on a dedicated phone line established by the Elections Office.

Post-Election Report

Following the election the City Clerk will review the outcomes with the Accessibility Advisory Committee to identify potential areas of improvement and any additional barriers experienced during the election that can be addressed in future plans. The City Clerk will report to Municipal Council following the election on the outcomes and performance of the Accessible Election Plan 2022.

The City Clerk's post-election report will be posted on the City's website in a format accessible to persons with disabilities and distributed to disability groups and other stakeholders, upon request.

Feedback

The City Clerk welcomes feedback to identify areas where changes and improvements can be considered and ways in which the City can improve the delivery of an accessible election. The feedback process provides the City Clerk's elections staff with an opportunity to carry out corrective measures to prevent similar recurrences; address training needs, enhance service delivery, and offer accessible methods of providing election services.

Please provide us with your feedback so that we can continuously improve the accessibility of London's municipal elections. Feedback can be submitted to the Elections Office through a variety of methods including:

Telephone	519-661-4535
TTY	519-661-4889
In Person	300 Dufferin Ave, Second Floor
Mail	300 Dufferin Ave, Second Floor, Elections Office, London, ON N6A 4L9
Website	www.london.ca/elections
Email	elections@london.ca

The London Accessibility Feedback Form can be found on the City of London's website. This form will be forwarded to the Elections Office for action. Additionally, staff can, upon request, complete and submit the feedback form on behalf of a requestor. Each completed form is reviewed by the City Clerk's elections staff who will respond to the candidate or voter directly within two business days, providing an anticipated action and timeframe for a full response where appropriate.

Accessibility has been considered in the creation of this document. If you require this information in an alternate format, please contact the Elections Office.

Appendix "A"

City of London

Accessible Customer Service Standards from the Integrated Accessibility Standards Policy

Customer Service Standards

a. The Provision of Goods, Services, and Facilities to Persons with Disabilities

The City will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- the City's goods, services and facilities are provided in a manner that respects the dignity and independence of persons with disabilities;
- the provision of the City's goods, services and facilities to persons with disabilities are integrated with the provision of goods, services and facilities to others, unless an alternative measure is necessary, whether temporary or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the City's goods, services and facilities;
- persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the City's goods, services and facilities.

b. Communication with Persons with Disabilities

When communicating with a person with a disability, the City will do so in a manner that takes into account the person's disability.

Upon request, the City will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is no more than the regular cost charged to other persons.

c. Notice of Temporary Disruptions in Goods, Services, and Facilities

The City is aware that the operation of its goods, services and facilities is important to the public. However, temporary disruptions in the City's services and facilities may occur due to reasons that may or may not be within the City's control or knowledge.

The City will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. The City will make reasonable effort to provide prior notice of planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such cases, the City will provide notice as soon as possible.

When temporary disruptions occur to the City's services or facilities, the City will provide notice by posting the information in visible places, and/or on the City's webpage (www.london.ca), or by any other method that may be reasonable under the circumstances as soon as reasonably possible.

d. Assistive Devices and other Measures that Assist with Accessibility

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the City's goods, services and facilities. Exceptions may occur in situations where the City has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

In these situations and others, the City may offer a person with a disability other reasonable measures to assist him or her in obtaining, using and benefiting from the City's goods, services and facilities, where the City has such other measures available.

It should be noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

e. Service Animals

Persons with a disability may enter premises owned and operated, or operated, by the City accompanied by a service animal, as defined in section 3 of this policy, and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, the City will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the City's goods, services and facilities.

If it is not readily identifiable that the animal is a service animal, the City may ask the person with a disability for documentation from a regulated health professional as outlined in section 3 of this policy, confirming that the person requires the animal for reasons relating to their disability.

The City may also, or instead, ask for a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

It should be noted that it is the responsibility of the person with a disability to ensure that their service animal is kept in control at all times.

f. Support Persons

A person with a disability may enter premises owned and operated, or operated, by the City with a support person and have access to the support person while on the premises.

A support person, when assisting a person with a disability to obtain, use or benefit from the City's goods, services and facilities, will be permitted to attend at no charge where an admission fee is applicable.

The City may require a person with a disability to be accompanied by a support person while on City premises, but only if, after consulting with the person with a disability and considering the available evidence, the City determines that;

- A support person is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises; and
- There is no other reasonable way to protect the health or safety of the person with disability and the health or safety of others on the premises.

g. Feedback

The City of London is committed to providing high quality goods, services and facilities to all members of the public it serves. Feedback from the public regarding the provisions of goods, services, or facilities is welcomed as it may identify areas that require change and encourage continuous service improvements.

Feedback from a member of the public about the delivery of goods, services and facilities to persons with disabilities may be given by telephone, in person, in writing,

in electronic format or through other methods. The feedback process shall be made accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communication supports, upon request.

Information about the feedback process will be readily available to the public and notice of the process will be posted on the City's website (www.london.ca) and/or in other appropriate locations.

h. Training

The City will ensure that all persons to whom this policy applies receive training as required the Customer Service Standards under Ontario Regulation 191/11 Integrated Accessibility Standards.

The amount and format of training given will be tailored to suit each person's interactions with the public and their involvement in the development of policies, procedures and practices pertaining to the provision of goods, services and facilities.

The content of the training will include:

- a review of the purposes of the Accessibility for Ontarians with Disabilities Act (AODA);
- the requirements of Ontario Regulation 191/11 Integrated Accessibility Standards which includes Customer Service Standards;
- instruction on the City's policies, procedures and practices pertaining to the provision of goods, services and facilities to persons with disabilities;
- how to interact and communicate with persons with various types of disabilities;
- what to do if a person with a particular type of disability is having difficulty accessing the City's goods, services or facilities;
- how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and
- information about the equipment or devices available on the City's premises that may help with the provision of goods, services or facilities to persons with disabilities.

i. Timeline for Training

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the City's policies, procedures and practices governing the provision of goods, services and facilities to persons with disabilities.

ii. Records of Training

The City will keep records of the training, including the date on which training is provided and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes, subject to the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA").

i. Availability and Formal of Documents Required by the Customer Service Standard under Ontario Regulation 191/11 Integrated Accessibility Standards

All documents required by the Customer Service Standard under Ontario Regulation 191/11 Integrated Accessibility Standards, including the City's Accessible Customer Service policies, procedures and practices, notices of temporary disruptions, training records, and written feedback process are available upon request, subject to MFIPPA.

When providing a document to a person with a disability, the City will provide the document, or the information contained in the document, in an accessible format or with a communication support, upon request. The City shall consult with the person making the request for a document in determining the suitability of an accessible format or communication support and shall also ensure that the information is provided in a timely manner that takes into account the person's accessibility needs due to their disability and at no additional cost.

j. Notice of the Availability of Documents

Notice of the availability of all documents required by the Customer Service Standards will be posted on the City's website, and available upon request through the City Clerk's Office and City's public library branches. Accessible alternative formats are available of the documents are available, upon request by contacting accessibility@london.ca or by submitting a [Customer Accommodation Request Form](#).

Voting Place Accessibility Checklist

Ward / Poll:

Date Completed:

VOTING PLACE		
Action Item	✓ / X	Comments
Bus Access		
Stop located within 250m of voting place		
Accessible pathway from bus stop to voting place		
Short distance from stop to Voting Place		
Voting Place Visibility		
Signage visible from all directions		
Pedestrian Crosswalk (if applicable)		
Audible pedestrian signals		
Tactile plates		
Pavement markings clear		
Safe Sidewalks		
Curb cuts present where sidewalk meets roadway		
Sidewalk level		
Obstructions and debris removed		
Lighting		
Sufficient and bright path to the Voting Place		
Marked Accessible Parking		
Accessible parking spots clearly marked on pavement with appropriate signage		
Accessible parking spaces located closest to the accessible entrance		
Accessible Parking Space		
Min. of one (1) accessible parking spot		
Designated marked pathway to sidewalk		
Parking Lot Functionality		
Level ground (i.e free from pot holes)		
Curb ramps or cuts to access building entrance from parking lot		
Route to Facility Entrance		
Route wide enough for wheelchair		
Route free from debris and level ground		
Adequate lighting		
Facility Entrance Accessibility		
Entrance have ramps with handrails		
Door wide enough for wheel chair		
Easy to open or have door opener		
Adequate lighting		
Location of Entrance to the Polling Station		
Location within the Voting Place suitable for assistive mobility aids		
Short walking distance required to vote		

Voting Place Accessibility Checklist

Ward / Poll:

Date Completed:

POLLING STATION		
Action Item	✓ / X	Comments
Entrance to Polling Station		
Entrance level with access route		
Ramp or handrails available if necessary		
Non-slip floor		
Adequate lighting		
Doors		
Wide framed doorways		
Doors opened with closed fist		
Poll Station Location		
Entrance close to the poll		
Poll location on same level as entrance		
Elevator available (if applicable)		
Corridors		
Wide enough for wheel chair access		
Free from obstructions		
Adequate lighting and signage		
Washrooms		
Accessible washroom available and nearby		
Adequate room for mobility aids		
Signage		
Large easy to understand signs		
Available along the path of travel from entrance to polling station		
Voting Booth/Table		
Booth low enough for wheel chair access		
Space around booth free from obstructions		
Chairs available		
Ballot Aids		
Magnifying glasses		
Braille ballot template		
Assistive Devices		
Pads of paper and pens		
Voter Assist Terminals (if available) in good working condition		

Guidelines for Running an Accessible Campaign

Introduction

Making your campaign and office accessible will provide the opportunity for all voters to obtain information, engage in the electoral process and exercise their right to vote without experiencing barriers.

Included in this guideline are tips, ideas and resources for running an accessible campaign and to assist you in reaching an inclusive audience throughout the campaign.

Frequently Asked Questions

1. What are some of the different types of disabilities?

Disabilities may take on many forms and can include, but are not limited to:

- physical disabilities,
- deaf or a hearing impairment,
- deaf-blind,
- blind or have vision loss,
- Cognitive disabilities,
- Speech disabilities, and/or
- Mental illness.

2. Why do measures need to be taken to reach out to persons with disabilities?

Measures need to be taken to communicate to persons with disabilities because not everyone is able to access information that is widely used. This could mean the elector with the disability may not be able to read a newspaper article either in print or on the internet; the elector may not be able to visually see the TV ad or media advertising; the elector may not be able to hear the radio commercial; or the elector may not be able to understand the information as presented. Communicating in multiple formats and arranging for accessible alternative formats of information will help you reach an inclusive audience.

3. What are examples of the barriers that may exist for persons with disabilities and the Election?

There are many opportunities for improving the involvement of persons with disabilities and informing these individuals about candidates and election organizers. Accessibility is an ongoing consideration throughout each stage of the electoral process. Examples of barriers that may exist include:

- **Attitudinal barriers** such as stigmas and false assumptions regarding people with disabilities.
- **Information/communication barriers** such as when information is offered in a form that is not accessible to some, but not all, or the population.
- **Technology barriers** such as when technology, or the way it used, cannot be accessed by people with disabilities.

- **Physical/architectural barriers** such as obstacles that make it difficult for some to easily access a place or the voting process.
- **Organizational barriers** such as policies, practices or procedures result in unequal access or being excluded.

4. What are some accessibility considerations for campaign meeting, event and office locations?

When selecting accessible campaign, event, meeting or office locations, consider the following elements to ensure all visitors can participate:

- Candidates can visit group homes, assisted-living homes, retirement homes, nursing homes and hospitals to inform the electors of their intentions while running for office.
- Look for locations with:
 - accessible parking,
 - barrier-free sidewalks and paths of travel,
 - easy access to different transportation methods,
 - meeting rooms on the same level and within a minimal distance of the main entryway,
 - door frames, hallways and corridors are wide enough so that a wheelchair can easily pass through them,
 - accessible washroom facilities,
 - elevators and ramps with handrails are available if there are different levels at the location,
 - automatic door openers,
 - a quiet meeting environment can also be helpful,
 - accessible furniture or seating areas, and
 - portable microphones where there are multiple speakers or public participation.

5. What are some ways to communicate with voters in different methods and make information accessible?

- Candidates can utilize the services of a sign language interpreter and/or a deaf-blind intervenor when appropriate.
- Written information, both on the internet and in hard copy, can be improved through the use of large print; colourful visuals; clear speech communication; and rephrasing when necessary.
- Alternate forms of communication can be used such as braille, large print, captioning of pre-recorded or live video, electronic text, audio format, descriptive video service (DVS), and sign language video format.
- Campaign advertisements can be provided in various formats using accessible methods such as captioning for TV ads. You can also include a statement in print or radio ads that information is available in alternative accessible formats, upon request.
- Create an accessible website that is inclusively designed.
- Consider budgeting for accessibility during your financial planning so that these measures can be planned for throughout the campaign process.
- *insert link to resource for how to communicate person to person

6. Are candidates running for Ward Councillor required to ensure persons with disabilities within their ward vote?

No, it is not a requirement that candidates ensure any person, with a disability or not, within their ward vote. However, it is in the candidate's best interest to reach out to all electors and include them in the electoral process and inform them of the various assistive devices and voting methods, such as vote by email, advance voting, and proxy voting.

7. What accessibility resources are available to assist candidates in reaching out to persons with disabilities?

Candidates can utilize the following resources for assistance to reach out to those with disabilities and include them in the electoral process:

- *Spinal Cord Injury Ontario* (formerly Canadian Paraplegic Association Ontario) – London Office

111 Elias Street, Unit 3
London ON N5W 5L1
Phone: 519-433-2331
Fax: 519-433-3987

- *CNIB* – London Office
749 Baseline Road
London ON N6C 2R6
Phone: 519-685-8420

- *Canadian Hearing Society* – London Office
181 Wellington Street
London ON N6B 2K9
TTY: 1-888-697-3613
Phone: 519-667-3325
Fax: 519-667-9668
Email: info@chs.ca

- *Ontario March of Dimes* – London Office
920 Commissioners Road East
London ON N5Z 3J1
Phone: 519-642-3999
Toll-free: 1-866-496-8603
Fax: 519-642-7665

- *Canadian Mental Health Association, Ontario* – London-Middlesex Branch
648 Huron Street
London ON N5Y 4J8
Phone: 519-434-9191
Fax: 519-438-1167
Email: Aleena@london.cmha.ca

- *Accessibility Directorate of Ontario*
College Park
6th Floor, Suite 601A & Suite 601B
777 Bay Street
Toronto, ON M7A 2J4
General Inquiry: 416-849-8276
TTY: 416-326-0148
Toll Free: 866-515-2025
TTY Toll Free: 800-335-6611
Web Site: www.ontario.ca/accesson

Resource publications from the Accessibility Directorate of Ontario:

- [Count Us In: Removing Barriers to Political Participation Quick Reference Guide to Accessible Constituency, Riding Association, Central Party and Campaign Offices](#)
- [Count Us In: Removing Barriers to Political Participation Quick Reference Guide to Accessible Campaign Information and Communication](#)
- [Count Us In: Removing Barriers to Political Participation Quick Reference Guide to Accessible All Candidates Meetings](#)

From: Jill Teeple
Sent: Monday, January 24, 2022 8:37 PM
To: Bunn, Jerri-Joanne <jbunn@London.ca>
Subject: [EXTERNAL] ACCAC

Hi Jerri,

I'm not sure what the proper protocol is for this but I am afraid that I need to step down from the ACCAC committee effective immediately. I have very much enjoyed my time on the committee and I have immense respect for the committee members and their dedication to the work that is being done. Unfortunately, I am just not able to properly commit the time to this work at the moment.

Let me know if you require anything further from me with respect to my resignation.

Thanks

Jill