



MUNICIPALITY OF THAMES CENTRE

2022 Municipal Election Accessibility Plan

April 29, 2022

Revision Number	Date

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1. INTRODUCTION

This plan will address the specific accessibility requirements in relation to the 2022 Municipal Election in the Municipality of Thames Centre.

The Municipality of Thames Centre has chosen the telephone and internet alternative voting method for the 2022 Municipal Election. The alternative election method allows eligible voters to vote from the location of their choosing. For voters with disabilities, this voting method allows you to vote in a location that best suits your needs

2. VOTING METHODS

The 2022 Municipality of Thames Centre Municipal Election will be working with Intelivote Systems Inc. to provide eVoting services to eligible voters. This includes the convenience and independence of voting from anywhere via telephone, internet or in-person at the Voter Help Centre during the Voting Period of October 17, 2022 to October 24, 2022.

Everyday tools like computers and telephones can present accessible opportunities for persons with disabilities to accomplish more, while being consistent with the principles of independence, dignity, integration and equal opportunity.

The Intelivote Voting System provides voters with the capability to vote from the comfort of their own home. Voting from home facilitates the voting process for persons with disabilities who may have mobility restrictions, visual impairment, and/or have a difficult time with transportation. Additionally, persons who have assistive devices set up in their homes can now use them to assist with casting a ballot privately and independently.

By allowing persons with disabilities to vote from any location and from a selection of methods/devices, there is an increase in the capability of the voter to vote without any assistance. This provides persons with disabilities the same independence and privacy in participating in the election as other voters. If persons with disabilities do require assistance in the voting process, trained Election Officials will be present at in-person Voter Help Centres offered by the Municipality of Thames Centre throughout the voting period.

3. OBJECTIVES

This plan is intended to highlight measures that the Municipality of Thames Centre will be implementing to ensure equal opportunity for all electors and candidates. These objectives include:

- That persons with disabilities are able to independently cast their vote and verify their selection.
- That persons with disabilities have full and equal access to all information on where and when to vote and on eligible candidates.
- That persons with disabilities can fully participate in the Municipal Election as an elector, candidate, or election official.

- That efforts are made to ensure that electors with disabilities are aware of the accessibility measures available via channels such as the newspaper, media launches, the Municipality's website and social media.
- That the Voter Help Centre at 4305 Hamilton Road, Dorchester be accessible to electors who choose to cast their vote at that particular location.

4. MUNICIPAL ELECTIONS ACT, 1996, AS AMENDED – LEGISLATIVE REQUIREMENTS

The Clerk is responsible for conducting municipal elections and establishing policies and procedures to ensure that all electors have the opportunity to fully participate in the 2022 Municipality of Thames Centre 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.
- 12.1(2) The clerk shall prepare a plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the plan available to the public before voting day in a regular election.
- 12.1(3) Within 90 days after voting day in a regular election, the clerk shall prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public.

5. DEVELOPMENT OF THE PLAN

This Plan is a “living document” which will be improved and updated as new opportunities are identified or become available. The following steps shall be implemented as a continuation of the development of the 2022 Municipal Election Accessibility Plan:

- Review and analysis of documents, policies and other supporting materials from AMCTO, neighboring municipalities, the Ministry of Municipal Affairs and Housing, and other various stakeholder groups.
- Establish staff training standards and practices directly related to the Election to ensure that people with disabilities are able to vote in a positive customer service environment, and ensure that all Election Officials recognize that a voter's needs shall be accommodated.
- Consultation with 2022 Election Team to substantiate that the Plan meets the needs of person with disabilities.
- Provide a copy of the Plan to the Middlesex County Joint Accessibility Coordinator for review.

6. DEFINITION OF DISABILITY

The *Accessibility for Ontarians with Disabilities Act, 2005* defines “disability” as follows:

- a. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b. A condition of mental impairment or a developmental disability;
- c. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. A mental disorder, or;
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Disabilities can take many forms, both visible and invisible. 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* and must respect the dignity and independence of persons with disabilities;
- Access to electoral services must be integrated and equitable;
- Initiatives should address and accommodate a wide range of abilities; and
- Compliance with the Municipality’s Accessibility Policy CP-A-3.1 must be followed throughout the election process. This policy is attached and is also available at <https://www.thamescentre.on.ca/sites/default/files/2019-05/AccessibilityPolicyProcedures-2017.pdf>

7. ACCESSIBILITY POLICY

Municipalities are required to comply with the Accessibility for Ontarians with Disabilities Act, 2005. The Council of the Municipality of Thames Centre adopted a revised Corporate Accessibility Policy on January 9, 2017.

The Municipality of Thames Centre is committed to making services accessible to everyone, including people with disabilities.

In fulfilling the Municipality’s commitment, the Clerk’s Office will provide its election services in a way that respects the dignity and independence of people

with disabilities. We will give people with disabilities the same opportunity to access our services in the same place and in a similar way as others. Election Officials will adhere to the Accessibility Policy throughout the election process.

The Accessibility Policy is attached as Appendix A and is available on the Municipality's website.

8. VOTING METHOD DETAILS

Telephone Voting

Eligible voters may vote using a touch-tone telephone, including the telephone number, and PIN number contained in their Voter Information Letter to access an audio ballot. Communication barriers can make it difficult for people to receive or convey information. Barriers may be identified as low volume, use of language that is not clear or plain, and confusing or unorganized menu options.

The Intelivote telephone voting application provides the following:

- Service on all types of touch tone phones and wireless devices;
- Clear, plain language;
- Menu options that are easy to follow, advising when to select options and provision of confirmation of the voter's selections;
- Standard volume is used to allow for adjustment dependent of the telephone or device being utilized.

Voters may also use the TTY (Teletypewriter) service to access eVoting services. TTY users should have full confidence when using the TTY service integrated with the Intelivote Systems voting application by phone. TTY operators received training and are required by law to maintain confidentiality of the information disclosed. No record-keeping of conversations is stored.

Internet Voting

Eligible voters may vote online, using a smart phone, tablet device, or computer and any accompanying assistive devices or software, along with their PIN and qualifying information, to access the internet address provided in their Voter Instruction Letter.

The Intelivote System has been created to meet the Web Content Accessibility Guidelines (WCAG-2 Level AA), so that persons with disabilities can perceive, understand, navigate and interact with the online voting system. It is compliant with the guidelines of the World Wide Web Consortium website principles, which include organization, functionality and readability of information provided, as well as alternative ways of representing information, such as with audio.

In-person Voting at Voter Help Centre

For those individuals without means to access voting via telephone or internet, or who require the assistance of a trained Election Official, the Voter Help Centre located at the Municipality of Thames Centre Municipal Office will be open to provide in-person internet voting opportunities via a laptop, or touch screen monitor.

Access to the Voter Help Centre interior and voting area shall be level and slip-resistant. Any doormats or carpeting shall be level with the floor to prevent potential tripping hazards. The voting area shall be well lit and seating shall be available, entrance corridors shall be clear of obstructions and tripping hazards and will allow sufficient space for use of a wheelchair or scooter.

An accessible voting area will be low in height and have a wide area to allow for individuals who use a wheelchair or scooter to vote independently and secretively.

Voters may attend the Voter Help Centre during the following hours for the voting period:

- Monday, October 17, 2022 - 9:00 a.m. to 6:00 p.m.
- Tuesday, October 18, 2022 - Friday, October 21, 2022 - 8:30 a.m. to 6:00 p.m.
- Saturday, October 22, 2022 - 9:00 a.m. to 12:00 p.m.
- Monday, October 24, 2022 - 8:30 a.m. to 8:00 p.m.

Special Voting Provisions

Election staff shall visit the following institutions and retirement homes to set-up on-site voting kiosks, creating voting opportunities for residents.

- a. Dorchester Terrace
- b. Nissouri Manor – Thorndale

9. VOTING LOCATION(S)

As note earlier, the alternative voting method allows for people to vote from anywhere they have access to a telephone or internet. A Voter Help Centre will be located at the Municipal Office, 4305 Hamilton Road, Dorchester, Ontario.

An audit of the Voter Help Centre will be conducted with the following considerations taken into account when determining accessibility of the Voter Help Centre:

Accessible Route

The name and/or address of the Voter Help Centre shall be clearly visible. An easily navigable route will be marked for entry into the voting location and into the

voting area within the location. The voting area shall be identified with clear and understandable signage.

Seating areas shall be provided throughout the voting location for individuals needing a rest and also in compliance with Health and Safety standards at the time in response to a pandemic (spaced seating, sanitized areas, mask requirements, etc).

Entrance and Exit

The route to the entrance of the voting location shall be unobstructed and accessible. The route shall be wide enough to allow for an individual using a wheelchair, scooter, other assistive device, or service animal to travel safely. Doors into the voting location and voting area shall be accessible and easy to open or shall remain propped open for the duration of the voting hours. Routine checks of entrance and exit routes will be made throughout the voting period.

Parking

Accessible parking shall be available at the Voter Help Centre. The designated parking space(s) shall be clearly marked with the international Symbol of Accessibility and will be on firm and level ground, close to the entrance of the voting location. By-law officers will monitor and enforce parking at voting locations throughout the day.

Curbside Voting

Dependent on weather, volume of traffic and the state of the pandemic, election officials may be available to assist with drive in voting at the Voter Help Centre. This will allow eligible voters an opportunity to vote from own vehicle through the use of IPADS.

10. VOTING ASSISTANCE

Support Person/Friend of the Voter

Pursuant to the section entitled “Support Persons” on page 4 of the Municipality of Thames Centre’s Accessibility Policy, people with disabilities shall be permitted to be accompanied by a support person at any voting location. A designated support person (friend) will be administered an oath of secrecy/confidentiality by an Election Official prior to providing any such assistance.

Service Animals

Pursuant to the section entitled “Service Animals” on page 5 of the Municipality of Thames Centre’s Accessibility Policy, individuals requiring service animals are permitted to be accompanied by a service animal at the Voter Help Centre.

Election Officials

At the Voter Help Centre, upon request, Election Officials are available to assist any voter who requires assistance in casting their online ballot. All individuals working in the capacity of an Election Official are formally appointed as such and administered an oath of secrecy prior to voting day.

11. COMMUNICATION

The 2022 Municipal Election Accessibility Plan will be made available at the Municipal Office and on the Municipality of Thames Centre's website www.thamescentre.on.ca.

Information regarding the accessibility measures provided for the 2022 Municipal Election shall be included in general election advertising.

Election Materials

The Municipality of Thames Centre is required, as per the Municipality's Corporate Accessibility Policy, to provide a copy of a document to a person with a disability, or the information contained in the document, in a format that takes into account the person's disability.

Alternate Formats

Alternate formats are other ways of publishing information besides regular print. Some of these formats can be used by everyone while others are designed to address the specific needs of a user.

The Municipality and the person with a disability may agree upon the format to be used for the document or information.

In the event the information is not generated by the Municipality or is supplied by a third party, the Municipality of Thames Centre will make every effort to obtain the information from the third party in an alternate format and/or will attempt to assist the Elector by providing assistive equipment.

General Election Materials

Large Print – Printed material generated by the Municipality of Thames Centre will be provided in a Arial font, minimum 11 point, and can be made available in a font (print) size that is 16 to 20 points or larger.

Website – Information generated by the Municipality of Thames Centre on the website in relation to the election will be compliant with WCAG 2.0 Level A, and allow for assistive software to be utilized. In addition, website font can be adjusted within the browser's functionality to aid the user in reading the information.

Service Disruptions

From time to time and/or for unforeseen circumstances beyond the Municipality's control, temporary service disruptions may be experienced. In the event of a temporary accessible service disruption, Election Officials will commit to making reasonable efforts to ensure that services are reinstated as quickly as possible and that alternative services are provided where feasible.

In these instances of service disruptions, the Municipality shall provide reasonable notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities.

Notice of these temporary disruptions shall be provided in a conspicuous place and manner at the respective location(s) and information shall also be posted on the Municipality's website. This notice shall include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Accessible services in relation to this plan include alternative voting which allows eligible electors to vote when/where it best suits the individual, Voter Help Centre, election materials and/or voting provisions for Electors with disabilities at the Voter Help Centre.

In the event of disruptions to service or unforeseen circumstances that affect the accessibility of the Voter Help Centre during the voting period or on Voting Day, notices of disruption will be posted in real time:

- On the Municipality of Thames Centre Website
- On the Municipality of Thames Centre social media sites
- At the Voter Help Centre
- Where applicable, a media advisory will be issued.

12. CANDIDATES

Candidates must also have regard to the needs of electors with disabilities. Campaign offices, election materials and canvassing should all be reviewed in order to ensure that they are fully accessible. The Accessibility Directorate of Ontario has released several quick reference documents to assist candidates with accessible elections considerations:

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

13. ELECTION FEEDBACK

The Clerk welcomes feedback to identify areas where changes need to be considered and ways in which the Municipality of Thames Centre can improve the delivery of an accessible Election. As noted earlier, this Accessibility Plan is a living document and will continue to undergo changes. Please provide us with your feedback so we know how to best provide an accessible election. Feedback on this Plan can be submitted through the following channels:

Feedback can be shared by contacting the following:

Email: clerk@thamescentre.on.ca
Phone: 519-268-7334
By Mail: Municipality of Thames Centre
4305 Hamilton Road
Dorchester, ON N0L 1G3

- or by using the Municipality of Thames Centre's Feedback Form which is available at the Municipal Office or Municipal Website.
<https://www.thamescentre.on.ca/services/residents/feedback-and-complaints>

All feedback pertaining to election services will be forwarded to the Election Official(s) for response. If you require assistance with completing the feedback form for submission, municipal staff are able to assist you on request. Our goal is to respond to 2022 Municipal Election questions/feedback within two business days.

14. REPORTING

Section 12.1(2) of the *Municipal Elections Act, 1996* as amended states the following:

"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 Clerk's post-election report will be posted on the municipal website in a format accessible to persons with disabilities and distributed to disability groups and other stakeholders as requested.



Policy: Accessibility

Policy Number: CP-A-3.1

Effective Date: May 9, 2016

Revised Date: January 9, 2017

ACCESSIBILITY

Purpose:

The purpose of this policy is to provide for the overarching framework to guide the review and development of other Municipality of Thames Centre goods, services, programs and facilities in an inclusive manner that takes into account the needs of people with disabilities.

In addition, this policy will act as the main accessibility policy for the Municipality of Thames Centre and meet the requirements of Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation.

Scope:

All Municipal Employees and Members of Council.

Policy:

The Municipality of Thames Centre is committed to being responsive to the needs of all its residents and employees. In order to meet the needs of people with disabilities the Municipality will:

- Ensure policies, practices and procedures address dignity, independence, integration and provide for equal opportunity for people with disabilities.
- Allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality.
- Accommodate the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from the Municipality's goods, services, programs and facilities.
- Communicate with people with disabilities in a manner that takes into account the person's disability.

The Municipality will promote accessibility by ensuring that compliance is met for all regulations made under the *Accessibility for Ontarians with Disabilities Act*, 2005, S.O. 2005 c. 11.

Definitions

- Disability: as defined by the *Ontario Human Rights Code*, R.S.O. 1990, c. H. 19
- Service Animal

For the purposes of this policy, an animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - (a) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - (b) A member of the College of Chiropractors of Ontario.
 - (c) A member of the College of Nurses of Ontario.
 - (d) A member of the College of Occupational Therapists of Ontario.
 - (e) A member of the College of Optometrists of Ontario.
 - (f) A member of the College of Physicians and Surgeons of Ontario.
 - (g) A member of the College of Physiotherapists of Ontario.
 - (h) A member of the College of Psychologists of Ontario.
 - (i) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

- Guide Dog: a guide dog as defined in the *Blind Persons' Right Act*, R.S.O. 1990, c. B.7

For all other definitions, refer to the *Integrated Accessibility Standard Regulation* (O. Reg 191/11). This regulation will be referred to as the "IASR" for the remainder of this policy.

Accessibility Planning

The Municipality will establish, implement, maintain and document a multi-year accessibility plan. The multi-year accessibility plan will outline how the Municipality will prevent and remove barriers to accessibility as outlined in the IASR. The multi-year

accessibility plan will be developed with participating lower tier municipalities.

The plan will be posted on the Municipality's website, and will be available in an accessible format upon request. The plan will be updated at least once every five years.

The Municipality will establish, review and update its accessibility plans in consultation with people with disabilities and the Accessibility Advisory Committee.

An annual status report will be prepared outlining the progress taken to implement the strategy of the plan. The status report will be posted on the Municipality's website.

Procurement

The Municipality will incorporate accessibility design, criteria and features when purchasing or acquiring goods, services or facilities, except where it is not practicable to do so.

Should the Municipality determine that it is not practicable to incorporate accessibility design, criteria and features when purchasing or acquiring goods, services or facilities, it will provide an explanation upon request.

Emergency Procedures, Plans and Public Safety Information

The Municipality will provide emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Accessible Formats and Communication Supports/Format of Documents

The Municipality will provide alternate formats of information and communications that are produced by, or in direct control of the Municipality. This does not apply to information that the Municipality does not control directly or indirectly through a contractual relationship.

This will be done upon request, in a timely manner and at a cost that is no more than the cost charged for the original format.

When it is not practicable to provide an alternate format, the Municipality will provide an explanation and a summary of the document in an accessible format.

The Municipality will provide communication supports to members of the public upon request.

If the Municipality is unable to obtain the requested communication support, the Municipality will consult with the individual to determine an appropriate alternative method of communication.

The Municipality will consult with the individual making the request to determine the suitability of an accessible format or communication support.

Feedback

The Municipality will accept feedback from members of the public relating to the provision of accessible goods, services or facilities to people with disabilities. The Municipality will ensure that the feedback process is accessible to people with disabilities by providing, or arranging for the provision of accessible formats and communication supports, upon request.

The Municipality will develop procedures that specify the actions that will be taken if a complaint is received about the manner in which it provides goods, services or facilities to people with disabilities.

Information regarding the feedback process will be posted on the Municipality's website. Individuals can request this information by contacting the Municipality.

In accordance with section 11 of the "IASR" when seeking feedback from the public, the Municipality will provide accessible formats and/or communication supports to members of the public upon request.

Temporary Service Disruptions

If a temporary service disruption is planned, the Municipality will give notice of the disruption.

Notice of the disruption will include: the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that are available.

Procedures for specific service disruptions will be developed, and a copy of the procedures will be available to individuals upon request.

Notice will be given by posting the information in a conspicuous place as well as by posting the information on the Municipality's website.

Support Persons

The Municipality will allow people with disabilities to be accompanied by a support person in all Municipally-owned and operated public facilities. The Municipality reserves the right to request a person with a disability to be accompanied by a support person

when on the premises, but only if, after consulting with the person with a disability and consider the available evidence, the Municipality determines that:

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

Admission fees will be waived for support persons who accompany a person with a disability.

Service Animals

The Municipality will ensure that an individual accompanied by a service animal is permitted to enter the premises with the animal and to keep the animal with the individual, unless the animal is otherwise excluded by law from the premises.

If a service animal is excluded by law from the premises, the Municipality will ensure that other measures are available to ensure a person with a disability is able to obtain, use or benefit from the Municipality's goods, services or facilities.

The individual with the service animal is responsible for the care and control of their service animal at all times, while on Municipal premises.

Use of Assistive Devices

The Municipality will allow people with disabilities to use their own personal assistive devices to obtain services offered by the Municipality.

If a person with a disability is unable to access a service through the use of their own personal assistive device, the Municipality will work with the individual to determine an alternate means for accessing services.

Training

The Municipality will provide training to:

- All people who are an employee of, or a volunteer with the organization
- All people who participate in developing the organizations policies; and
- All other people who provide goods, services or facilities on behalf of the organization

The training will include:

- An overview of the *Ontario Human Rights Code*
- A review of the *Accessibility for Ontarians with Disabilities Act, 2005*
- A review of the *Integrated Accessibility Standards Regulation* (O.Reg 191/11)
- Specific review of “IASR” requirements, based on the duties associated with the employee.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- How to use equipment or devices available on the Municipality’s premises or otherwise provided by the Municipality that may help with the provision of goods, services or facilities to a person with a disability.
- What to do if a person with a disability is having difficulty accessing the Municipality’s goods, services or facilities.

The training will be appropriate to the duties of the employees, volunteers and other people. Employees will be trained as soon as practicable. Training will be provided to the aforementioned individuals with respect to any policy changes on an ongoing basis. Training logs will be kept in accordance with the “IASR”.

Design of Public Spaces

The Municipality will comply with the requirements found in Part IV.1 of the “IASR” where applicable, in relation to public spaces.

Website and Web Content

In accordance with the “IASR”, the Municipality will ensure that websites and web content are created in a manner keeping with the expectations of the Web Content Accessibility Guidelines 2.0 (WCAG). The Municipality is currently creating websites and web content in accordance with WCAG 2.0, level A and will ensure that websites and web content are created in accordance with level AA by January 1, 2021. If an individual is having difficulty accessing any Municipally-owned or operated website, or content found on said websites, they can contact the Municipality.

- Websites

The Information Technology Services Department (ITS) will be responsible for ensuring that new websites are created in accordance with WCAG 2.0.

The Information Technology Services Department (ITS), along with the Municipality’s Accessibility Coordinator, will be responsible to ensure that existing websites are maintained in accordance with WCAG 2.0. Existing websites will be scanned quarterly to determine compliance. Existing websites will be updated in accordance with WCAG 2.0 based on a reasonable schedule as defined by the Director of Information Technology Services, and the Municipality’s Accessibility Coordinator.

- Web Content

Accessible web content is being produced in the following ways:

In-house: Staff receives training that ensures PDF documents are created in accordance with WCAG 2.0.

Purchased Documents or Videos: The Department purchasing a document or video that will be available on the Municipality's website shall ensure that the document or video is created in a manner that ensures compliance with WCAG 2.0.

Third-Party Documents: The Municipality will put forward efforts to ensure that documents provided to the Municipality on behalf of a third party, that will be posted on the Municipality's website, and not in direct control of the Municipality through a contractual relationship, will be remediated in accordance with WCAG 2.0, unless it is not practicable to do so.

In the event that it is not practicable to remediate a third party document, for which the Municipality is not in direct control through a contractual relationship, a member of the public may contact the Municipality to arrange for the information to be provided in an accessible format, upon request. The Municipality will consult with the requesting individual to determine suitability of format.

Legislative Authority

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11

Integrated Accessibility Standard Regulation (O. Reg 191/11)

Ontario Human Rights Code, R.S.O. 1990, c. H. 19