

Élections municipales | Le 26 octobre 2026



Municipal Elections | October 26, 2026

THE CORPORATION OF THE CITY OF CLARENCE-ROCKLAND

2026 Municipal Election Accessibility Plan

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1. INTRODUCTION

This plan addresses the specific accessibility requirements related to the 2026 Municipal Election for The City of Clarence-Rockland.

The City of Clarence-Rockland is committed to promoting an inclusive, barrier-free community. In accordance with the principles and requirements of the Accessibility for Ontarians with Disabilities Act, 2005, this planning document has been developed in advance of the 2026 Municipal Election to identify accessibility measures to be implemented and to establish a process for reporting on the outcomes and recommendations to Council following the election.

2. OBJECTIVES

This plan is intended to highlight measures that The City of Clarence-Rockland will implement 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 information regarding where and when to vote, as well as information on eligible candidates.
- That persons with disabilities are able to 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 through various communication channels, including newspaper, media releases, The City of Clarence-Rockland website (in accordance with the AODA web accessibility standards) and social media.
- That all Voter Help Centres locations are accessible and barrier-free.

3. DEVELOPMENT OF THE PLAN

This Plan is a “living” document that will be reviewed, improved and updated as best practices are identified and new opportunities for improvement arise. To develop the Plan, several steps were taken to

ensure that the statutory requirements were met and that a feasible implementation plan was established. During the development of the 2026 Municipal Election Accessibility Plan, the following steps shall be implemented:

- Review and analysis of documents, policies and other supporting materials from AMCTO, neighboring municipalities, the Ministry of Municipal Affairs and Housing, technology suppliers, and various stakeholder groups.
- Establish staff training standards and practices directly related to the Election to ensure that persons with disabilities can vote in a positive customer service environment and ensure that all Election Officials recognize and accommodate the accessibility needs of voters.
- Consult with the Municipal Accessibility Advisory Committee for feedback and comments on the Municipal Elections Accessibility Plan.

4. VOTING METHODS

The City of Clarence-Rockland will be working with Voatz Systems Inc. to provide electronic voting (eVoting) services to eligible voters. This will provide electors with the convenience and independence of voting from any location using a telephone, internet-enabled device, as well as in-person assistance at a Voter Help Centre during the October 21st – 26th, 2026, voting period. In-person voting at the Voter Help Centre includes access to the internet voting option through the use of a laptop, touch-screen monitor, with assistance provided by an Election Official as required.

Everyday tools, such as computers, telephones and other assistive devices, can provide accessible opportunities for persons with disabilities to accomplish more while supporting the principles of independence, dignity, integration and equal opportunity.

The Voatz Voting System provides voters with the ability to vote from the comfort of their own home. Voting remotely facilitates the voting process for persons with disabilities who may have mobility limitations, visual impairment, and/or challenges accessing transportation.

Additionally, persons who have assistive devices in their homes can utilize these tools to assist them in casting their ballot privately and independently, and with greater accessibility.

By allowing persons with disabilities to vote from any location and through a variety of methods, the ability for electors to vote independently is increased. This provides persons with disabilities the same independence and privacy when participating in the election as other voters. If a person with a disability requires assistance during the voting process, trained Election Officials will be present at Voter Help Centres located throughout the City of Clarence-Rockland, during the voting period.

4.1 Telephone Voting

Eligible voters may vote using a touch-tone telephone, and the toll-free number and entering the PIN and date of birth provided in their Voter information letter to access an audio ballot. Communications barriers can make it difficult for individuals to receive or convey information. These barriers may include low audio volume, the use of unclear or overly complex language, and confusing or poorly organized menu options.

The Voatz telephone voting application provides the following:

- Compatibility with all types of touch-tone telephones and wireless devices.
- Clear, plain language.
- Easy-to-follow menu options that prompt voters when to make selections and provide confirmation of their choices.
- Standard audio volume that can be adjusted based on the telephone or wireless device being used.

4.2 Internet Voting

Eligible voters may vote online using a smartphone, tablet, gaming device, or computer, including any compatible assistive devices or software. To access the online voting system, voters must use the internet address provided in their Voter Information Letter, together with the PIN, date of birth, and any other qualifying information required to

authenticate their identity. Compatible assistive devices and software may be used to access and navigate the online voting platform.

The Voatz System has been designed to conform to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, an internationally recognized accessibility standard developed by the World Wide Web Consortium (W3C). Compliance with these guidelines helps ensure that persons with disabilities can perceive, understand, navigate, and interact with the online voting system. The system supports accessibility principles related to the organization, functionality, and readability of information and provides alternative methods of accessing content where appropriate, including support for assistive technologies and audio-based accessibility features

4.3 In-person Voting at Voter Help Centre locations

For individuals who do not have access to telephone or internet voting, or who require the assistance of a trained Election Official, Voter Help Centre locations will be open throughout the voting period, including on Election Day. These locations will provide in-person access to internet or telephone voting using a laptop, touch-screen monitor or telephone and assistance will be available as required.

Access to the interior of the Voter Help Centre and voting area shall be level and slip-resistant. Any doormats or carpeting shall be level with the floor to minimize potential tripping hazards. The voting area shall be well lit, and seating shall be available. Entrance corridors shall be free of obstructions and tripping hazards and will provide sufficient space for individuals using a wheelchair, scooter or other mobility device.

An accessible voting area will be available at each Voter Help Centre location. These voting areas shall be at an accessible height and provide sufficient space to accommodate individuals using a wheelchair, scooter or other mobility device, allowing them to vote independently and secretively.

Voters may attend any Voter Help Centre location during the voting period as follows:

- (1) A Voter Help Centre shall be established at City Hall, located at 1560 Laurier Street in Rockland and shall be open to the public from October 21st 2026 to October 26th 2026, as well as on the date

and times set out below, and any additional dates and times determined by the Clerk:

Date	Time
Wednesday, October 21 st , 2026	9:00 a.m. to 4:30 p.m.
Thursday, October 22 nd , 2026	9:00 a.m. to 4:30 p.m.
Friday, October 23 rd , 2026	9:00 a.m. to 4:30 p.m.
Saturday, October 24 th , 2026	10:00 a.m. to 2:00 p.m.
Sunday, October 25 th , 2026	10:00 a.m. to 2:00 p.m.
Monday, October 26 th , 2026	9:00 a.m. to 8:00 p.m.

- (2) Additional Voter Help Centres shall be established in the following locations and shall be open to the public on the dates and times set out below, as well as on any additional dates and at any other dates and times as determined by the Clerk:

Council Chambers, 415 Lemay Street, Clarence Creek

Date	Time
Wednesday, October 21 st , 2026	4:00 p.m. to 8:00 p.m.
Monday, October 26 th , 2026	4:00 p.m. to 8:00 p.m.

Training Center (Fire Hall), 2130 Lavigne Street, Bourget

Date	Time
Thursday, October 22 nd , 2026	4:00 p.m. to 8:00 p.m.
Monday, October 26 th , 2026	4:00 p.m. to 8:00 p.m.

4.4 Special Voting Provisions

Election staff shall visit sites, including long-term care facilities and retirement homes, to set-up on-site voting kiosks or provide bedside voting opportunities for residents.

5. VOTER HELP CENTRE LOCATION(S)

An accessibility assessment of each physical voting location will be conducted in collaboration with the Municipal Accessibility Advisory Committee. The following considerations will be taken into account when determining which location(s) will be used:

5.1 Accessible Route

The name and/or address of the Voter Help Centre location shall be clearly visible. An easily navigable route shall be identified for entry into the Voter Help Centre location and the voting area within the location. The voting area shall be clearly identified with accessible and understandable signage. Seating areas shall be provided throughout the Voter Help Centre location for individuals who require a place to rest.

5.2 Entrance and Exit

The route to the entrance of the Voter Help Centre location shall be unobstructed and accessible. The route shall be wide to allow individuals using a wheelchair, scooter, other assistive device, or service animal to travel safely. Doors providing access to the Voter Help Centre and voting area shall be accessible and easy to open or shall remain propped open for the duration of the hours of operation. Routine checks of entrance and exit routes shall be conducted throughout the operating hours of the Voter Help Centre.

5.3 Parking

Accessible parking shall be available at all Voter Help Centre locations. Designated parking spaces shall be clearly marked with the international Symbol of Accessibility and shall be located firm, level ground and close to the entrance of the Voter Help Centre location. By-law officers shall monitor and enforce parking regulations at Voter Help Centre locations throughout the day.

6. VOTING ASSISTANCE

6.1 Support Person/Friend of the Voter

Pursuant to the City of Clarence-Rockland Accessible Customer Service Policy and Telephone/Internet Voting Procedure Manual for the 2026 Municipal Elections, persons with disabilities shall be permitted to be accompanied by a support person at any Voter Help Centre location. A designated support person and/or 'Friend of the Voter' shall be required to take an oath of secrecy and confidentiality by an Election Official prior to providing any assistance.

6.2 Service Animals

Pursuant to The City of Clarence-Rockland Accessible Customer Service Policy, individuals requiring the assistance of a service animal are permitted to be accompanied by their service animal at all Voter Help Centre locations.

6.3 Election Officials

At Voter Help Centre locations, Election Officials shall be available, upon request, to assist any voter who requires assistance in casting their online or telephone ballot. All individuals serving in the capacity of an Election Official shall be formally appointed and shall take an oath of secrecy prior to Voting Day.

7. COMMUNICATION

The 2026 Municipal Election Accessibility Plan will be made available at City Hall, 1560 Laurier Street, Rockland and on the City of Clarence-Rockland web site www.clarence-rockland.com. Alternative formats will be made available upon request.

Information regarding the accessibility measures provided for the 2026 Municipal Election shall be included in general election advertising, as well as in the 2026 Municipal Election Nomination Package.

7.1 Election Materials

The City of Clarence-Rockland is required, pursuant to the Accessible Customer Service Standard, to provide a copy of a document, or the

information contained within the document, to a person with a disability, in a format that takes into account the person's disability.

Alternate Formats

Alternate formats are alternative methods of providing information other than standard print. Some formats may be used by everyone, while others are designed to address the specific needs of a user.

The City of Clarence-Rockland 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 City of Clarence-Rockland or is supplied by a third party, The City of Clarence-Rockland will make every reasonable effort to obtain the information from the third party in an alternate format and/or assist the Elector by providing appropriate assistive equipment.

General Election Materials

Large Print – Printed material generated by The City of Clarence-Rockland will be provided using Arial font, with a minimum font size of 11 point, and may be made available in a larger font size ranging from 16 to 20 points or greater upon request.

Website – Election-related information published on The City of Clarence-Rockland website will comply with WCAG 2.1 Level AA standards and will support the use of assistive software. In addition, website text size may be adjusted through browser settings to assist users in accessing and reading the information.

Video – Promotional and educational videos created for the 2026 Municipal Election may include audio descriptions and captioning to improve accessibility.

7.2 Service Disruptions

From time to time and/or due to unforeseen circumstances beyond the control of The City of Clarence-Rockland, temporary service disruptions may occur. In the event of a temporary disruption to an accessible service, Election Officials shall make every reasonable effort to ensure

that services are restored as quickly as possible and that alternative services are provided where feasible.

In the event of a planned or unexpected disruption affecting facilities or services typically used by persons with disabilities, The City of Clarence-Rockland shall provide reasonable notice of the disruption.

Notice of temporary disruptions shall be provided in a conspicuous location and manner at the affected location(s), and information shall also be posted on The City of Clarence-Rockland website. The notice shall include the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available.

Accessible services identified in this plan include voting locations, election materials and voting provisions available to Electors with disabilities at the voting place.

In the event of disruptions to service or unforeseen circumstances affecting the accessibility of voting locations during the advance voting period or on Election Day, notices of disruption will be posted in real time on the City of Clarence-Rockland website www.clarence-rockland.com.

8. CANDIDATES

Candidates should also consider the needs of persons with disabilities. Campaign offices, election materials, and canvassing activities should be reviewed to ensure they are accessible.

9. FEEDBACK

The City of Clarence-Rockland welcomes feedback regarding the accessibility of the 2026 Municipal Election process. Electors, candidates, election officials, support persons, and members of the public are encouraged to provide comments, suggestions, or concerns regarding barriers that may affect participation in the election. Accessibility-related feedback received during and following the election will be reviewed and considered when preparing future election accessibility plans and reports.

In accordance with the City's accessibility policies, the City will ensure that processes for receiving and responding to feedback are accessible

to persons with disabilities. Accessible formats and communication supports will be provided upon request and in consultation with the individual making the request.

Feedback regarding the accessibility of the municipal election may be submitted through any of the following methods:

- In person at City Hall;
- By telephone;
- In writing or by email;
- Online through the City's website; or
- Through alternative formats and communication supports, upon request.

10. REPORTING

Pursuant to Section 12.1 of the Municipal Elections Act, 1996, within 90 days after voting day, The City of Clarence-Rockland Clerk shall submit a report regarding the identification, removal, and prevention of barriers that affect electors and candidates with disabilities.