



# 2025 Osgoode By-election Accessibility Plan

Abridged Version

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# Introduction

The City of Ottawa's Elections Office is committed to providing an accessible voting process for electors, election workers, candidates, and third party advertisers. The Municipal Elections Act, 1996 ("MEA") governs municipal elections for all Ontario municipalities. Under the MEA, the City Clerk is responsible for the preparation and conduct of municipal elections.

In accordance with Subsection 12.1(2), the Elections Office prepared a plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities for the 2022 Municipal Elections any by-elections that occur in the 2022-2026 Term of Council. This plan has also been updated by the Elections Office and reviewed by the City of Ottawa's Accessibility Office to reflect the 2025 Osgoode By-election.

In addition to the requirements set out in the MEA, the Elections Office will continue to comply with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the related standards and regulations, and the accessibility-related provisions of the MEA, while administering the 2025 Osgoode By-election and providing day-to-day services.

The Elections Office regularly consults with the City's Accessibility Advisory Committee on the accessibility of municipal elections. Should any additional accessibility tools or services become available, the plan will be updated accordingly.

## Overview of the 2025 Osgoode By-election

Electors have three options to vote in the 2025 Osgoode By-election.

### 1. Voting in person



There are two in-person voting opportunities for electors to cast their ballot in the 2025 Osgoode By-election on Friday, June 6 and Monday, June 16.

### 2. Voting by proxy



An elector may appoint a proxy to vote on their behalf. A proxy is someone that can go to the voting place and cast a ballot on someone else's behalf.

### 3. Voting by special mail-in ballot



This alternative voting method is available to all eligible electors who apply during the application period from May 15 to May 13, 2025.

## Information at outreach

The Elections Office works with internal stakeholders, including the Accessibility Office, to provide more information on participating in the 2025 Osgoode By-election.

## Voting places



Section 45 of the MEA prescribes that the City Clerk has the statutory duty to establish the number and location of voting places for an election as he or she “considers most convenient for the electors”.

Pursuant to Subsection 45(2) of the MEA, “in establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities.”

Subsection 45(7) of the MEA mandates that on Voting Day, a voting place be provided on the premises of:

1. An institution for the reception, treatment or vocational training of members or former members of the Canadian Forces;
2. An institution in which, on September 1, 20 or more beds are occupied by persons who are disabled, chronically ill or infirm; and
3. A retirement home in which, on September 1, 50 or more beds are occupied.

## Voting place accessibility checklist

As in past elections, the Elections Office has reviewed the accessibility of every location that will be used as a voting place. Staff has conducted a comprehensive review of the built environment of each location and has completed a detailed accessibility checklist to ensure that all voting places are accessible to electors and candidates with disabilities.

The accessibility checklist was previously developed in consultation with staff in the City's Accessibility Office and the City's former Planning, Infrastructure and Economic Development Department, and includes the evaluation of features such as parking, elevators, ramps, handrails, lighting, and door widths.

## Voting place disruptions

In the event of a disruption in service related to accessibility, the City has a legal obligation to provide notice to electors. Disruptions of service include but are not limited to an elevator under repair; renovations that limit access to an area; and technology that is temporarily unavailable (for example, an accessible vote tabulator).

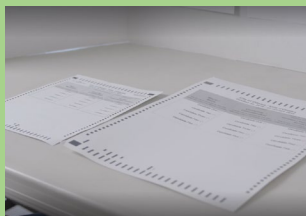
Election workers are instructed to post the sign in a highly visible location, with consideration of electors who are most affected by the disruption. The Supervisor Deputy Returning Officer will also notify the Elections Office of the disruption in service so that it might take additional measures to provide notice, such as positing information on [ottawa.ca/vote](http://ottawa.ca/vote) and/or social media, depending on the circumstances.

## Accessible voting tools at all voting places

To ensure that the in-person voting process is accessible for all, the Elections Office offers several accessibility tools that allow electors to mark their ballot privately and independently.



Magnifying sheets



Large print ballots



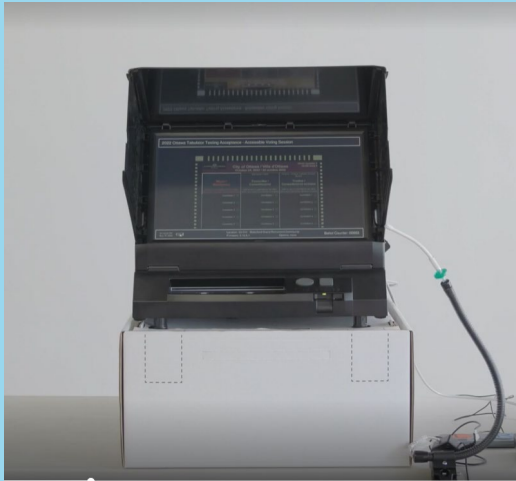
Braille templates  
and listing of  
candidates



Cell phone with  
elections call centre  
staff on standby

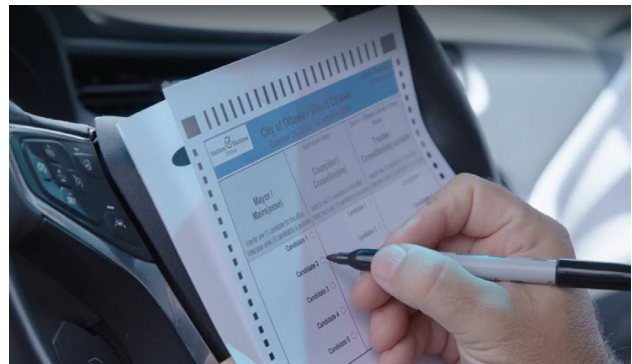
## Accessible Vote Tabulators

In the 2025 Osgoode By-election, all voting places will offer two Accessible Vote Tabulators (AVT). The AVT allows electors with disabilities to vote privately and independently through the use of its accessible features, which include bilingual visual support through a 19-inch screen with zoom with high contrast features, a braille keypad, left-right paddles (colour coded left and right paddles), a sip 'n' puff device and bilingual audio through headphones.



## Accessible voting services at all voting places

If an elector is physically unable to go inside the voting place, they can request to have their ballot brought to their vehicle, outside of the building, or to another area within the voting place.





## Voting in institutions and retirement homes

Subsection 45(7) of the MEA states that, on Voting Day, a voting place shall be provided in the premises of institutions in which 20 or more beds are occupied by persons who are disabled, chronically ill or infirm and a retirement home in which 50 or more beds are occupied.

Election workers that work in institutions and retirement homes may assist an elector in casting their ballot by their bedside if the elector is unable to make it to the designated voting area.



## Feedback cards at voting places

Feedback cards will be available at all voting places listing ways for electors to provide feedback to the Elections Office, as required by the Integrated Accessibility Standards Regulation (IASR). The feedback cards are printed to the Canadian National Institute for the Blind's (CNIB) guidelines for clear print and include Braille. Feedback forwarded to the appropriate personnel, responded to, documented and tracked, as per the Accessible feedback and resident-inquiry procedure.



## Transportation

Electors can request accessible transportation to voting places on voting days through the following community support service agencies that support Osgoode ward:

**Rural Ottawa South Support Services:** Serving Osgoode and Rideau-Goulbourn

<https://rosss.ca/>

Telephone: 613-692-4697 ext. 240

Email: [info@rosss.ca](mailto:info@rosss.ca)

**Eastern Ottawa Resource Centre:** Serving Gloucester, Orléans, Cumberland, Sarsfield, Navan and Vars.

<https://eorc-creo.ca/>

Telephone : 613-741-6025 ext. 300

Email: [css@eorc-creo.ca](mailto:css@eorc-creo.ca)

Requests for transportation must be made at least 7 days in advance and are subject to the agency's regular service fees.

## Election workers

Given the expedited legislative timelines when administering a by-election, voting places will be staffed by City staff only. Using City staff is necessary to support the “anywhere voting” model as election workers will be required to use and be familiar with City assets to access the electronic Voters' List.

Furthermore, using City staff provides the Elections Office with additional flexibility when providing training options to election workers and ensures that each voting place has bilingual staff as well as staff who have already completed the City's mandatory Accessibility for Ontarians with Disabilities Act (AODA) training.



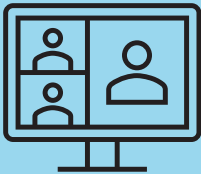
Every election worker also participates in mandatory accessibility training prior to working on voting days. This training provides an overview of the AODA and emphasizes service delivery to all electors.

In keeping with the AODA and the City's Accessibility Policy, the training program covers various processes to ensure that electors with disabilities have equal opportunity to cast their ballot independently and privately.



## Information for electors

Information about the 2025 Osgoode By-election, including information about accessibility tools and initiatives, will be communicated to electors through a number of bilingual and accessible communications platforms.



Online content and tools



Advertising and printed material



Targeted outreach

## Information for candidates

The Elections Office also provided candidates with a copy of the Association of Municipal Managers, Clerks, and Treasurers of Ontario (AMCTO) “[Candidate’s Guide to Accessible Elections](#)” upon the filing of their nomination forms.

Throughout the election cycle, information regarding accessible communications, selecting an accessible campaign office, budgeting for accessibility, and accessible customer service is provided to candidates through candidate updates and information sessions.

## Contact

**Telephone:** 613-580-2660

**Website:** [ottawa.ca/vote](https://ottawa.ca/vote)

**Email:** [elections@ottawa.ca](mailto:elections@ottawa.ca)

**X (formerly Twitter):** [@ottawavote](https://twitter.com/ottawavote)

**Mailing address:**

**Facebook:** [Elections Ottawa](https://www.facebook.com/ElectionsOttawa)

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