



# 2022 Municipal Elections Accessibility Report

City of Ottawa

 Elections Ottawa  @ottawavote

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



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## **Introduction**

The [Municipal Elections Act, 1996](#) (the “MEA”) governs municipal elections in all Ontario municipalities, including the City of Ottawa. The City Clerk is responsible for the preparation and conduct of municipal council and school board elections and has a duty to adhere to provisions of the MEA and administer the election in a manner consistent with the principles of the legislation as determined by the courts.

In accordance with the MEA, the City Clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities and ensure that all voting places and processes are accessible.

The MEA also requires that the City Clerk prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and must make the report available to the public within 90 days after Voting Day in a regular election. The MEA further requires that by-elections be conducted as far as possible in the same way as regular elections.

In addition to the MEA, the City Clerk must comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”), Integrated Accessibility Standards Regulation (the “IASR”), the Ontario Human Rights Code, and the City’s Accessibility Policy, as described below:

- The [Accessibility for Ontarians with Disabilities Act, 2005](#) sets out clear goals and timeframes for making Ontario accessible by 2025. Under the AODA, private and public sector organizations across Ontario are required to comply with both the AODA and any regulations established by the Province. These regulations are detailed in the Integrated Accessibility Standards.
- The [Integrated Accessibility Standards Regulation](#) brings together accessible standards for Information and Communications, Employment, Transportation, Design of Public Spaces and Customer Service under one regulation and harmonizes the requirements common to each standard. Each of the standards articulates specific requirements and compliance deadlines, which will be phased in across Ontario between 2011 and 2025.
- The [Ontario Human Rights Code](#) provides that all persons have the right to equal treatment without discrimination, including on the basis of disability and that persons with disabilities be provided with accommodation short of undue hardship.

- The City's [Accessibility Policy](#) provides for the equal treatment to people with disabilities with respect to the use and benefit of City services, programs, goods and facilities in a manner that respects their dignity and that is equitable in relation to the broader public. This commitment extends to residents, visitors and employees with visible or non-visible, and permanent or temporary disabilities.

As a result, this report provides a summary of the accessible election tools and initiatives that were successfully delivered to electors and candidates throughout the 2022 Municipal Elections, as described in the [City of Ottawa's 2022 Municipal Elections Accessibility Plan](#). This report further identifies accessibility achievements from the 2022 Municipal Elections and details how the Elections Office will continue to improve the accessibility of municipal elections in Ottawa to ensure all electors can exercise their democratic right to vote.

### **Overview of the 2022 Municipal Elections Accessibility Plan**

Under Subsection 12.1(2) of the MEA, the City Clerk is required to develop a plan on the identification, removal and prevention of barriers that affect electors and candidates with disabilities and make it available to the public before Voting Day.

To meet this requirement, the [City of Ottawa's 2022 Municipal Elections Accessibility Plan \(detailed version\)](#) and the [2022 Municipal Elections Accessibility Plan \(abridged version\)](#) were posted to ottawa.ca/vote on Friday, September 23, 2022. For the purposes of this report, both documents will be collectively referred to as "the Plan".

The Plan was developed in consultation with the City's Accessibility Advisory Committee and the City's Accessibility Office, based on feedback received from the public and "lessons learned" in previous elections.

The Plan is organized into six sections that strengthened and supported the Elections Office's ongoing commitment to providing accessible election-related services as follows:

1. Overview of the 2022 Municipal Elections
2. Voting places
3. Accessible voting tools and services
4. Transportation
5. Election workers

## 6. Information for electors and candidates

### **Section 1 – Overview of the 2022 Municipal Elections**

Electors had a number of opportunities to vote in the 2022 Municipal Elections, including the option to vote in person, by proxy, and by special mail-in ballot.

#### **Voting in person**

There were three separate in-person voting opportunities, with a total of seven voting days, for electors to cast their ballot in the 2022 Municipal Elections.

Based on the past success of special advance voting days, the Elections Office expanded special advance voting to nine locations over four days from Saturday, September 24 to Tuesday, September 27, 2022. During this voting event, voting places offered an “anywhere voting” model which allowed electors to attend any voting place, regardless of their address, to cast their ballot.

Advance Vote Days took place on Friday, October 7, 2022, and Friday, October 14, 2022, with Voting Day occurring on Monday, October 24, 2022. On these voting days, electors had the opportunity to vote at their designated voting place in their ward.

On all voting days, voting places were open from 10 am to 8 pm, with the exception of long-term care and retirement homes that may have had reduced hours.

In accordance with the MEA, all voting places were fully accessible as further described below.

There was a total of 307,720 ballots cast in person for the 2022 Municipal Elections.

#### **Voting by proxy**

In accordance with Section 44 of the MEA, an elector may appoint a friend or family member to vote on their behalf as their voting proxy. A proxy is someone that can go to the voting place and cast a ballot on someone else’s behalf. A proxy must be an eligible elector and can still cast their own ballot. A proxy can vote for only one other person unless they are representing members of their own family. Voting by proxy requires the prior completion and certification of a prescribed form (Appointment of Voting Proxy – Form 3).

In the 2022 Municipal Elections, 364 electors appointed a proxy to vote on their behalf.

## **Voting by special mail-in ballot**

On March 23, 2022, City Council approved a report from the City Clerk titled “[Update on the 2022 Municipal Elections and Amendments to Election-related By-laws and Policies](#)”, which included the recommendation to implement a special mail-in ballot process for the 2022 Municipal Elections as well as any by-elections that may occur during the 2022-2026 Term of Council. This alternative voting method allowed eligible electors, particularly those from high-risk groups, including older adults and electors with disabilities who are more susceptible to the effects of COVID-19, to mark their ballot at home. The period to apply for a special mail-in ballot ran from Thursday, September 1 to Friday, September 16, 2022, at 4:30 pm. Electors were able to apply for a special mail-in ballot online on [ottawa.ca/vote](https://ottawa.ca/vote), by email, mail, or in person at the Elections Office during the application period.

Electors who voted using the special mail-in ballot method could have mailed, or delivered, their ballot to the Elections Office (1221 B Cyrville Road) or City Client Service Centres. All ballots that were received at the Elections Office or Client Service Centres by 4:30 pm on October 24, 2022, were processed and counted in accordance with the vote counting procedures.

In the 2022 Municipal Elections, over 8,500 special mail-in ballots were cast.

## **Public facing applications**

Building on the successful rollout of new technologies during previous elections, the Elections Office continued to offer several public facing applications on [ottawa.ca/vote](https://ottawa.ca/vote) for the 2022 Municipal Elections. These applications allowed electors to:

- Verify when and where they could vote;
- Verify if they were on the Voters’ List;
- Add themselves to the Voters’ List;
- Amend their information on the Voters’ List;
- Verify their ward name and number;
- View a list of candidates running in their ward; and
- Apply for a special mail-in ballot.

An additional online tool allowed members of the public to apply online to work as an election worker in the 2022 Municipal Elections. Election workers that required accessibility-related accommodations could indicate this on their application form, and accommodations were made as required.

The above-noted tools underwent accessibility testing to ensure they met the Web Content Accessibility Guidelines (WCAG) 2.1 AA standards.

### **Information and outreach**

As noted in the Office of the City Clerk's report titled "[Update on the 2022 Municipal Elections and Amendments to Election-related By-laws and Policies](#)", the Elections Office recognizes the importance of encouraging diversity and inclusion on City Council and worked with internal stakeholders, including the Accessibility Office, and various community groups and organizations, in an effort to provide more information about how to become a candidate in the 2022 Municipal Elections.

The Elections Office also participated in several outreach opportunities to provide information to residents about voting opportunities and how to apply to work in the 2022 Municipal Elections. These outreach events included booths at various community events, schools, and City facilities. Virtual presentations were also given to through the United Way – EARN and the Good Companions – Seniors Without Walls community groups.

Feedback cards were also made 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 were printed to meet the Canadian National Institute for the Blind's (CNIB) guidelines for clear print and include Braille.

### **Section 2 – 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 further 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.

In addition to the provisions of the MEA, the Elections Office considers Ottawa's diverse geography (urban, suburban, and rural) as well as the social and economical makeup of the population to ensure that there is equitable access to all electors in every ward and that no undue hardship is experienced when participating in the democratic process of electing their representatives.

In accordance with the above-noted provisions, staff identified 678 voting places for the 2022 Municipal Elections. This included multi-residential facilities that provide care that do not meet the "bed count" threshold set out in the legislation but have been historically used as voting places in previous municipal elections.

As in previous elections, the Elections Office reviewed the accessibility of every location that was used as a voting place for the 2022 Municipal Elections. Staff conducted a comprehensive review of the built environment of each location and completed a detailed accessibility checklist to ensure that all voting places were 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.

Steps taken to remediate barriers in voting places included:

- Hiring additional election workers to work in voting places without automated power doors or to direct electors to the voting place.
- Creating accessible parking spaces at voting places by installing temporary signage in parking lots, ensuring a reasonable travel distance for electors.
- Installing threshold ramps.
- Installing extra exterior signage to direct electors to the accessible entrance of a voting place.

- Installing extra interior signage to direct electors to the voting place inside the building or facility.

A copy of the accessibility checklist is attached as Appendix A for reference.

### **Feedback and next steps – Voting places**

Assessing the built environment of locations is paramount to the Elections Office when selecting voting places. As noted in the Plan, the Elections Office reviewed the accessibility of each location to be used as a voting place by completing extensive accessibility checklists.

Feedback from electors suggests that some barriers remained at a small number of voting places. This includes barriers such as an accessible entrance not being clearly marked, and an insufficient number of accessible parking spaces. In all instances, steps were taken to remediate barriers as soon as the Elections Office was informed. These included remedies such as additional signage, hiring additional election workers, and the creation of additional temporary accessible parking spaces.

The Elections Office recognizes that consulting and collaborating directly with persons with disabilities and the organizations that represent them is a key factor in the ongoing evolution of accessible municipal elections. Staff will continue to work with internal and external stakeholders to review and enhance election processes to ensure accessibility issues are discussed, identified, and addressed in preparation for future elections.

Staff will continue to improve and update the accessibility checklist, training materials for election workers, and all other election processes required to provide an accessible voting experience to all electors. As noted in the Plan, the Elections Office has committed to investigating new technologies available and alternative voting strategies, such as special mail-in ballot, in preparation for future municipal elections.

### **Section 3 – Accessible voting tools and services**

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

A list of the accessible voting tools that were available at each voting place was listed on the “Where do I vote?” tool on [ottawa.ca/vote](https://ottawa.ca/vote). Electors could also contact the Elections Office for this information by emailing [elections@ottawa.ca](mailto:elections@ottawa.ca) or by calling 613-580-2660. Information about the tools available was also conveyed through the

Elections Office's social media accounts by way of social media messages and short videos that demonstrated the availability and use of the tools including:

- Large print ballots;
  - A larger replica of the ballot that may be used as a guide for an elector with vision impairments.
  - Large print ballots were available at all voting places and could be used upon request.
- Magnifying sheets;
  - Magnifying sheets that could be used to read ballots and other election-related documents.
  - Magnifying sheets were available behind every voting screen, at every voting place.
- Braille listing of candidates and Braille ballot templates; and
  - Electors with vision impairments could choose to use these tools together, by matching the Braille on the listing of candidates to the corresponding Braille on the template.
  - An elector could also choose to use the template on its own. For example, an elector can ask the elections worker to read the candidates' names in order and out loud from the other side of the voting screen, while they use the Braille template to feel for the corresponding holes and mark the ballot as desired.
  - Braille listing of candidates and Braille ballot templates were available at all voting places and could be used upon request.
- A cell phone with elections call centre staff on standby.
  - Electors could use this feature to call elections staff to have their ballot read to them over the phone.
  - A cell phone was available at all voting places and could have been used upon request.

## **Accessible Vote Tabulator**

All special advance voting places, area-wide advance voting places and voting places in retirement residences and long-term care homes offered an Accessible Vote Tabulator (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.

## **Curbside voting**

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. Electors could have notified election workers that they wished to curbside vote when they arrived at the voting place by calling the Elections Office or a friend or support person could notify election workers inside the voting place.

In the 2022 Municipal Elections, the Elections Office saw an increase in requests for curbside voting compared to the 2018 Municipal Elections.

## **Voting in long-term care homes and institutions**

As previously noted, 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 worked in long-term care homes or institutions assisted electors in casting their ballot by their bedside if the elector was unable to make it to the designated voting area.

## **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).

During a voting event, Notice of Temporary Disruption signs are provided to all Supervisor Deputy Returning Officers. In the case of a temporary disruption, election workers must complete the blank fields on the sign, indicating the following:

- reason for the disruption;
- the date(s) of disruption;
- its anticipated duration; and
- a description of alternative facilities or services.

Election workers were 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 also notified 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](https://ottawa.ca/vote) and/or social media, depending on the circumstances.

## **Feedback and next steps – Accessible voting tools and services**

The Elections Office received positive feedback regarding the service received by electors and the accessible voting tools available for use during the 2022 Municipal Elections. Multiple electors voiced their appreciation of being offered curbside voting whether it was facilitated in a vehicle outside of the voting place or in a different area within a voting place for electors who have mobility challenges.

Constructive feedback was provided by an elector regarding the formatting of the braille listing of candidates and braille templates, which staff will consider for future municipal elections. Additionally, multiple electors provided feedback regarding the AVT with the

predominant suggestion being that the AVT be promoted and more readily offered to electors at more voting places on more voting events.

The Elections Office will continue to offer the accessible voting tools as noted in this report and the Plan in all future municipal elections. To better meet the needs of voters with disabilities, the Elections Office will continue to research voting methods and equipment used in other municipalities as well as explore new technologies. Staff will continue to research accessibility initiatives, voting initiatives, and the new technologies available to better meet the needs of electors with disabilities in upcoming municipal elections.

#### **Section 4 – Transportation**

For the 2022 Municipal Elections, Para Transpo customers could reserve their trip to and from a voting place one week in advance on any of the seven in-person voting days on September 24 to 27, October 7, October 14, and October 24.

This extended booking timeline ensured that Para Transpo customers had the opportunity to schedule their trips ahead of the routine 24-hour bookings.

#### **Feedback and next steps – Transportation**

The City of Ottawa's diverse geography (urban, suburban, and rural) creates unique challenge in offering accessible transportation to voting places in rural wards. Some rural voting places may not be easily accessible without a personal vehicle or public transit.

Recognizing that the availability of accessible transportation on voting days is a concern for many persons with disabilities, the Elections Office will continue to work with OC Transpo, Para Transpo and the Accessibility Advisory Committee to identify and remove barriers in future municipal elections to ensure electors can access their voting place.

#### **Section 5 – Election workers**

The Elections Office is committed to meeting the requirements of the accessible employment standard and ensuring that accessibility is incorporated into its recruitment and hiring practices. The Elections Office attends a number of outreach events in an effort to reach as many individuals as possible who wish to be election workers. These events can include booths at recreation centres or special events and virtual presentations with various community groups.

For the 2022 Municipal Elections, eligible individuals applied using the online election worker application, by email, by mail, or in person at the Elections Office or at one of the above-mentioned outreach events.

The Elections Office continued to make workplace disability accommodations for all elections workers, as requested. Applicants could note any accessibility requirements on their application forms.

For the 2022 Municipal Elections, all election workers were required to complete election worker training, which included a formal section on accessibility. In addition, every City employee who participated in the 2022 Municipal Elections completed mandatory AODA training.

Training for the 2022 Municipal Elections provided information about the AODA and emphasized service delivery to all electors. In keeping with the AODA and the City's [Accessibility Policy](#), the training program covered various processes to ensure that electors with disabilities have equal opportunity to cast their ballot independently and privately, including how to:

- Assist electors through the voting process;
- Assist electors at their beside in institutions;
- Assist electors who cannot physically enter the voting place through curbside voting;
- Assist electors with support persons; and
- Assist electors with service animals.

Election workers were trained to apply dignity, equality of opportunity, independence, and integration as the four guiding principles when serving electors with disabilities.

### **Feedback and next steps – Election workers**

During the 2022 Municipal Elections, the Elections Office focused on accessibility accommodations during the recruitment campaign and offered all election workers the opportunity to develop an Individualized Workplace Emergency Response Information (“IWERI”) Plan. A number of adaptations were available to remove barriers for election workers with disabilities. The Elections Office’s application form provided applicants an opportunity to proactively request an accessibility-related workplace accommodation.

In addition to offering accessible solutions to election workers, the Elections Office recognizes the importance of developing specific and detailed training to provide election workers with the information, tools and resources required to enable them to provide accessible customer service to all electors. The Elections Office will continue to work with internal and external stakeholders to improve and enhance accessibility training for future municipal elections.

## **Section 6 – Information for electors and candidates**

Information about the 2022 Municipal Elections, including information about accessibility tools and initiatives, were communicated to electors and candidates through a number of bilingual and accessible communications platforms, as set out below.

### **Online content**

The Elections Office works closely with Service Ottawa to ensure that all content and materials posted to [ottawa.ca/vote](https://ottawa.ca/vote) is accessible and in compliance with the AODA and the IASR.

The Elections Office had a section on [ottawa.ca/vote](https://ottawa.ca/vote) dedicated to providing information about accessibility in the 2022 Municipal Elections. This includes information regarding the accessibility of the voting process, voting tools and voting options for electors.

The Elections Office also regularly communicated information about the election, including information about accessibility, on its official Twitter account, [@ottawavote](https://twitter.com/ottawavote), and official Facebook account, [Elections Ottawa](https://www.facebook.com/ElectionsOttawa).

### **Online tools**

As previously noted, the Elections Office and Information Technology Services developed the following online tools to convey information and assist electors throughout the elections process:

- Where do I vote?
- Am I on the Voters' list?
- Add my name to the Voters' List
- Who is running in my ward?
- Application for special mail-in ballot



- Election worker application

The online tools were developed and tested to ensure that they met the Web Content Accessibility Guidelines (WCAG) 2.1 AA standards.

It is important to note that the online tools did not replace the availability of paper forms, and inquiries were still received over the phone, by email, and in person.

### **Voter notification letters**

Electors that appeared on the Voters' List received a voter notification letter listing their voting options and assigned voting places, dates, and times for in-person voting. The voter notification letter also provided an accessible entrance for each voting place listed.

Along with their voter notification letter, electors received a brochure which included information about applying to vote by special mail-in ballot, appointing a proxy to vote on their behalf should they be unable to attend a voting place on voting days, and additional information about voting in person.

In addition, if an elector added or amended their information on the Voters' List during the revision period (September 1 to 16, 2022), they received an updated voter notification letter in the mail.

A copy of the bilingual voter notification letter has been attached as Appendix B for reference.

### **Advertising**

The Elections Office worked closely with Public Information and Media Relations staff to ensure that communications about the 2022 Municipal Elections were available to members of the public in a variety of formats, including:

- newspaper advertisements;
- public service announcements;
- radio advertisements;
- media advisories;
- promotional digital signs in City facilities and bus stops;
- billboards;

- television advertisements;
- online advertisements;
- printed material; and
- a variety of infographics and promotional videos shared on social media.

An example of the bilingual 2022 Municipal Elections promotional material has been attached as Appendix C for reference.

### **Public outreach events**

Prior to Voting Day, the Elections Office participated in several outreach activities in order to provide electors with information about how, when and where they could vote, and to raise awareness about the accessibility initiatives and tools available to electors.

Outreach activities included meeting with the Accessibility Advisory Committee, setting up information booths at City recreation facilities, post-secondary schools, public events, and conducting virtual presentations.

### **Printed materials**

The Elections Office worked closely with the City's Print, Mail and Operations Branch to ensure that election-related documents are designed to meet the CNIB's Clear Print Design Standard. This means that forms, signs, Voters' Lists, and other election-related documents are designed and reviewed to ensure that fonts, point sizes, colours/contrast, spacing and other formatting are accessible.

The Elections Office also worked with the Survey and Mapping Branch to make the electoral maps more accessible, including making adjustments to the line colour and thickness of the different types of boundaries. During the election cycle, the maps are available for download and printing [ottawa.ca/vote](http://ottawa.ca/vote).

Candidates were also provided with copies of printed ward and city maps upon the filing of their nomination forms.

A copy of the bilingual 2022 Municipal Elections brochure has been attached as Appendix D for reference.

## **Information for candidates**

The Elections Office 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.

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

## **Feedback and next steps – Information for electors and candidates**

The Elections Office recognizes the importance of providing information about municipal elections that is accessible and easy to navigate. In addition, the staff prioritize increasing the awareness of the accessibility tools and initiatives available.

In the 2022 Municipal Elections, electors provided feedback that they were unaware of the availability of accessible voting tools or services until contacting the Elections Office by phone or email. To address this, the Elections Office will continue to explore communication tactics in accessible formats that ensure this information reaches more electors in future municipal elections.

Staff will also ensure that accessibility information is included in all future election communications to reach persons with disabilities who are not associated with an organization and persons who do not identify themselves as having a disability but may face barriers to voting.

Throughout the course of the 2022 Municipal Elections, the Elections Office in consultation with Web Services has been observing user patterns while navigating information on [ottawa.ca/vote](https://ottawa.ca/vote). As this review is ongoing at the writing of this report, staff will review and consider the findings for future municipal elections to ensure online information is an accessible experience.

In addition, staff are reviewing the formats, display, and effectiveness of how information is communicated to voters, candidates, and third party advertisers and will make improvements when possible for future municipal elections.

## **Section 7 – Conclusion**

Experiences in the 2022 Municipal Elections reinforced the importance of collaborating directly with persons with disabilities, the City’s Accessibility Advisory Committee, and

the Accessibility Office when planning and conducting elections. Accessible election plans will continue to be updated and enhanced through the valuable input and feedback provided by our partners, electors and the organizations that represent them.

The Elections Office welcomes feedback on how we can improve the delivery of accessible elections. Feedback can be submitted at anytime to the Elections Office.

### **City of Ottawa Elections Office contact information**

Address:

1221 Cyrville Rd, Unit B  
Ottawa, ON K1J 7S8

Business hours: Monday – Friday, from 8:30 am to 4:30 pm.

Telephone: 613-580-2660 (TTY: 613-580-2401)

Fax: 613-580-2661

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

Facebook: [@ElectionsOttawa](https://www.facebook.com/ElectionsOttawa)

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

### **Book an appointment to meet with staff**

To ensure staff is available to answer your questions, please contact our office to schedule an appointment:

- Telephone: 613-580-2660 (TTY: 613-580-2401)
- Email: [elections@ottawa.ca](mailto:elections@ottawa.ca)

## **Appendix A**

### **2022 Voting Place Information – Accessibility Checklist**

<b>Building Information</b>	
Area to be used	
For retirement homes only: Is there a requirement for a mobile voting station?	Yes or No
Provide Mobile Voting Station Details:	
Zone a utilizer	
Entrance to be used	
Entrée a utiliser	
Is the Voting Place Agreement signed by the Grantor?	Yes or No
Is the Voting Place Agreement scanned and filed?	Yes or No

<b>Transportation</b>	
Is the Voting Place on a Bus Route?	Yes or No
Bus No.	

<b>Exterior Signage</b>	
Is the building identifier (name and address) clearly visible from the street and sidewalk	Yes or No
Comments	
Is the building name the same as what is indicated on the sign?	
Comments	
Are additional exterior yellow signs required	Yes or No
How many signs?	
Where to place signs?	
Building picture taken?	
Comments?	

<b>Parking</b>	
Is there an appropriate number of accessible parking spaces with at least 3.4 m (3,400 mm) in width?	Yes or No
Number of accessible parking spaces	
Is there appropriate signage (floor and panel) spaces?	Yes or No
Accessible Parking Space Signage Comments	
Accessible parking signs to order	
Are the accessible parking spaces close to the entrance (30m or less from parking or drop off area)?	Yes or No
Is there a need to create temporary accessible parking spots?	Yes or No
Number of accessible parking spaces required	

Where to create temporary accessible parking spaces	
Are the parking spaces firm and level?	Yes or No
Where should election workers park on voting day?	
Parking picture taken?	Yes or No
Comments	

<b>Exterior Accessible Route</b>	
Is the pedestrian path entrance accessible to parking and drop-off areas?	Yes or No
Does the pedestrian path entrance include appropriate curb cuts (13 mm)	Yes or No
Is ramp required?	Yes or No
What is the ramp height required?	
Is the pedestrian pathway an appropriate width of 180 cm?	Yes or No
Pedestrian pathway measurements	
Are there any abrupt changes in the level of the pedestrian pathway?	Yes or No
Where level changes are?	
Are there any protrusion hazards?	Yes or No
Where protrusion hazards are?	
Are there any drainage gratings within the pedestrian pathway?	Yes or No
Are the drainage gratings less than 13 mm wide?	Yes or No
Drainage gratings measurements	
Drainage gratings description	Yes or No
Is the approach to the voting area easy to travel in and in good condition (no broken pavement slabs, gravel, potholes)?	
Voting area approach description	Yes or No
Are there curb cuts	
Curb cuts description	
Exterior route picture taken?	Yes or No
Comments?	

<b>Exterior Ramps</b>	
Are there any exterior ramps?	
Is the ramp gradient less than 5%?	
Are there handrails and guards on both sides?	
Is the ramp width at least 150 cm between handrails?	
Ramp width measurements	

Is there a level landing space at the top and bottom of the ramp?	
Is the curb ramp lip flush with the pavement?	
Exterior ramps picture taken?	
Comments	

<b>Entrances</b>	
Are the entrances well marked and centrally located?	
Comments	
Is extra blue accessible election signage required to indicate entrance?	
How many blue signs?	
Where to place blue signs?	
Is extra yellow interior Voting Place sign required?	
How many yellow signs?	
Where to place yellow signs?	
Is the exterior door accessible (includes a door opening width of 86 cm minimum)?	
Exterior door measurement	
Is there a raised threshold that is more than 13mm high?	
Threshold measurement	
Is ramp requirement?	
What is ramp height required?	
Where ramp should be installed?	
Within the entrance vestibule (two doors in series) is there 150 cm of room between doors?	
Room between doors measurement	
Are the exterior doors power-operated?	
Are the controls at a suitable height?	
Is there enough timing for safe passage through doors (5 seconds)?	
Are there controls on both sides of the door (ext/int)?	
Are the interior doors power operated?	
Can the interior door(s) be propped open?	
Is the interior doorway opening 85 cm or more in width?	
Are the entrances well lit?	
Entrances picture taken?	
Comments	

<b>Interior Pedestrian Path the Travel</b>	
Is the voting area severed by well designated and safe elevator or lift?	
Are the elevators clearly marked?	
Are the controls accessible to wheelchair users and operable by one hand?	
Is the elevator door opening at least 85 cm in width?	
Elevator door opening measurement	
Inside the elevator, is the side to side measurements at least 137 cm?	
Elevator side to side measurement	
Does the elevator require a key to operate?	
Where to obtain elevator key?	
Is the elevator big enough for two people?	
Is the voting area severed by well designated and safe ramp?	
Is gradient less than 5%?	
Are there handrails?	
Is the approach to the voting area easy to travel in and in good condition (no uneven surfaces, tripping or slipping hazards)?	
Is there any objects protruding from the wall (more than 10 cm) or overhead signage that would cause an issue?	
Protruding objects where	
Protruding objects description	
Is there a requirement for a rest area from the entrance to the voting area (i.e., long walk from the entrance to the voting area)?	
Rest area where	
Are extra yellow arrow signs required to direct electors to the voting room?	
Yellow arrows how many	
Yellow arrows where	

<b>Stairs</b>	
Are there stairs in the pedestrian path?	
Are the stairwells easy to locate?	
Do the stairs have accessible handrails on both sides?	
Do the stairs have a non-skid surface?	



Is the nosing colour contrasted?	
Are the stairwells well illuminated?	

<b>Lighting</b>	
Are all areas well lit especially in the voting area?	
Are any additional lights required?	
How many additional lights are required?	
Where should the lights be placed?	

<b>Service Animals</b>	
Is the landlord or building owner aware that service animals are permitted to enter the building?	

<b>Information for Election Workers</b>	
How will election staff access the facility on voting days?	
Facility access comments	
Are there kitchen facilities available to election workers?	
Kitchen location	
Kitchen details	
Will washrooms be available to election workers?	
Washroom location	
Are washrooms accessible?	
Washrooms comments	
Is route to washroom accessible?	
Washroom route comments	

<b>Emergency Information</b>	
Location of Emergency phone	
Is there any emergency evacuation plan available?	
How to obtain or where located	

<b>Nursing / Retirement Home / Apartment Building</b>	
Is there any other building(s) associated to the site and do the residents have access to the main building?	
Associated buildings	


Accessibility Costs	
Amount spent to make location accessible	

**Reviewed by:** \_\_\_\_\_ **on** \_\_\_\_\_



## Appendix B


### 2022 Voter notification letter – English

August 29, 2022



**City of Ottawa  
Elections Office**  
613-580-2660  
elections@ottawa.ca  
ottawa.ca/vote


010000001

JOHN DOE  
123 ANY STREET RD  
OTTAWA ON X0X 0X0

This is your voter notification letter for the 2022 Municipal Elections. It lists how your information appears on the Voters' List and the options you have to vote. You can bring this notification with you to expedite the in-person voting process, but it cannot be used as a piece of identification.

**Your information as it appears on the Voters' List**





School support	Ward	Qualifying address
English Public	01 - Orléans East-Cumberland	123 ANY STREET RD

If there are errors with the above-noted information, including the spelling of your name in the address block, you can update your information online by using the "Am I on the Voters' List?" tool on [ottawa.ca/vote](http://ottawa.ca/vote) from September 1 to September 16 at 4:30 pm. After September 16, you can fill out a form to update your information at your voting place on voting days.

**Voting opportunities**

You have three options to cast your vote in the 2022 Municipal Elections:

- 1. Vote by special mail-in ballot.** You may request to vote by special mail-in ballot by submitting an application online, by email, mail, or in person to the Elections Office between September 1 and September 16 at 4:30 pm. For more information, please review the enclosed brochure, visit [ottawa.ca/vote](http://ottawa.ca/vote), or contact the Elections Office.
- 2. Vote by proxy.** If you are unable to attend a voting place on voting days, you can appoint a proxy from September 1 to October 24 to cast your vote on your behalf. For more information, please review the enclosed brochure, visit [ottawa.ca/vote](http://ottawa.ca/vote), or contact the Elections Office.
- 3. Vote in person.** You may cast your vote in person at any of the voting places listed below. All voting places will be fully accessible. For more information on the accessible tools available, visit [ottawa.ca/vote](http://ottawa.ca/vote).

In-person voting opportunities	Voting places and addresses
<b>Special Advance Vote Days</b> Saturday, September 24 Sunday, September 25 Monday, September 26 Tuesday, September 27  Hours: 10 am to 8 pm	<b>François Dupuis Recreation Centre</b> , 2263 Portobello Blvd <b>St-Laurent Complex</b> , 525 Côte St <b>City Hall</b> , 110 Laurier Ave W <b>Greenboro Community Centre</b> , 363 Lorry Greenberg Dr <b>Minto Recreation Complex - Barrhaven</b> , 3500 Cambrian Rd <b>Nepean Sportsplex</b> , 1701 Woodroffe Ave <b>Michele Heights Community Centre</b> , 2955 Michèle Dr <b>Richcraft Recreation Complex - Kanata</b> , 4101 Innovation Dr <b>CARDELREC Recreation Complex Goulbourn</b> , 1500 Shea Rd  All main entrances are accessible
<b>Advance Vote Day 1</b> Friday, October 7  Hours: 10 am to 8 pm	<b>Ray Friel Recreation Complex</b> 1585 Tenth Line Rd  Main Entrance
<b>Advance Vote Day 2</b> Friday, October 14  Hours: 10 am to 8 pm	<b>South Fallingbrook Community Centre</b> 998 Valin St  Main Entrance
<b>Voting Day</b> Monday, October 24  Hours: 10 am to 8 pm	<b>Divine Infant School</b> 8100 Jeanne D'Arc Blvd N  Parking Lot Entrance <b>Table: 5</b> <span style="float: right;"><b>Ballot colour: White</b></span>

This notification was issued by M. Rick O'Connor, City Clerk.

## 2022 Voter notification letter – French

Le 29 août 2022



Ville d'Ottawa  
 Bureau des élections  
 613-580-2660  
 elections@ottawa.ca  
 ottawa.ca/votez



JOHN DOE  
 123 ANY STREET RD  
 OTTAWA ON X0X 0X0

Le présent document constitue votre avis de scrutin de l'électeur pour les élections municipales de 2022. Il montre comment vos renseignements apparaissent sur la liste électorale et les options qui s'offrent à vous pour voter. Vous pouvez apporter cet avis pour accélérer le processus de vote en personne, mais il ne peut être utilisé à titre de pièce d'identité.

### Vos renseignements tels qu'ils figurent sur la liste électorale

Soutien scolaire	Quartier	Adresse habitante
Public anglais	01 - Orléans-Est-Cumberland	123, CH. ANY STREET

Si les renseignements ci-dessus sont erronés, notamment l'orthographe de votre nom dans l'adresse habitante, vous pouvez mettre vos renseignements à jour en ligne en utilisant l'outil « Mon nom est-il sur la liste électorale? » au [ottawa.ca/votez](http://ottawa.ca/votez) du 1<sup>er</sup> au 16 septembre à 16 h 30. Après le 16 septembre, vous pourrez mettre vos renseignements à jour à votre bureau de vote les jours de scrutin.

### Possibilités de vote

Vous pourrez voter de trois façons lors des élections municipales de 2022 :

- Vote par bulletin de vote spécial par la poste.** Vous pouvez demander de voter par bulletin de vote spécial par la poste en soumettant une demande au Bureau des élections entre le 1<sup>er</sup> et le 16 septembre 2022 à 16 h 30. Pour plus d'information, veuillez consulter le dépliant ci-joint, visiter [ottawa.ca/votez](http://ottawa.ca/votez) ou contacter le Bureau des élections.
- Vote par procuration.** Si vous ne pouvez pas vous rendre dans un bureau de vote les jours de vote, vous pouvez nommer un mandataire pour voter en votre nom du 1<sup>er</sup> septembre au 24 octobre. Pour plus d'information, veuillez consulter le dépliant ci-joint, visiter [ottawa.ca/votez](http://ottawa.ca/votez) ou contacter le Bureau des élections.
- Vote en personne.** Vous pouvez voter en personne dans tous les bureaux de vote ci-dessous. Tous les bureaux de vote seront entièrement accessibles. Pour en savoir plus sur les outils d'accessibilité offerts, consultez [ottawa.ca/votez](http://ottawa.ca/votez).

Options de vote en personne	Bureaux de vote et adresses
<b>Jours de vote par anticipation spécial</b> Samedi 24 septembre Dimanche 25 septembre Lundi 26 septembre Mardi 27 septembre Heures : de 10 h à 20 h	<b>Centre récréatif François-Dupuis</b> - 2263, boul. Portobello <b>Complexe St-Laurent</b> - 525, rue Côté <b>Hôtel de ville</b> - 110, av. Laurier Ouest <b>Centre communautaire de Greenboro</b> - 363, prom. Lorry-Greenberg <b>Complexe récréatif Minto - Barrhaven</b> - 3500, ch. Cambrian <b>Sportsplex de Nepean</b> - 1701, av. Woodroffe <b>Centre communautaire Michele Heights</b> - 2955, prom. Michèle <b>Complexe récréatif Richcraft - Kanata</b> - 4101, prom. Innovation <b>Complexe récréatif CARDELREC Goulbourn</b> - 1500, ch. Shea  Toutes les entrées principales sont accessibles
<b>Jour 1 du vote par anticipation</b> Vendredi 7 octobre Heures : de 10 h à 20 h	<b>Complexe récréatif Ray-Friel</b> 1585, ch. Tenth Line  Entrée principale
<b>Jour 2 du vote par anticipation</b> Vendredi 14 octobre Heures : de 10 h à 20 h	<b>Centre communautaire Fallingbrook Sud</b> 998, rue Valin  Entrée principale
<b>Jour du scrutin</b> Lundi 24 octobre Heures : de 10 h à 20 h	<b>Divine Infant School</b> 8100, boul. Jeanne D'Arc N  Entrée du stationnement Table : 5      Couleur du bulletin de vote : blanc

Cet avis a été envoyé par M. Rick O'Connor, greffier municipal.

## Appendix C


### Examples of 2022 Municipal Elections promotional material





## Appendix D


### Bilingual 2022 Municipal Elections brochure





# Elections Ottawa

Make your mark.

Vote on or before  
October 24.




 Elections Ottawa  
Élections Ottawa
  @ottawavote  
@ottawavotez

## Élections Ottawa

Laissez votre marque.

Votez le 24 octobre  
ou avant.

**You have three options to cast your vote in the 2022 Municipal Elections.**

**Vote by special mail-in ballot** 

You can apply to vote by mail from September 1 to September 16 at 4:30 pm.


**How to vote by special mail-in ballot**

Apply online at [ottawa.ca/vote](http://ottawa.ca/vote), by mail, email, or in person at the Elections Office.

Check your mailbox. Special ballot voter kits with instructions on how to cast your ballot will be mailed the week of September 26.

Complete your special mail-in ballot and return it to the Elections Office or a Client Service Centre by 4:30 pm on October 24 in order to have it counted.

**Vous pourrez voter de trois façons lors des élections municipales de 2022.**

**Vote par bulletin de vote spécial par la poste** 


Vous pourrez demander à voter par la poste du 1<sup>er</sup> au 16 septembre, à 16 h 30.

**Comment voter par bulletin de vote spécial par la poste**

Faites une demande en ligne à [ottawa.ca/votez](http://ottawa.ca/votez), par la poste, par courriel ou en personne au Bureau des élections.

Vérifiez votre boîte aux lettres. Des trousse de vote par bulletin spécial contenant des instructions sur la façon de voter seront postées la semaine du 26 septembre.


Remplissez votre bulletin de vote spécial et envoyez-le de façon qu'il parvienne au Bureau des élections ou à un centre du service à la clientèle au plus tard à 16 h 30, le 24 octobre, pour qu'il soit compté.

**Vote by proxy** 

If you can't make it to a voting place, you can appoint a proxy to vote on your behalf.

To vote by proxy, you and your proxy must fill out two copies of the **Appointment for Voting Proxy - Form 3**. This form is available on [ottawa.ca/vote](http://ottawa.ca/vote). The proxy must take the completed forms to the Elections Office or any Client Service Centre during regular business hours, and have it certified by City staff from September 1 to October 24.


The proxy brings the original copy of the certified form and a piece of personal identification to a voting place during one of the seven in-person voting opportunities and casts your ballot for you.

**Vote par procuration** 

Si vous ne pouvez pas vous rendre dans un bureau de vote, vous pouvez nommer un mandataire qui votera en votre nom.

Pour voter par procuration, votre mandataire et vous devez remplir le formulaire **Nomination d'un mandataire - formulaire 3** en double. Vous trouverez ce formulaire sur [ottawa.ca/votez](http://ottawa.ca/votez). Le mandataire devra remettre les formulaires dûment remplis au Bureau des élections ou à un centre du service à la clientèle pendant les heures normales d'ouverture entre le 1<sup>er</sup> septembre et le 24 octobre, afin de les faire certifier par le personnel de la Ville.

Le mandataire apportera le formulaire certifié original et une pièce d'identité à un bureau de vote au cours de l'une des sept possibilités de vote en personne et déposera votre bulletin de vote en votre nom.


**Vote in person** 

There are seven in-person voting days to choose from:

- **Special Advance Vote Days** from September 24 to 27
- **Advance Vote Days** on October 7 and 14
- **Voting Day** on October 24

Visit [ottawa.ca/vote](http://ottawa.ca/vote) and use the "Where do I vote?" tool to find out when and where you can vote.

All voting places will be fully accessible. For more information on the accessible tools available, visit [ottawa.ca/vote](http://ottawa.ca/vote).

**Vote en personne** 

Vous avez le choix entre sept jours de vote :

- **Jours de vote par anticipation spécial** du 24 au 27 septembre
- **Jours de vote par anticipation** le 7 octobre et le 14 octobre
- **Jour du scrutin** le 24 octobre

Visitez [ottawa.ca/votez](http://ottawa.ca/votez) et utilisez l'outil « Où puis-je voter? » pour savoir quand et où vous pourrez voter.

Tous les bureaux de vote sont entièrement accessibles. Pour en savoir plus sur les outils d'accessibilité offerts, consultez [ottawa.ca/votez](http://ottawa.ca/votez).

### Special advance voting

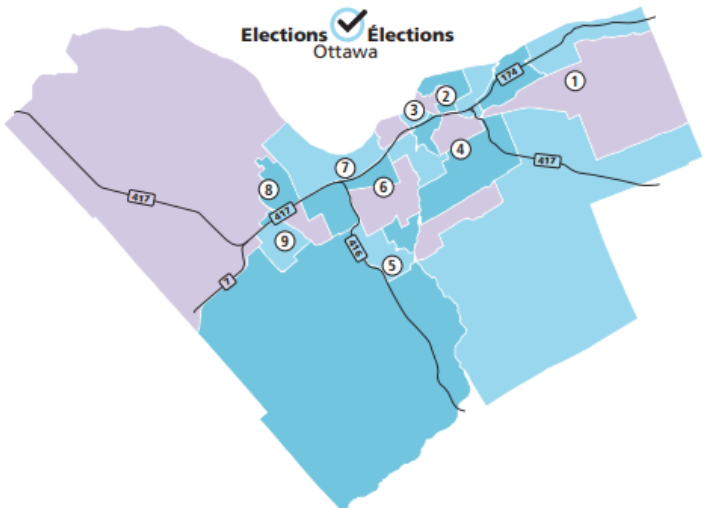
During special advance voting, you can vote in person at any of the nine voting places:


- ① François Dupuis Recreation Centre  
2263 Portobello Boulevard
- ② St-Laurent Complex  
525 Côté Street
- ③ City Hall  
110 Laurier Avenue West
- ④ Greenboro Community Centre  
363 Lorry Greenberg Drive
- ⑤ Minto Recreation Complex–Barrhaven  
3500 Cambrian Road
- ⑥ Nepean Sportsplex  
1701 Woodroffe Avenue
- ⑦ Michele Heights Community Centre  
2955 Michèle Drive
- ⑧ Richcraft Recreation Complex–Kanata  
4101 Innovation Drive
- ⑨ CARDELREC Complex  
1500 Shea Road

### Vote par anticipation spécial

Lors du vote par anticipation spécial, vous pourrez voter en personne dans l'un des neuf bureaux de vote suivants :

- ① Centre récréatif François-Dupuis  
2263, boulevard Portobello
- ② Complexe St-Laurent  
525, rue Côté
- ③ Hôtel de ville  
110, avenue Laurier Ouest
- ④ Centre communautaire de Greenboro  
363, promenade Lorry-Greenberg
- ⑤ Complexe récréatif Minto–Barrhaven  
3500, chemin Cambrian
- ⑥ Sportsplex de Nepean  
1701, avenue Woodroffe
- ⑦ Centre communautaire Michele Heights  
2955, promenade Michèle
- ⑧ Complexe récréatif Richcraft–Kanata  
4101, promenade Innovation
- ⑨ Complexe CARDELREC  
1500, chemin Shea




**Elections**  **Élections**  
Ottawa

### NEW!

Ottawa has new ward boundaries for the 2022 Municipal Elections and 2022-2026 Term of Council. Visit [ottawa.ca/vote](https://ottawa.ca/vote) and use the “Who is running in my ward?” tool to verify your ward name and number, and to view the list of candidates running in your ward.

### NOUVEAU!

Ottawa a de nouvelles limites de quartiers pour les élections 2022 et le mandat du Conseil de 2022-2026. Consultez [ottawa.ca/votez](https://ottawa.ca/votez) et utilisez l'outil « Qui sont les candidats dans mon quartier? » pour vérifier le nom et le numéro de votre quartier et pour afficher la liste des candidats qui s’y présentent.



Visit [ottawa.ca/vote](https://ottawa.ca/vote) or call 613-580-2660 for more information on voting in the 2022 Municipal Elections.

Consultez [ottawa.ca/votez](https://ottawa.ca/votez) ou composez le 613-580-2660 pour obtenir de plus amples renseignements sur le vote aux élections municipales de 2022.