MUNICIPAL ELECTIONS
THE CITY OF WINDSOR
ONTARIO, CANADA
2026

Accessible Election Procedures



Procedures Governing the Provision of Election Information and Services to Persons with Disabilities

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Table of Contents

1. INTRODUCTION 1

2. STAFF TRAINING AND ELECTION ASSISTANCE 1

Staff Training 1
Provision of Election Information 2
Notice of Temporary Service Disruption 2
Staff Assistance 2

3. ASSISTANCE TO CANDIDATES 3

Service Animals 3
Campaign Expenses 3

4. ASSISTANCE TO ELECTORS 4

Voting by Proxy 4
Voting Locations 4
Transit to the Voting Location 4
Service Animals 5
Entrance to the Voting Place 5
Interior Voting Area 6
Accessible Voting Booths 6
Accessible Voting Technologies – Advance Voting 6
Voting Assistance 7

5. FEEDBACK PROCESS 8

6 ADDITIONAL INFORMATION 10

City of Windsor – Office of the City Clerk 10
City of Windsor – Election Website 10
Ministry of Municipal Affairs and Housing – Election Website 10
Ministry of Community and Social Department 10
Service Ontario – e-Laws 10

MUNICIPAL ELECTIONS 2026

THE CITY OF WINDSOR
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Accessible Election Procedures

1. INTRODUCTION

The City Clerk is responsible for the proper legislative and administrative conduct of municipal elections in the City of Windsor. In accordance with the *Municipal Elections Act, 1996*, the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*, the City Clerk is authorized to establish procedures and provide appropriate measures to ensure that persons with disabilities have the opportunity to participate fully in the 2026 Municipal Elections. Accordingly, the 2026 Municipal Election will be conducted in such a manner to ensure that:

1. Electors and candidates with disabilities have full and equal access to all election information and services.

2. Persons with disabilities have full access to Voting Places.

3. Persons with disabilities are able to independently and privately mark their ballot and have access to alternative methods of voting assistance.

Following the election, the City Clerk will submit a report to Council concerning the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

2. STAFF TRAINING AND ELECTION ASSISTANCE

Staff Training

All staff carrying out election duties will be trained to recognize and ensure that persons with disabilities are served in a way that accommodates their needs. Training will include:

1.How to interact and communicate with persons with various types of disability.
2.How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or support person.
3.How to use voting equipment and assistive devices to deliver election services.
4.What to do if a person is having difficulty accessing election information or services

MUNICIPAL ELECTIONS
THE CITY OF WINDSOR
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Accessible Election Procedures

Provision of Election Information

Electors and candidates with disabilities will be able to receive information and copies of election documents in a format that takes into account their disability. The format may be agreed upon between the requester and the City Clerk. Notice of this provision is located on the City's Election Website at www.windsorelections.ca and is included in election notices placed in the local media. In addition, candidates with disabilities may access the election information on the City's election website using technologies such as screen readers.

Notice of Temporary Service Disruption

If there is a temporary disruption in the delivery of election information or services, the Office of the City Clerk shall provide public notice on the City's election website, at the physical site of the disruption and when possible in the local media. The notice shall include the reason for the disruption, anticipated duration and a description or alternative methods of delivering the information or service. Every effort shall be made to provide alternative methods of providing the information or service to persons with disabilities.

Staff Assistance

Elections staff in the Office of the City Clerk available to assist with any issues that may arise with respect to providing a barrier-free election and can be reached by way of the contact information provided below:

1. **Telephone** (519) 255-6100 ext. 6285
2. **In Person** Office of the City Clerk, Room 530
   350 City Hall Square West, Windsor, Ontario
3. **Fax** (519) 255-6868
4. **TTY** 1-866-4TTY311
5. **E-mail** clerkselections@citywindsor.ca
6. **Mail** City Clerk's Office, 530-350 City Hall Square West
   Windsor, ON N9A 6S1

Accessible Election Procedures

In addition, the following members of our election staff can be contacted directly for assistance:

Terri Knight Lepain, Manager of Records & Elections &
Freedom of Information Coordinator
Phone: 519-255-6100, ext. 6578, *E-mail:* tknightlepain@citywindsor.ca

Susan Fitzsimmons, Supervisor of Information & Records
Phone: 519-255-6100, ext. 6214, *E-mail:* fitzsis@citywindsor.on.ca

Steve Vlachodimos, City Clerk & Senior Manager of Council Services
Phone: 519-255-6100, ext. 6488, *E-mail:* svlachodimos@citywindsor.on.ca

3. ASSISTANCE TO CANDIDATES

Service Animals

Candidates and scrutineers are permitted to be accompanied by a service animal at all voting places and other designated election locations.

Campaign Expenses

Expenses that are incurred by a candidate or registered third party who is an individual with a disability that are directly related to the disability, and would not have been incurred but for the election to which the expenses relate are excluded from the permitted spending limit for the candidate.

Accessible Election Procedures

4. ASSISTANCE TO ELECTORS

Voting by Proxy

A person with a disability that is homebound or otherwise unable to go to a Voting Place may appoint another person to act as a voting proxy to cast a ballot on his or her behalf. The appointment must be made on the prescribed form available at the Office of the City Clerk. The person being appointed as a proxy will be required to take a statutory declaration before a Commissioner of Oaths.

City Clerk's Department staff can administer this oath at 350 City Hall Square West. Once the form has been completed by the person appointing the proxy and the proxy voter, and has been duly signed by authorized personnel in the Clerk's Office, the proxy certificate may be used by the voting proxy at the assigned voting station or at any advance voting location during the advance vote. The appointment of a proxy may only be made no sooner than August 24, 2026 and does not remain in force after Voting Day, Monday, October 26, 2026.

Voting Locations

A ward and voting station locator of all advance voting and voting day locations will be available on the City's election website at www.windsorelections.ca.

Using the locator, persons with disabilities can determine where to park and enter the voting location. The locator will also include information such as a map of the area, aerial photograph of the building, parking facilities, and the location of doors of entry.

Transit to the Voting Location

Proximity of the voting location to accessible public transit routes shall be considered in selection of voting locations, however, the location may not necessarily be located on the same street as the transit stop. Identification of the voting location shall be clearly visible from the street level. Transit Windsor will provide free transportation to and from the voting location for those with difficulty getting to the location. More information will be included on the City's Election Website.

Accessible Election Procedures

Parking



Designated or reserved parking for people with disabilities and seniors is to be provided close to the entrance of the Voting Place where possible. Accessible parking spaces will be clearly posted and easy to see from the road and marked with the International Symbol of Accessibility. An increase in the usual parking limits for people with disabilities will be requested where possible. Curb cuts will be identified so users of mobility aids (such as wheelchairs, scooters, canes, or crutches) can access the road and sidewalk. Election Officials will be reminded to make routine checks of routes to the entrance of the Voting Place throughout the day.

Service Animals

Electors requiring service animals are permitted to be accompanied by a service animal at all voting locations.



Entrance to the Voting Place

Where the Voting Place has steps up to the entrance, ramps with handrails will be provided to assist people using mobility aids or who have mobility impairments. The slope of the ramp will conform to the barrier-free design requirements of the Ontario Building Code or the Canadian Standards Association Barrier-Free Guidelines. If the ramp is temporary, it will be securely attached to the steps so it cannot slip or wobble. Where the main entrance to the voting station is inaccessible, another entry point that is accessible will be used. Where possible the accessible entrance is to be used as a main entrance for everyone.

The entrance for people with disabilities will be clearly sign-posted, using the International Symbol of Accessibility. Every effort shall be made to ensure that the door into the Voting Place is wide enough for a wheelchair or scooter to pass through easily. The door hardware is to be accessible and operated by a person using a closed fist. If the doors are heavy, awkward to open or have handles that are out of reach, where possible they will be propped open in a safe manner or an alternative entrance provided.

Accessible Election Procedures

Interior Voting Area

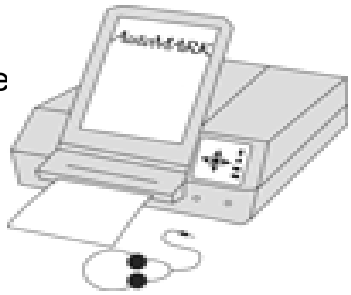
Access to the interior voting area and voting booth shall be level and easily traversed. Any doormats or carpeting shall be level with the floor to prevent potential tripping hazards. All voting areas are to be well lit and seating made available.

Accessible Voting Booths

Accessible voting booths will be available at each Voting Place. Voting booths 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. Ballot magnifiers will be made available to assist any individual with low vision.

Accessible Voting Technologies – Advance Voting

Advance voting locations will be equipped with a ballot marking device for voters with disabilities. The AutoMark Device allows the voters with disabilities and other special needs to mark their ballot privately and independently. The machine allows an elector to mark his/her ballot by way of touch screen, tactile buttons with Braille, a sip/puff tube, or rocker paddle for voters who may be unable to use their hands to press the selection buttons.



AutoMARK machine

The contrast of the touch screen can also be changed to high contrast and has a zoom feature. The AutoMark machine also permits an elector to listen to the choices through headphones. The voter uses headphones to hear the ballot presentation and a handheld controller device to control the voting session and select votes.

When a voter wishes to use the accessible voting feature, the poll worker positions the voter behind privacy screens near the tabulator equipped with the ballot marking device. The voter or poll worker, if need be, then inserts a blank ballot into the printer slot of the device and provides the voter with the headphones and the handheld controller.

Accessible Election Procedures

The voter hears the audio ballot and uses the controller to adjust volume, speed of the audio presentation, move between contests, and select votes. The audio presentation will confirm votes selected for voter verification. The voter has the capability to review their choices before casting their ballot. When the voter has made and confirmed all their vote selections they use the handheld controller to cast their ballot which is then delivered by the machine to the voter with their selected choices. The ballot will then be placed into a secrecy sleeve and delivered to the Tabulator Officer for processing through the vote tabulation machine as the voter exits the voting station.

Voting Assistance

Persons with disabilities may be accompanied by a support person within the Voting Place. In addition, the Deputy Returning Officer in each Voting Place can assist the voter in casting their vote. Prior to entering the voting booth, the Deputy Returning Officer shall, in conjunction with the person with the disability, determine the extent to which they need assistance and the best way in which this assistance can be provided.

This may include actually marking the ballot as directed by the person with the disability. Where a Voting Place is located in an institution or retirement home, the Deputy Returning Officer can attend on voters in their specific living areas or at their bedside to assist them to vote. All Deputy Returning Officers are sworn to an oath of secrecy.



Accessible Election Procedures

5. FEEDBACK PROCESS

Feedback about the manner in which election services are provided to persons with disabilities may be submitted to the Office of the City Clerk through a variety of methods including:

1. **Telephone** (519) 255-6100 ext.6285
2. **In Person** City Clerk's Office
   350 City Hall Square West, Suite 530, Windsor City Hall
   Windsor, Ontario
3. **Fax** (519) 255-6868
4. **TTY** 1-866-4TTY311
5. **E-mail** clerks@citywindsor.ca
6. **Mail** City Clerk's Office, P. O. Box 1607
   Windsor, ON N9A 6S1
7. **Website** https://www.citywindsor.ca/cityhall/Municipal-Election
8. **Online** www.311online.ca

The *Accessible Customer Service Feedback Form* is located on the City of Windsor website. Follow the three (3) steps outlined below to submit a feedback request:

STEP ONE

1) Click on the 311 icon on the City website at www.citywindsor.ca
2) Click on 311 online
3) Click on the drop down menu under SERVICE TYPE and choose Accessible Customer Service Feedback – Municipal Election.

STEP TWO

Fill out all sections of the service request.

NOTE: An email address must be included – the service request will not work without providing one. Customers will receive an automatic notification of their tracking number.

Accessible Election Procedures

STEP THREE
Once the Service Request (SR) has been logged, customers are provided with a SR tracking number. This allows the customer to follow up on the status of their request either online or by calling 311.

In addition, staff working in City facilities can complete the feedback form and submit the feedback request on behalf of the persons with a disability. The City staff who submitted the SR will provide the customer with the SR tracking number for further follow-up.

Alternatively, the Accessible Customer Service Feedback – printable form may be used for manual completion. Manually completed forms are date stamped and forwarded to the Office of the City Clerk via inter-office mail. Each completed form is reviewed by City staff who will respond to the elector or candidate directly within two business days providing an anticipated action and timeframe for a full response where appropriate.

RETURN COMPLETED FORM TO:

In person: At any City of Windsor service counter

By mail: City of Windsor
c/o 311 Call Centre
Suite 410, 400 City Hall Square East
Windsor, ON N9A 6S1

By fax: 519-256-3311

Notification of this process will be printed and made available in the Office of the City Clerk and on the City's election website (http://www.windsorelections.ca). Alternate notice formats are also available upon request to the City Clerk.

The feedback process provides election staff with an opportunity to take corrective measures to prevent similar recurrences, address training needs, enhance service delivery and provide alternative methods of voting procedures.

Accessible Election Procedures

6 ADDITIONAL INFORMATION

City of Windsor – Office of the City Clerk

The Office of the City Clerk is located at Windsor City Hall in Room 530, 350 City Hall Square West, Windsor. City Clerk's Elections staff can answer any questions you may have about running for office, the election in general or specific provisions for those persons with disabilities. See Section 2 for additional contact information.

City of Windsor – Election Website

The City of Windsor's Election Website is continuously updated to reflect the most recent developments and information. Visit the site for an up-to-date list of candidates and other important messages or events throughout the election year at:
www.windsorelections.ca

Ministry of Municipal Affairs and Housing – Election Website

This website contains information about municipal elections, the Province of Ontario 2014 Municipal Elections Candidates Guide and the Ministry's commitment to promote greater accessibility for voters and candidates with disabilities:
www.mah.gov.on.ca/Page219.aspx

Ministry of Community and Social Department

The Ministry of Community and Social Department has developed several quick reference guides with respect to the overall management of an accessible election campaign. For more information candidates can visit:
www.mcss.gov.on.ca/en/mcss/programs/accessibility

Service Ontario – e-Laws

This website contains all current statutes including the Municipal Elections Act, 1996, the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005, www.e-laws.gov.on.ca