



Township of Cavan Monaghan Accessibility Plan Election 2026

Contents

Introduction	3
Objective.....	3
Development of the Plan	3
Voting Period.....	4
Voting Methods.....	4
Telephone Voting.....	4
Internet Voting	5
Voter Assistance Centres	5
Long-Term Care Facilities and Retirement Homes.....	6
Voting Assistance and Interpreters	6
Service Animals	6
Service Disruptions.....	7
Election Materials	7
Alternative Formats.....	7
Web Content.....	7
Election Officials.....	8
Training.....	8
Accessibility Supports for Election Officials	8
Candidates and Registered Third Party Advertisers	8
Reporting.....	9
Election Customer Service Feedback	9

Introduction

The Township of Cavan Monaghan recognizes that persons with disabilities should be provided with an equal opportunity to participate in the 2026 Municipal Election in a manner consistent with the principles of independence, dignity, integration and equality as stated in the regulations of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Objective

The focus of this Plan is to ensure that electoral services are accessible to everyone – candidates, electors, and election officials. It aims to identify and eliminate barriers for persons of all abilities and to create a positive electoral experience. It has been developed with the goal of providing electoral services in a way that adheres to the customer service principles and accessibility standards found in Ontario Regulation 191/11, Integrated Accessibility Standards (O. Reg. 191/11), and Township accessibility policies. It includes the following objectives.

- That persons with disabilities have full and equal access to all information on where and when to vote and on eligible candidates
- That persons with disabilities can fully participate in the 2026 Municipal Election
- That efforts are made to ensure that electors with disabilities are aware of the accessibility measures available via channels such as print media, radio, the Township's website, and social media
- That persons with disabilities can independently cast their vote from the comfort of their own home or attend accessible Voter Assistance Centres if they require further assistance from election officials

Development of the Plan

In order to develop the plan, the following steps were taken:

- Review legislation to identify statutory requirements
- Review Township Accessibility Policies
- Research and analyze the accessibility plans of municipalities using Simply Voting's telephone and internet voting system
- Review election accessibility information developed by the Government of Ontario and the Association of Municipal Clerks, Managers, and Treasurers of Ontario
- Consult the Township's Accessibility Advisory Committee to assist in the identification of barriers and approaches to remove them

The Township will continue to learn, develop, and adjust its approach in order to meet the needs of persons with disabilities. This Plan is a "living" document which will be improved and updated as best practices are identified and new opportunities for improvement arise or become available.

Voting Period

The voting period for the 2026 Municipal Election in the Township will start at 10:00 a.m. on Tuesday, October 13, 2026 and continue until Monday, October 26 at 8:00 p.m. The extended voting period offers electors a greater opportunity to vote and provides more time to seek assistance with voting if barriers are encountered.

Voting Methods

The Township has contracted Simply Voting to offer internet and telephone voting for the 2026 election. Both of these methods allow electors to vote from anywhere within the defined voting period using a telephone or the internet. The Township will also operate Voting Assistance Centres, including at long-term care and retirement homes, during the voting period to offer greater opportunity to vote and assist electors experiencing any barriers to voting.

The Township will use a two-step process for online voting. Eligible voters will receive a personalized voting instruction letter by mail before voting day. The voting letter will provide details on how to vote online or by phone. The information will also include a secret PIN number that electors use to access the voting system. The PIN number, in conjunction with a personal piece of information, will be required for voters to vote. By combining these two pieces of information, the integrity of the vote is maintained. Electors may request the personalized voting instructions via email or in person at the Municipal Office as well.

Telephone Voting

Telephone voting will provide eligible voters with an audio voting option. Instructions are heard through a handset and electors make their selections when prompted using the keypad. The voter hears the audio ballot and uses the telephone keypad to select the candidates they wish to vote for.

Possible barriers that an elector may encounter when using telephone voting can include low volume, use of language that is not clear or plain, and confusing menu options. The telephone voting system has features to reduce barriers encountered including:

- Service on all types of touch phones and wireless devices
- Use of clear, plain language
- Menu options that are easy to follow, advising when to select options and confirmation of the elector's selections
- Standard volume is used to allow for adjustment based off the telephone or device being used

Internet Voting

Internet voting allows any elector with access to a smartphone, tablet or computer to independently cast a ballot at any time and any place that is most convenient to them. This method of voting provides persons with disabilities, electors who may have mobility restrictions, visual impairments, and/or do not have access to transportation the same opportunity and privacy as other voters to participate in the election.

Simply Voting's internet voting system is compliant with Web Content Accessibility Guidelines (WCAG 2.0), which include organization, functionality and readability of information provided, as well as alternative ways of representing information, such as with audio. Additionally, persons who have assistive devices set up in their homes can use them to assist with casting a ballot privately and independently. The interface of Simply Voting's website is regularly audited against WCAG 2.2 accessibility requirements by AccessiBe, which provides a Voluntary Product Accessibility Template and Accessibility Conformance Report. This ensures voting websites are compatible with screen-reading technology such as JAWS.

Voter Assistance Centres

The Township will be operating at least two Voter Assistance Centres prior to October 26 to provide help to voters that require assistance when voting or do not have access to the internet or a telephone. An audit to identify any accessibility barriers will be conducted before the opening of any Voter Assistance Centre.

Accessing Voter Assistance Centre

Every effort shall be made to ensure that the path of entry to the Voting Assistance Centre is accessible. The location will have ramps, doors wide enough for a wheelchair or scooter to pass through easily, door hardware that can be operated by a person with limited dexterity, and/or have a power assist function.

There will be at least one accessible parking space or reserved parking for individuals with disabilities provided close to the entrance of each Voting Assistance Centre. Accessible parking spaces will be clearly posted and easy to see from the road and marked with the International Symbol of Access.

Inside Voter Assistance Centres

The interior of Voter Assistance Centres will be fully accessible and be in well lit areas with seating available. Entrances and the area around the voting station will be free of obstructions and tripping hazards to allow the unimpeded use of wheelchairs, walkers, service animals, or other assistive devices. At least one voting kiosk will be placed at a height that will enable use in a wheelchair. Communication supports and assistive devices will be available to assist electors with a range of disabilities and election officials will be trained on the accessibility features of the voting kiosks.

Voting Assistance Centres will be operating at the following locations and times:

Municipal Office

988 County Road 10, Millbrook

Tuesday, October 13, 2026 from 10:00 a.m. to 4:30 p.m.

Weekdays, October 14 – 16, 2026 from 8:30 a.m. to 4:30 p.m.

Weekdays, October 19 – 23, 2026 from 8:30 a.m. to 4:30 p.m.

Voting day, Monday, October 26, 2026 from 8:30 a.m. to 8:00 p.m.

Peterborough Curling Club, Front Lobby

2195 Lansdowne Street West, Cavan Monaghan

Wednesday, October 21, 2026 from 11:00 a.m. – 6:00 p.m.

Long-Term Care Facilities and Retirement Homes

Township election officials will work with the administrators of long-term care facilities and retirement homes within the Township to determine times to setup a Voter Assistance Centre at these facilities and identify any accessibility needs. Currently, Voting Assistance Centres are planned to operate at the following institutions at the indicated times:

Springdale Country Manor

2698 Clifford Line, Cavan Monaghan

Monday, October 26, 2026 from 11:00 a.m. – 2:00 p.m.

Millbrook Manor

2 Manor Drive, Millbrook

Monday, October 26, 2026 from 3:00 p.m. – 6:00 p.m.

The above dates and times are subject to change.

Voting Assistance and Interpreters

Anyone requiring assistance to vote is entitled to be assisted by a support person. Additionally, anyone requiring interpretation to vote is entitled to the use of an interpreter. The person assisting or interpreting for the elector will need to make an oral oath with an election official prior to providing any such assistance.

Service Animals

Electors are also entitled to be accompanied by a service animal. Service animal identification should be clearly visible to staff and other electors to avoid confusion.

Service Disruptions

Unforeseen circumstances beyond the Township's control may result in temporary service disruptions. Where service is disrupted, election officials will make reasonable efforts to maintain services or to provide alternative services until normal operations can resume. In extenuating circumstances, the Clerk (Returning Officer) may extend the hours of voting.

In the event of disruptions to ordinary service or unforeseen circumstances that impact the accessibility of voting during the advance vote or on voting day, notices of disruption will be posted in real time:

- on the Township's website
- at the site of the disruption
- where applicable, a media advisory will be issued

Election Materials

All Township produced and published election materials will be made in alignment with the Township's Clear Print Guidelines. This will ensure sure text is at least a minimum point size of 12, is in Arial font, and uses high contrast colours, spacing, and margins that make materials easier to read.

Alternative Formats

The Township will also provide a copy of any election document, or the information contained in the document, in an alternate format that takes into account the person's disability upon request. In the event the information was not generated by the Township or is supplied by a third party, the Township will make every effort to obtain the information from the third party in an alternate format and/or will attempt to assist the elector by providing assistive devices.

Web Content

Information published by the Township on the election website or any digital information in relation to online voting will be compliant with WCAG 2.0. and allow for assistive software to be utilized. In addition, website font can be adjusted within the browser to aid the user in reading the information.

Election Officials

Training

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

- Information on the standards of O. Reg. 191/11, the Ontario Human Rights Code, and Township accessibility policies
- How to interact and communicate with persons with various types of disabilities
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or support person
- How to use any accessibility features in the voting kiosks
- How to instruct electors in the use of any available communication supports and assistive devices
- How to identify barriers and audit Voting Assistance Centres for them

Accessibility Supports for Election Officials

The Township is an organization that strives to embrace the spirit of inclusion, diversity, equity, and accessibility. The Township is an equal opportunity employer committed to building an inclusive and barrier-free environment in which all individuals have access to the Township's goods, services, and facilities. To achieve this goal, the Township will provide the following to all election officials:

- Information on Township policies used to support employees with disabilities
- Any required communication supports or accessible formats needed to carry out their duties after consulting them on their needs
- Individualised emergency response information to any election official that would require accommodation in an emergency due to a disability as well as any person designated by the employer to provide assistance to them

Candidates and Registered Third Party Advertisers

Candidates and registered third party advertisers should also have regard to the needs of electors with disabilities. They should aspire to have all campaign offices, election materials, and canvassing procedures be reviewed to ensure that they are fully accessible. The Association of Municipal Managers, Clerks, and Treasurers of Ontario has jointly produced information on how to make their campaigns accessible that can be found at the following link:

<https://www.amcto.com/sites/default/files/2025-07/AMCTO-Candidates-Guide-to-Accessible-Elections.pdf>

If candidates or registered third party advertisers with a disability require information in an alternative format, the Township will work with them to accommodate their needs in accordance with the AODA. Expenses that are incurred by a candidate or registered third party advertiser 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.

Reporting

The Clerk (Returning Officer) will prepare within 90 days after voting day a report about the identification, removal, and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public.

Election Customer Service Feedback

The Township encourages anyone to submit feedback about any aspect of their voting experience and maintains an accessible process for receiving feedback. Electors, candidates, or election officials that encounter barriers or who wish to provide feedback on the way the Township of Cavan Monaghan provides election services to people with disabilities can contact us verbally, send an email, postal mail, fax, or phone us. Alternate formats for feedback can also be made available upon request. All feedback, including concerns or complaints, may be directed to:

Cindy Page – Clerk/Returning Officer

Township of Cavan Monaghan
988 County Rd 10
Millbrook, ON L0A 1G0

Toll Free: 1-877-906-5556
Telephone: 705-932-9326
Fax: 705-932-3458
Email: cpage@cavanmonaghan.net

Office hours: Monday to Friday - 8:30 a.m. to 4:30 p.m.