



2026 Municipal and School Board Election Accessibility Plan

DEVELOPMENT OF THE PLAN

This Plan is a “living” document which will be improved and updated as best practices are identified and new opportunities for improvement arise. In order to develop the plan below, several steps were taken to ensure that the statutory requirements are met, and a feasible implementation plan is in place. During the development of the 2026 Municipal Election Accessibility Plan, the following steps shall be implemented:

- Review and analysis of documents, policies and other supporting materials from the Association of Municipal Clerks and Treasurers of Ontario (AMCTO), the Ministry of Municipal Affairs and Housing, technology suppliers and other various stakeholder groups.
- Establish staff training standards and practices directly related to the Election to ensure that people with disabilities are able to vote in a positive customer service environment and ensure that all Election Officials recognize that voters’ needs shall be accommodated.

OBJECTIVES

The Clerk shall have regard to the needs of electors and candidates with varying abilities. The Town of Collingwood is committed to ensuring that all qualified electors have the opportunity to vote. Offering multiple methods of voting provides the most accessible access to the electoral process.

This plan is intended to highlight measures that the Town of Collingwood will be implementing to ensure equal opportunity for all electors and candidates. These objectives include:

- Providing opportunity to independently cast their vote.
- Having full and equal access to all information on where and when to vote.
- The ability for persons with varying abilities to fully participate in the Municipal Election as an elector, candidate, or election official.
- Provide awareness to electors of the accessibility measures available via channels such as the newspaper, media launches, the Town of Collingwood website and social media.
- Ensuring all polling locations are accessible.

The Town of Collingwood will be utilizing the internet and traditional paper ballots as the voting methods for the 2026 Municipal and School Board Election. Internet Voting eliminates the need for electors to attend a voting location and provides for an extended

period to participate in the election process, at any time of the day and from anywhere. The use of paper ballots during the advance vote dates will be done at locations that are fully accessible to electors if they choose this method over Internet Voting.

INTERNET BALLOT VOTING

Eligible voters will be able to use a device of their choosing, whether it is a smart phone, computer or tablet with access to the internet to be able to cast a digital ballot. To access the voting system, registered voters will receive a Voter Information Letter in the mail which will contain the website to access the ballot, along with a Voter ID number and PIN which is unique to each voter.

The vendor being utilized for internet ballot voting, Intelivote System, has ensured the online voting platform meets the Web Content Accessibility Guidelines (WCAG-2 Level AA), so that persons with disabilities can perceive, understand, navigate and interact with the online voting system. It is compliant with the guidelines of the World Wide Web Consortium website principles, which include organization, functionality and readability of information provided, as well as alternative ways of representing information, such as with audio.

Voters with varying abilities will be able to access software available on their personal devices that they are accustomed to using when voting, making it a comfortable and familiar environment for the voter. The accessibility settings on the internet system for a smart phone, tablet or computer enable the user to display larger or bold text, reverse the font from black on white to white on black, and adjust the contrast for voters with visual disabilities.

TRADITIONAL PAPER BALLOT VOTING WITH TABULATOR SUPPORT

In addition to Internet Voting, Voters will have the opportunity to vote in a 'traditional' manner with paper ballots. A Voter Help Centre will be located at the Collingwood Public Library, 55 Ste Marie Street, Collingwood at the following dates and times:

Advance Vote Dates

October 15, 2026 4:00 pm to 8:00 pm
October 22, 2026 4:00 pm to 8:00 pm
October 25, 2026 10:00 am to 2:00 pm

Election Day

October 26, 2026 10:00 am to 8:00 pm

Paper Ballots will be scanned by Tabulators to ensure secure, accurate and efficient vote counting.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

In accordance with the [Accessibility for Ontarians with Disabilities Act](#), the following provisions will be met by the Town of Collingwood:

- Provide accessible customer service training for all elections staff
- Provide opportunity for feedback to barriers a voter may encounter
- Allow for the use of service animals and support persons
- Provide notice of temporary disruptions of service when applicable

Making Provisions for Support Persons

A support person may assist a voter by marking their ballot or reading the ballot aloud to them pending the prescribed oaths have been taken.

Election Staff

The election staff assisting with the 2026 municipal election are mostly employees of the municipality. As a municipal employee, the Town is required to provide training to meet accessible customer service standards. Staff are trained to provide a voter with the appropriate options available when required. Staff maintain a friendly and approachable demeanour throughout the election, assisting electors in any way possible.

Candidates

Candidates are provided with resources to encourage their campaigns are made accessible to voters.

MAKING IT CONVENIENT

Online and in-person voter registration

The Town of Collingwood has implemented an online voter registration portal which allows a potential voter to see if they are on the voters' list for the upcoming election or to apply to be added to the voters' list wherever it is convenient for them, pending access to the internet. This allows them to register anytime, anywhere at their convenience.

The Town of Collingwood will also strive to be at various events and locations throughout the municipality to register voters in person. Voters will be able to register at the Town Hall during regular business hours and at the Help Centre provided at the Collingwood Public Library during Advance Vote Dates and on Election Day. Opportunity to register to vote will also be provided at the Collingwood Farmers Market on October 3. The Town may organize other voter registration locations as staff resources and time permits.

Voter Help Centre

To accommodate those voters that prefer a "polling station" type atmosphere when voting, or that may require some assistance in voting, the Town of Collingwood will be offering a stationary Voter Help Centre at the Collingwood Public Library during Advance Vote Dates and Election Day where devices with access to the Internet will be made available in addition to the traditional paper ballot.

What makes touch screen voting accessible?

At any time during the voting experience, election staff will be available to assist electors when necessary. All election staff at the Voter Help Centre will be trained on the voting devices and methods offered and will be required to take an Oath of Secrecy prior to assisting a voter in voting upon consent of the voter. The accessibility settings on a tablet such as an iPad enables the user to display larger or bold text, edit contrast, and use 3D Touch to magnify sections for voters with visual disabilities. Touch screens do not require the use of a mouse or keyboard.

Accessible Features - Voter Help Centre

The Voter Help Centre located in the Collingwood Public Library provides the following accessibility features:

- Automatic door openers as you enter the building from the parking lot or Ste. Marie Street and traverse to the voting location contained within the Library.
- Door handles with a lever style allowing for ease of opening.
- Two accessible public washrooms.
- Service animals and support persons are permitted in the library facility.
- Accessible parking in the adjacent parking lot. Additional accessible parking spaces may be added if required.
- Flush curb adjacent to parking area.
- A wheelchair available for use in the library (request for use upon arrival at the front desk).
- Public transit stop located adjacent to the library, with free transit (bus) being offered on Election Day.
- An elevator is available to access the third floor of the library where one of the Voter Help Centres will be located.

In addition to the above features, magnifying sheets will be available for those voters with low vision to better view the Voter Information Letters and/or traditional ballots offered on Advance Vote Dates and Election Day.

Roving Voter Help Centres

The Town of Collingwood will be hosting roving Voter Help Centres. Election staff will attend all long-term care and retirement homes in Collingwood to ensure eligible voters residing at these facilities are given the opportunity to vote. Residents that did not receive a Voter Information Letter in the mail will be provided with one in person, upon proof of personal identity and voter eligibility.

Should a voter not be able to leave their home, election staff may go directly to their home during the advance voting period prior to October 26 upon request to assist them in voting. This is solely dependent on staff availability.

To schedule a Roving Voter Help Centre, please contact us at election@collingwood.ca or 705-445-1030 ext. 3800.

COMMUNICATIONS AND INFORMATION

Election notices and general information for candidates and electors will be provided in a variety of formats including radio, digital newspaper, the Town's website, Instagram, Facebook, Town Hall and other municipal facilities and events as deemed appropriate. Instructional videos will be posted to the Town of Collingwood website upon availability. Election information and communications can be provided in further accessible formats and with communication supports upon request.

"Have a Question" is available on the municipal election webpage: <https://www.collingwood.ca/governance-engagement/elections> to allow candidates and electors the opportunity to ask questions and submit comments or concerns with respect to the election.

A copy of the [*Candidates Guide to Accessible Elections*](#) produced jointly by the Association of Municipal Managers, Clerks and Treasurers of Ontario and the Province, was provided to all candidates upon nomination and links to the guide and other related information are provided on the municipal election website: <https://www.collingwood.ca/governance-engagement/elections>

Radio advertising is used to inform the electorate of the election, deadlines, and voting methods available to them and where to go for information and questions.

SERVICE DISRUPTIONS

From time to time and/or for unforeseen circumstances beyond the Town of Collingwood's control, temporary service disruptions may be experienced. In the event of a temporary accessible service disruption, Election Officials will commit to making reasonable efforts to ensure that services are reinstated as quickly as possible and that alternative services are provided where feasible.

In these instances of service disruptions, the Town of Collingwood shall provide reasonable notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities.

Notice of these temporary disruptions shall be provided in a conspicuous place and manner at the respective location(s) and information shall also be posted on the Town of Collingwood website. This notice shall include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

In the event of disruptions to service or unforeseen circumstances that affect the accessibility of voting places during the advance vote or on Election Day, notices of disruption will be posted in real time on the Town of Collingwood website and election website.

CANDIDATES

Candidates must also have regard to the needs of electors with disabilities. Campaign offices, election materials and canvassing should all be reviewed in order to ensure that they are fully accessible. Here is the link to the AMCTO's Candidates Guide to Accessible Elections - <https://www.amcto.com/sites/default/files/2025-07/AMCTO-Candidates-Guide-to-Accessible-Elections.pdf>

Consider providing this link to all your official candidates for the election.

REPORTING

Pursuant to Section 12.1 of the Municipal Elections Act, 1996, within 90 days after voting day, the Town of Collingwood Clerk shall submit a report to Council about the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

CONTACT US

For questions related to this document for the election in general, please contact Clerk Services, Town of Collingwood at:

Town Hall - 97 Hurontario Street, Collingwood, ON
Phone: 705-445-1030 ext. 3800
Email: election@collingwood.ca