



2026

Town of Greater Napanee

Municipal By-Election

Accessibility Plan

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1. Introduction

As per Section 12.1 of the Municipal Elections Act, 1996 as amended, this plan will address the specific accessibility requirements in relation to the 2026 Ward 3 By-Election in the Town of Greater Napanee.

The Town of Greater Napanee has made great efforts to promote a barrier-free community. To ensure that the 2026 Ward 3 By-Election is consistent with the core principles of the Accessibility for Ontarians with Disabilities Act, 2005, this planning document was developed in advance of the election to identify measures to be taken and reported to Council following the election.

2. Objectives

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

- i. That persons with disabilities can independently cast their vote and verify their selection.
- ii. That persons with disabilities have full and equal access to all information about where and when to vote and about the candidates.
- iii. That persons with disabilities can fully participate in the Municipal Election as an elector or candidate.
- iv. That efforts are made to ensure that electors with disabilities are aware of the accessibility measures available via channels such as the newspaper, media releases, the Town of Greater Napanee website and social media.
- v. That Voter Help Centres are accessible.

3. 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.

Several steps were taken to develop this plan and ensure that the statutory requirements are met. Through the development and implementation of the 2026 Ward 3 By-Election Accessibility Plan, election staff will:

- i. Review and analysis of documents, policies and other supporting materials from AMCTO, neighbouring municipalities, the Ministry of Municipal Affairs and Housing, technology suppliers and other various stakeholder groups.
- ii. Establish staff training standards and practices directly related to the election to ensure that persons with disabilities can vote in a positive customer service environment and ensure that all Election Officials recognize that a voter's needs shall be accommodated.

4. Voting Methods

For the 2026 Ward 3 By-Election, the Town of Greater Napanee will be working with Intelivote Systems Inc. to provide eVoting services to eligible voters. This includes the convenience and independence of voting:

- i. From anywhere in the continental North America including Mexico via telephone;
- ii. Via internet from anywhere in the world where internet access is available; or
- iii. In-person at a Voter Help Centre during the January 9 – 19, 2026 voting period.

Everyday electronics such as computers, telephones and other aids can provide accessible opportunities for persons with disabilities to accomplish more, while being consistent with the principles of independence, dignity, integration and equal opportunity.

The Intelivote Voting System provides voters with the capability to vote from the comfort of their own homes. Voting from home facilitates the voting process for persons with disabilities who may have mobility restrictions, visual impairment, and/or have difficulty with transportation. Additionally, persons who have assistive devices set up in their homes can use the devices to assist with casting a ballot privately and independently.

By providing voters with a multitude of voting options, the aim is to increase voter turnout from persons with disabilities and increase their independence and privacy in the election process. This provides persons with disabilities the same independence and privacy in participating in the election process as other voters. However, if persons with disabilities do require assistance in the voting process, trained Election Officials will be present at an in-person Voter Help Centre offered by the Town of Greater Napanee, throughout the voting period.

4.1 Telephone Voting

To access an audio ballot and vote, eligible voters may use a touch-tone telephone, and the toll-free telephone number, date of birth, and PIN contained in their Voter Information Letter.

Communication barriers can make it difficult for people to receive or convey information. Barriers may be identified as low volume, use of language that is not clear or plain, and confusing or unorganized menu options.

The Intelivote Voting System provides the following:

- Service on all types of touch-tone phones and wireless devices.
- Clear, plain language.
- Easy to follow menu options, advising when to select options and provision of confirmation of the voter's selections.
- Standard volume is used to allow for adjustment dependent of the telephone or device being utilized.

4.2 Internet Voting

Eligible voters may vote online using a smart phone, tablet device, gaming device or computer and any accompanying assistive devices or software, along with their date of birth and PIN and qualifying information, to access the internet address provided in their Voter Instruction Letter.

The Intelivote Voting System has been created to meet the Web Content Accessibility Guidelines (WCAG-2 Level AA). Persons with disabilities can perceive, understand, navigate and interact with the online voting system. It is compliant with the World Wide Web Consortium website principles, which include organization, functionality and readability of the information provided, as well as alternative ways of representing information, such as with audio.

4.3 In-person Voting at a Voter Help Centre

An advance Voter Help Centre and an Election Day Voter Help Centre will be open to provide in-person internet voting opportunities via an iPad for those individuals who require it. The assistance of a trained Election Official is also available.

Voters may attend the Voter Help Centres throughout the advance voting period. The Town of Greater Napanee will be operating the following Voter Help Centre locations during the advance voting period:

Town of Greater Napanee Administration Office

99 Advance Ave, Napanee, ON

- January 9, 2026 – 9:00 a.m. to 4:00 p.m.
- January 12-16, 2026 – 9:00 a.m. to 4:00 p.m.

The following Voter Help Centre will be open on Election Day, Monday January 19, 2026 from 10:00 a.m. to 8:00 p.m. for internet voting only:

- Best & Bash Arena - Banquet Hall
16 McPherson Drive, Napanee, ON

Access to the Voter Help Centre interior and voting area shall be level and slip-resistant. Any doormats or carpeting shall be level with the floor to prevent potential tripping hazards. The voting area shall be well lit, and seating shall be available. Entrance corridors shall be clear of obstructions and tripping hazards and will allow sufficient space for a walker, wheelchair or scooter.

An accessible voting area will be available at the Voter Help Centre locations. These areas shall be low in height and have a wide area to allow for individuals who use a walker, wheelchair or scooter to vote independently and secretly.

4.4 Special Voting Provisions

Election Officials shall visit the following sites, consisting of long-term care facilities, the hospital and a retirement residence, to set-up on-site voting kiosks, or bedside voting opportunities for the residents of the facilities only:

- Village Green
- Friendly Manor Nursing Home
- Lennox & Addington County General Hospital
- The Riverine Retirement Residence

5. Voting Locations

An accessibility assessment of each physical voting location will be conducted, and the following will be considered when determining which location(s) will be used:

5.1 Accessible Route

The name and/or address of the voting location shall be clearly visible. An easily navigable route will be marked for entry into the voting location and into the voting area within the location. The voting area shall be identified with clear and understandable signage. Seating areas shall be provided throughout the voting location for individuals needing a rest.

5.2 Entrance and Exit

The route to the entrance of the voting location shall be unobstructed and accessible. The route shall be wide enough to allow for an individual using a wheelchair, scooter, other assistive device, or service animal to travel safely. Doors into the voting location and voting area shall be accessible and easy to open or shall remain propped open for the duration of the voting location hours. Routine checks of entrance and exit routes will be made throughout the hours of operation.

5.3 Parking

Accessible parking shall be available at all voting locations. The designated parking space(s) shall be clearly marked with the international Symbol of Accessibility and shall be close to the entrance of the voting location. By-law Enforcement Officers will monitor and enforce parking at voting locations throughout the day.

6. Voting Assistance

6.1 Support Person/Friend of the Voter

Pursuant to the Town of Greater Napanee Accessible Customer Service Policy, people with disabilities shall be permitted to be accompanied by a support person at any voting location. A designated support person and/or “Friend of the Voter” will be administered an oath of secrecy/confidentiality by an Election Official prior to providing any such assistance. A “Friend of the Voter” shall not be a candidate, spouse/partner of a candidate or any other person connected with a candidate’s campaign.

6.2 Service Animals

Pursuant to the Town of Greater Napanee Accessible Customer Service Policy, individuals requiring service animals are permitted to be accompanied by a service animal at the Voter Help Centre locations.

6.3 Election Officials

At in-person Voter Help Centres, upon request, Election Officials are available to assist any voter who requires assistance in casting their online ballot. All individuals working in the capacity of an Election Official are formally appointed as such and are administered an oath of secrecy prior to the voting period.

7. Communication

The 2026 Ward 3 By-Election Accessibility Plan will be made available at the Town's Administration Office, 99 Advance Ave, Napanee, ON and on the Town of Greater Napanee website, www.greaternapanee.com. Alternative formats may be made available upon request.

Information regarding the accessibility measures provided for the 2026 Ward 3 By-Election shall be included in general election advertising.

7.1 Election Materials

The Town of Greater Napanee is required, as per the Accessible Customer Service Standards, to provide a copy of a document to a person with a disability, or the information contained in the document, in a format that takes into account the person's disability.

i. Alternate Formats

Alternate formats are other ways of publishing information besides regular print. Some of these formats can be used by everyone, while others are designed to address the specific needs of a user.

The Town of Greater Napanee and the person with a disability may agree upon the format to be used for the document or information.

In the event the information is not generated by the Town of Greater Napanee or is supplied by a third party, the Town of Greater Napanee 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 equipment.

ii. General Election Materials

Large Print: Printed material generated by the Town of Greater Napanee will be provided in Arial font, minimum 12 point, and can be made available in a font (print) size that is 16 to 20 points or larger.

Website: Information generated by the Town of Greater Napanee on the website in relation to the election will make every effort to be compliant with WCAG 2.0 Level AA and allow for assistive software to be utilized. In addition, website font can be adjusted within the browser's functionality to aid the user in reading the information.

7.2 Service Disruptions

From time to time and/or for unforeseen circumstances beyond the Town of Greater Napanee'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 Greater Napanee shall provide reasonable notice in the event of a planned or unexpected disruption in the facilities or to the 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 Greater Napanee's website and on the Town's social media pages. This notice shall include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Accessible services in relation to this plan include Voter Help Centres, election materials and/or voting provisions for electors with disabilities at the voting place.

In the event of disruptions to service or unforeseen circumstances that affect the accessibility of in-person voting locations during the advance voting period or on Election Day, notices of disruption will be posted in real time on the Town of Greater Napanee's website.

8. Candidates

Candidates shall also have regard for the needs of electors with disabilities. Election materials and canvassing should be reviewed to ensure accessibility. The Accessibility Directorate of Ontario has released several quick reference documents to assist candidates with accessible elections considerations:

- [Count Us In: Removing Barriers to Political Participation - Quick Reference Guide to Accessible Campaign Information and Communication](#)
- [Count Us In: Removing Barriers to Political Participation - Quick Reference Guide to Accessible Constituency, Riding Association, Central Party and Campaign Offices](#)
- [Count Us In: Removing Barriers to Political Participation - Quick Reference Guide to Accessible All Candidates Meetings](#)

9. Reporting

Pursuant to Section 12.1 of the Municipal Elections Act, 1996, within 90 days after Voting Day, the Town of Greater Napanee's Clerk shall submit a report to Town Council about the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

10. Feedback

The Town welcomes feedback to identify areas where changes need to be considered and how the Town can improve the delivery of an accessible election. Feedback can be provided by any one of the following methods from January 9 to February 3:

- In Person or by Mail: 99A Advance Ave, Napanee, ON K7R 3Y5
- By Email: elections@greaternapanee.com

The feedback provided will be incorporated into the final accessibility report and allow election staff to take corrective measures to prevent similar recurrences, address training needs, enhance service delivery, and provide alternative methods of providing election information and service.