

Alternative formats of this document are available on request.

2026 Town of Ajax Municipal Election Accessibility Plan

AJAX 2026
VOTES

ACCESSIBLE
AJAX 

65 Harwood Avenue South
Ajax, ON L1S 2H9
Phone: 365-282-8683 (VOTE)
TextNET: 1-866-460-4489
Email: election@ajax.ca
www.ajax.ca/vote

Contents

1. Overview	2
2. Objectives	2
3. Development of the plan	3
3.1 Consultation	3
4. Voting Location	4
4.1 Accessible Transit Route	4
4.2 Ingress and Egress	4
4.3 Parking	4
5. Voting Methods	5
5.1 Telephone Voting	5
5.2 Internet Voting	6
5.3 In-person Voting at Voter Assistance Centres	6
5.4 Special Voting Provisions	8
6. Voting Assistance	8
6.1 Support Person/Friend of the Voter	8
6.2 Service Animals	8
6.3 Election Officers	8
6.4 Virtual Assistance	8
7. Election Officers	9
7.1 Election Officer Recruitment	9
7.2 Election Officer Training	9
8. Communications	10
8.1 Election Materials	10
Alternate Formats	10
General Election Materials	10
8.2 Service Disruptions	11
9. Candidates	11
10. Election Feedback	12
11. Reporting	13
12. Additional Resources	13
Appendix A – Voter Assistance Centres Map	14
Appendix B – Municipal Election Candidate Accessibility Checklist	15

1. Overview

This plan addresses the specific accessibility requirements in relation to the 2026 Municipal Election in the Town of Ajax.

Within the *Municipal Elections Act, 1996* (MEA) as amended, there are several provisions in relation to accessibility considerations mandated for the 2026 Municipal Election. The Clerk responsible for an election must:

- Have regard for the needs of electors, candidates and Election Officers with disabilities
- Ensure that voting places are accessible to people with disabilities
- Prepare accessibility plans to identify, remove and prevent barriers that could affect electors and candidates with disabilities, and make the plan available to the public prior to voting day.
- Publish a report about the identification, removal and prevention of election barriers that affect people with disabilities within 90 days of Voting Day

The Town of Ajax has made great efforts in promoting a barrier-free community. This commitment has been echoed through the Town's ongoing implementation of provincial accessibility standards requirements and best practices. To ensure that the 2026 Municipal 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 on following the election.

2. Objectives

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

- That all Voter Assistance Centre locations are accessible
- That people with disabilities are able to independently cast their vote and verify their selection, and that assistance is available if desired
- That people with disabilities have full and equal access to all information on where and when to vote and on eligible candidates
- That people with disabilities can fully participate in the Municipal Election as an elector, candidate, Election Officer, or registered third-party advertiser

- That efforts are made to ensure that electors with disabilities are aware of the accessibility measures available via channels such as the newspaper, election communications, the Town’s website, and social media

3. Development of the plan

This Plan is a living document which will be updated as best practices are identified and new opportunities for improvement arise. To develop the plan below, several steps have been 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, the following steps shall be implemented:

- Review and analysis of documents, policies, and other supporting materials from Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO), neighbouring municipalities, the Ministry of Municipal Affairs and Housing (MMAH) and other various stakeholder groups
- Establishment of staff training standards and practices directly related to the Election to ensure that people with disabilities can vote in an inclusive customer service environment, and ensure that all Election Officers recognize that a voter’s needs shall be accommodated wherever possible

3.1 Consultation

Consultation will provide a breadth of knowledge, experiences, and understanding of election accessibility considerations to ensure the Election is accessible and inclusive to all. The Town shall:

- Review 2022 post-election accessibility considerations with the 2026 Election Team and Town of Ajax Accessibility Advisory Committee
- Consult on election accessibility considerations with people with lived-experience to ensure Election planning meets the needs of persons with disabilities (e.g. the Accessibility Advisory Committee, Age-friendly Ajax Steering Committee, and Town of Ajax Staff Diversity and Inclusion Steering Committee)
- Partner with accessibility service providers to channel election information through their networks, clients and communities (using newsletters, links, etc.)
- Attend Town community events to demonstrate accessible voting options and raise awareness of the accessibility of the 2026 Municipal and School Board Election

4. Voting Location

An accessibility site audit of each physical Voter Assistance Centre location will be conducted. Audits shall ensure that voting locations are supportive to the needs of Election Officers and voters and shall take into account the following considerations:

4.1 Accessible Transit Route

Proximity to accessible public transit routes shall be considered in the selection of Voter Assistance Centres. The name and/or address of the Voter Assistance Centre shall be clearly visible. An easily navigable route will be marked for entry into the Voter Assistance Centre and into the voting area within the location. The voting area shall be identified with clear signage. Seating areas shall be provided throughout the voting location. Information on Durham Transit bus routes will be included on the Town's Election website where information about Voter Assistance Centres is posted.

4.2 Ingress and Egress

The route to the entrance of the Voter Assistance Centre shall be accessible, unobstructed and wide enough to allow for an individual using a wheelchair, mobility scooter, other assistive device, and/or service animal to travel safely. Doors into the Voter Assistance Centre and voting area shall be accessible and easy to open or shall remain propped open for the duration of the Voter Assistance Centre's hours.

Lineups and the flow of voters into and out of Voter Assistance Centres shall remain unobstructed as much as possible, and clear barrier-free pathways of travel shall be maintained. Additional seating shall be provided for those individuals who may not have the ability to wait in line. Access to emergency exits shall be unobstructed and fully accessible if evacuation is required. Routine checks of entrance and egress routes will be made throughout the voting day.

4.3 Parking

Free accessible parking shall be provided at all Voter Assistance Centre locations. The designated barrier-free parking space(s) shall be clearly marked with the International Symbol of Accessibility and will be on firm and level ground, close to the entrance of the voting location. By-law officers will monitor and enforce parking at Voter Assistance Centre locations throughout the day.

5. Voting Methods

The 2026 Town of Ajax Municipal Election will work with Simply Voting to provide eVoting services to eligible voters. This includes the provision of convenient and independent voting from anywhere via telephone or internet, or in-person at one of three Voter Assistance Centres during the Voting Period between October 19 – 26, 2026.

Everyday tools like computers, telephones and other personal devices can present enhanced accessible opportunities for people with disabilities, while being consistent with the principles of independence, dignity, integration and equal opportunity.

The Simply Voting system provides voters with the capability and convenience to vote from the comfort of their own home. Voting from home facilitates a voting process for people with disabilities who may have mobility restrictions, visual impairment, and/or have a difficult time with transportation to access a physical Voter Assistance Centre. Additionally, people who have personal assistive devices can use them to assist with casting a ballot privately and independently. By allowing voting from any location, eliminating the need for voters to attend a specific voting location, and using a variety of methods, there is an increased ability for the voter to cast their ballot without any assistance. This provides people with disabilities with the same independence, privacy, and convenience in participating in the election as other voters. If individuals require assistance with the voting process, trained Election Officers will be present at in-person Voter Assistance Centres during the Voting Period, as well as over the phone via the Election Help Line, 365-282-8683 (VOTE)

5.1 Telephone Voting

Communications barriers can make it difficult for people with disabilities to receive or convey information. Barriers may be identified as low audio volume, use of unclear language, and confusing or disorganized menu options. Eligible voters may vote using a touch-tone telephone or cell phone, using the election telephone number and Personal Identification Number (PIN) contained in their Voter Information Letter to access an audio ballot.

The Simply Voting telephone voting application provides the following:

- Service on all types of touch tone phones and wireless devices
- Clear, plain language
- Menu options that are easy to follow, 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

Voters may also use TTY (Teletypewriter) service to access eVoting services. TTY users should have full confidence when using the TTY service integrated with the Simply Voting application by phone. TTY operators received training and are required by law to maintain confidentiality of the information disclosed. No record-keeping of conversations is stored. Voters interested in using the TTY service to access telephone voting may wish to consider utilizing the internet voting service, if able to do so, as an alternative.

5.2 Internet Voting

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

The Simply Voting system has been created to meet the Web Content Accessibility Guidelines (WCAG 2.0 Level AA), so that people 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.

5.3 In-person Voting at Voter Assistance Centres

Eligible voters participating in the 2026 Town of Ajax Municipal Election are strongly encouraged to vote from the convenience of their home, either online or by phone during the Voting Period for the best possible voting experience. However, for those individuals without means to access voting via telephone or internet, or who require the assistance of a trained Election Officer, Voter Assistance Centres will be open to provide in-person internet voting opportunities via a public-use computer, also referred to as a voting kiosk.

Access to the interior of the Voter Assistance Centre and voting area shall be firm, 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 and paths of travel shall be clear of obstructions and tripping hazards and will allow sufficient space for use of a wheelchair or mobility device.

A minimum of two accessible touchscreen voting kiosk will be available at each Voter Assistance Centre. These areas shall be low enough in height and have a wide, unobstructed floor area to allow for individuals who use a mobility device to vote independently and privately. Such kiosks will be identified with the International Symbol of Accessibility. Voters may attend any Voter Assistance Centre location throughout the voting period, regardless of their ward of residence within Ajax. Additionally, magnifying sheets will be available at all voter assistance centres to assist voters with low vision. Note pads and pens will be made available to assist communication with voters who are deaf, deafened or hard of hearing. A list of languages spoken by Election Officers at each Voter Assistance Centre will be posted onsite to assist voters who may require assistance in another language.

The Town will be operating the following Voter Assistance Centres during the 2026 Voting Period:

- Audley Recreation Centre, Banquet Hall (1955 Audley Road North):
 - October 22, 4:00 p.m. - 8:00 p.m.
 - October 23, 4:00 p.m. - 8:00 p.m.
 - October 24, 9:00 a.m. - 1:00 p.m.
 - October 26, 10:00 a.m. – 8:00 p.m.Free parking is available onsite. This location is accessible via **Durham Transit Route 915**. Please use **Entrance C, (east entrance)** to access the VAC.

- Ajax Community Centre, HMS Room (75 Centennial Road):
 - October 22, 4:00 p.m. - 8:00 p.m.
 - October 23, 4:00 p.m. - 8:00 p.m.
 - October 24, 9:00 a.m. - 1:00 p.m.
 - October 26, 10:00 a.m. – 8:00 p.m.Free parking is available onsite. This location is accessible via **Durham Transit Route 224**. Please use the **south parking lot entrance** (near the tennis court) to access the VAC.

- McLean Community Centre, Gymnasium (95 Magill Drive):
 - October 22, 4:00 p.m. - 8:00 p.m.
 - October 23, 4:00 p.m. - 8:00 p.m.
 - October 24, 9:00 a.m. - 1:00 p.m.
 - October 26, 10:00 a.m. – 8:00 p.m.Free parking is available onsite. This location is accessible via **Durham Transit Route 915**. Enter through the main or east entrance to access the VAC.

A map of Voter Assistance Centre locations is attached as **Appendix A**.

5.4 Special Voting Provisions

Under the *Municipal Elections Act*, the Town is required to provide special polling opportunities to all long-term care facilities with more than 20 occupied beds and all retirement facilities with more than 50 occupied beds. Town staff will attend each site for a scheduled period to assist voters at these locations.

6. Voting Assistance

6.1 Support Person/Friend of the Voter

Pursuant to Section 4.6 of the Town of Ajax Accessible Customer Service Standards, people with disabilities shall be permitted to be accompanied by a support person at any Voter Assistance Centre. A designated support person and/or 'Friend of the Voter' other than an Election Officer will be administered an oath of secrecy/confidentiality by an Election Officer prior to providing any such assistance to an elector.

6.2 Service Animals

Pursuant to Section 4.7 of the Town of Ajax Accessible Customer Service Standards, individuals requiring service animals for the purposes of the 2026 Municipal Election are permitted to be accompanied by a service animal at a Voter Assistance Centre.

6.3 Election Officers

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

6.4 Virtual Assistance

For electors who may not be able to attend a Voter Assistance Centre or Town Hall due to a disability and may require support (e.g. revision to their information on the Voters List, issuance of a PIN, overview of the voting process, etc.),

accommodations may be arranged to facilitate support online, by request. Those requiring online support are encouraged to contact the Elections Team to schedule an appointment. Please note, online assistance will require access to a device with a camera and microphone.

7. Election Officers

7.1 Election Officer Recruitment

Recruitment and training of Election Officers shall be conducted pursuant to CSD-WI-055 Recruitment, Selection and Training of Election Staff, and shall include notification of the availability of accommodations throughout the recruitment, screening and training process, in accordance with provincial accessible employment standards. The Town may seek to engage existing Town of Ajax volunteers and/or partner with Community Living Ajax-Pickering-Whitby to offer Election Officer employment opportunities to its participants.

7.2 Election Officer Training

All staff carrying out Election Official duties shall be trained to recognize and ensure that people with disabilities are provided with customer service in a way that accommodates individual needs. Training content shall include:

- Review of the purposes of the *AODA, 2005, Ontario Human Rights Code*, and Accessible Customer Service Regulations
- How to interact and communicate with people with various types of abilities, including information on the Town's participation in the Hidden Disabilities Sunflower program
- How to interact with people using assistive devices, or requiring the assistance of a service animal or support person
- How to use voting equipment and assistive devices to deliver election assistance to voters
- What to do if a person is having difficulty accessing election information or services

The Town will develop reference materials for all election officials highlighting how to effectively serve voters with disabilities and shall make reasonable efforts to provide individual accommodations available upon request to staff during training and election period deployment.

Pursuant to provincial accessibility standards requirements, a record of all Election Officer training shall be maintained.

8. Communications

The 2026 Municipal Election Accessibility Plan will be made available at Town Hall and by way of the Town's election website www.ajax.ca/vote. Alternative formats will be made available upon request. Information regarding the accessibility measures provided for the 2026 Municipal Election shall be included in general election advertising as well as in the 2026 Municipal Election Nomination Package.

8.1 Election Materials

The Town is required, as per the provincial 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 considers the person's disability.

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 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 or is supplied by a third party, the Town will make reasonable efforts to obtain the information from the third party in an alternate format and/or will attempt to assist the Elector by providing assistive equipment.

General Election Materials

Large Print – Printed material generated by the Town will be provided in a sans serif 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 on the website in relation to the election will be compliant with WCAG 2.0 Level AA and allow for assistive software to be utilized. In addition, website fonts can be adjusted within the browser's functionality to aid the user in reading the information, including social media. Language uses will be clear and simple.

Video – Promotional and educational (how-to) videos created for the 2026 municipal election shall incorporate audio and captioning.

Efforts will be made to explore options for Voter Information Letter formatting, so they are easily identifiable and visually different from regular mail.

8.2 Service Disruptions

From time to time and/or for unforeseen circumstances beyond the Town's control, temporary service disruptions may be experienced. In the event of a temporary service disruption, Election Officers will make 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 shall provide reasonable notice in the event of a planned or unexpected disruption.

Notice of these temporary disruptions shall be provided onsite, and information shall also be posted on the Town and Election websites. 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 but are not limited to Voter Assistance Centres, Election Help Line, 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 voting places during the voting period or on Election Day, notices of disruption will be posted in real time:

- on the Town's website www.ajax.ca
- on Facebook: [myAjax](https://www.facebook.com/myAjax)
- on Instagram: [@townofajax](https://www.instagram.com/townofajax)
- on X: [TownOfAjax](https://twitter.com/TownOfAjax)
- at the site of the disruption
- where applicable, a media advisory will be issued

9. Candidates

Candidates should also have regard to the needs of electors with disabilities. Campaign offices, election materials, and canvassing should all be reviewed in order ensure that they are fully accessible. Several resources are available to provide candidates with information on how to make their campaigns more accessible:

- [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](#)
- [AMCTO Candidate’s Guide to Accessible Elections](#)

The Town’s Accessibility Advisory Committee has created an **Accessibility Checklist for Municipal Election Candidates**, which candidates are strongly encouraged to review and implement in their campaign planning, launch, and daily operations. The checklist is attached to this document as **Appendix B**.

The 2026 Town of Ajax Candidates Guide and other relevant publications will be made available in an accessible format. The Town of Ajax 2026 Voter’s list will be made available in an accessible electronic format to all candidates, free of charge. Any candidate information sessions shall be held in accessible locations, with consideration for accommodation and communication support on request (ASL interpreter, large print, etc.).

10. Election Feedback

Pursuant to Section 4.11 of the Town of Ajax Accessible Customer Service Standards, any individual has the opportunity to submit feedback regarding the provision of accessible customer service. This feedback can be submitted through regular mail, email, telephone, facsimile, or by using the Town’s Customer Feedback Form, which is available to all staff, at all service counters and via the Town’s website.

Telephone: 365-282-8683 (VOTE)
TextNET: 1-866-460-4489
Email: Election@ajax.ca
In person: Town Hall, 65 Harwood Avenue South
Mail: Elections - Town Hall, 65 Harwood Ave. S., Ajax, ON L1S 2H9
Website: www.ajax.ca/vote

All feedback pertaining to election services will be forwarded to the Election Deputy Returning Officer for response. In addition, staff working at Town facilities can complete the feedback form for submission on behalf of any person requiring assistance.

11. Reporting

Pursuant to Section 12.1 of the *Municipal Elections Act, 1996*, within 90 days after voting day, the Town Clerk shall publish a report on the implementation of the Municipal Election Accessibility Plan, including details on the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

12. Additional Resources

Further election accessibility information can be found by visiting the Town's election website www.ajax.ca/vote, or by contacting any one of the following individuals:

Sarah Moore, Legislative Specialist/Election Support

Phone: 365-885-2161

Email: Sarah.Moore@ajax.ca

Thomas Street, Deputy Clerk/Deputy Returning Officer

Phone: 365-885-6983

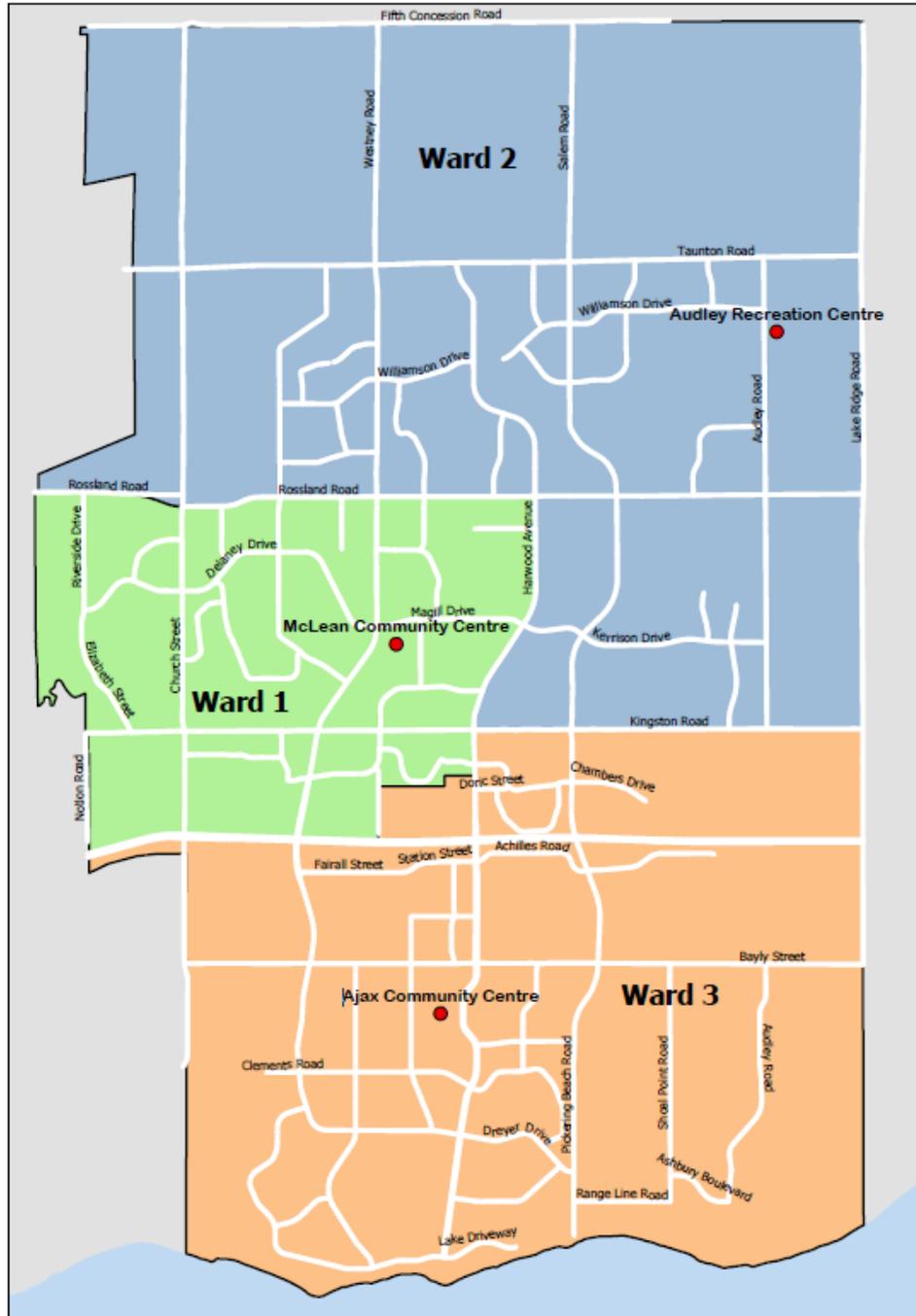
Email: Thomas.Street@ajax.ca

Jaclyn Grossi, Municipal Clerk/Returning Officer

Phone: 365-885-6329

Email: Jaclyn.Grossi@ajax.ca

Appendix A – Voter Assistance Centres Map



Town of Ajax
2026 Voter Assistance Centres



2026 Municipal Election

Candidate Accessibility Checklist

1. Know the Local Election Context (Town of Ajax)

- Coordinate with the **Town of Ajax Elections Office (Legislative Services)** to ensure you are sharing clear information on:
 - Where, when, and how to vote
 - Voter Assistance Centres
 - Advance voting options
 - Accessible voting support
 - Town of Ajax Municipal Election Accessibility Plan
- Encourage voters with disabilities to contact the **Town of Ajax Elections Team** for voting assistance or questions
- Review the **2026 Municipal Election Accessibility Plan**

2. Campaign Office (if applicable)

- Use an already accessible space (e.g. home or office with step-free entry and automated door operator)
- If not fully accessible, **disclose limitations honestly** and offer alternatives (phone/virtual meetings)
- Choose locations near accessible transit; provide clear external signage; ensure accessible parking with marked stalls, curb cuts, firm and slip resistant surface; plan for snow/ice removal so it does not impact barrier-free parking access.
- Provide step-free entry or a ramp with handrails and safe slope; install lever/pull handles that pass the ‘fist test’ (ability to open with a closed fist); ensure adequate door width and good lighting.
- Maintain interior circulation: non-slip, level flooring; 1100mm – 1800mm clear paths; remove clutter/obstructions; provide seating; minimize glare.
- Ensure at least one accessible washroom: tactile signage, L-shaped/rear grab bars, lever taps; shield hot-water pipes beneath sinks.
- Allow service animals wherever the public is permitted; confirm lease/agreements do not restrict them.
- Offer telephone access via TTY and clear after-hours recorded messages.
- Train staff/volunteers on AODA Customer Service and Integrated Accessibility Standards (IASR). The Government of Ontario provides a free online accessibility training resource through the [Access Forward](#) modules.

Minimum Requirements

- Step-free access or virtual meeting option
- Clear pathways (no cords, clutter, or narrow passages)
- Seating options for waiting or rest
- Service animals and support persons always welcome

3. Events & Meet-and-Greets

Venue Choice

- Select accessible venues: verify transportation options, signage, accessible parking, level paths of travel, entrances/corridors, and accessible washrooms.
- Choose venues accessible via **Durham Region Transit (DRT)** routes
- Avoid restaurants or private venues with stair-only access

Event Accessibility

- Use microphones (rent or borrow from venue, if possible)
- Pace speech; describe visuals verbally; ensure one speaker at a time
- Ask speakers to face the audience and speak clearly
- Provide reserved seating near the front/aisles for individuals using mobility devices
- Share event details in advance (location, duration, format)
- Make handouts available in alternative formats
- Advertise accessibility in event promotions and provide clear instructions/deadlines for requesting accommodations.

Interpreting & Captioning

- For small events: provide written summaries or live notes/transcription
- For virtual events: auto-captions may already be available in platform (e.g. Zoom, Google Meet, Teams)
- Provide communication supports as needed: consider booking ASL interpreters 2–3 weeks ahead; plan for two interpreters for events over ~2 hours; consider real-time captioning (CART) for live/virtual events, assistive listening systems, deaf-blind intervenors, and attendant services; budget accordingly.

4. Campaign Signs

- Understand local by-laws for **sign placement** (especially sidewalks, boulevards, and curb ramps) and review the **Town of Ajax Election Sign By-law**.
- Use high-contrast colours (e.g., dark text on light background or light text on dark background)
- Use large, simple (sans serif) fonts; avoid thin or decorative lettering
- Place signs so they **do not block sidewalks, curb cuts, or trails**

5. Website & Social Media

Website

- Use accessible platforms (i.e. Wix, WordPress, Squarespace templates)
- Simple layout, clear headings, plain language, sans serif font
- Add alt text to all images
- Avoid text embedded in images
- Include an **Accessibility Statement** (see below)

Social Media

- Add alt text to images (available on Instagram, Facebook, X)
- Caption all videos (auto-captions are acceptable)
- Avoid flashing graphics or fast animations

6. Printed & Digital Materials

- Use minimum 12–14 pt font that is sans serif (e.g. Arial, Verdana, Calibri)
- Use high contrast (black text on white or light background)
- Provide content in short paragraphs and bullet points
- Make materials available digitally (accessible PDF or webpage)
- Add a line: ‘Alternate formats available upon request.’ And include contact details (see below)

7. Canvassing in Ajax Neighbourhoods

Door-to-Door

- Do not block ramps, driveways, or accessible entrances
- Respect “no knocking” or accessibility signage

- Be ready to leave accessible materials rather than insist on conversation
- Speak clearly and patiently; avoid assumptions

Phone / Text

- Use clear, plain language scripts
- Allow extra response time
- Offer to follow up by email or text

8. Volunteers & Training

- Brief volunteers on disability awareness
- Emphasize:
 - Ask before helping
 - Respect invisible disabilities
 - Use person-first or identity-first language as preferred
- Ensure volunteers know how to escalate accommodation requests

9. Accessibility Requests & Feedback

- Provide at least **two contact methods** (email + phone/text)
- Respond promptly, even if the answer is “we’re working on it”
- Keep a simple log of requests and solutions
- Adjust future events based on feedback

10. Sample Wording

Campaign Accessibility Statement:

Our campaign is committed to accessibility and inclusion. We strive to remove barriers wherever possible and welcome requests for accommodation so that everyone in Ajax can participate fully in the democratic process.

Accommodation request template (include on invites and website):

“To request an accessibility accommodation (e.g., ASL, captioning, large print, Braille, assistive listening), please contact: _____ by _____ (date). We will confirm arrangements and follow up within X business days.”