

MILTON ✓ VOTES

Town of Milton
2026 Municipal Election

Accessibility Plan

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1. Purpose

The purpose of this plan is to outline how the Town of Milton will support an accessible, inclusive and respectful 2026 Municipal Election for electors and candidates.

This plan describes the Town's approach to identifying, removing and preventing barriers to participation in the municipal election. It is intended to guide election administration, communicate available accessibility measures and demonstrate the Town's commitment to accountable and accessible service delivery.

2. Legislative and Policy Framework

This plan is guided by the Municipal Elections Act, 1996, the Accessibility for Ontarians with Disabilities Act, 2005, the Ontario Human Rights Code, and the Town of Milton's accessibility and customer service policies.

The Municipal Elections Act requires the Town's Clerk to conduct all municipal elections in a manner that considers the needs of electors and candidates with disabilities. This obligation ensures that everyone has an equal opportunity to participate in the democratic process.

In addition, the Clerk must ensure that all voting locations are accessible to voters with disabilities. This includes selecting and preparing locations that allow electors to enter, move within, and vote independently and with dignity.

The Act also requires the Clerk to prepare an accessibility plan that identifies and removes barriers that prevent people with disabilities from voting. This plan must be made available to the public prior to voting day to promote transparency and awareness.

Following the election, the Clerk is required to prepare a post-election accessibility report within 90 days. This report must identify the challenges encountered and evaluate the outcomes of the measures taken to make the municipal election accessible.

3. Guiding Principles

Our principles guide how we deliver accessible elections and shape every decision we make.

At the core of these principles is dignity and independence, ensuring that voters are able to participate in ways that respect their individual needs, preferences, and choices.

We are also guided by integration and equal opportunity, which means that voters with disabilities are able to access election services in the same way as all other electors. This approach promotes fairness, inclusion, and full participation throughout the election process.

Lastly, we are committed to continuous improvement.

Accessibility is an ongoing responsibility, and we recognize the importance of listening, learning, and making meaningful improvements with each election to better serve all voters.

4. Customer Service Policy

The Town Clerk's Office is committed to ensuring that all Town services are accessible to everyone, including all aspects of the municipal election. This commitment reflects our responsibility to provide inclusive, fair, and respectful access for all members of the community.

In delivering these services, the Town Clerk's Office complies with the Customer Service Standards under the Accessibility for Ontarians with Disabilities Act, 2005. Services are provided in a manner that respects the dignity and independence of people with disabilities, allowing them to participate as fully and independently as possible.

People with disabilities must have the same opportunity to access services in a manner similar to others. This commitment to equal access applies to every stage of the municipal election process, ensuring that barriers are minimized and participation is inclusive for all electors.

5. Consultation and Continuous Engagement

The Town of Milton will continue to consult with the Municipal Accessibility Advisory Committee (MAAC) and other community partners to review election accessibility considerations and identify opportunities for improvement.

Consultation helps the Town test assumptions, identify gaps and strengthen election services before voting day. Feedback may inform communications, voting place setup, customer service practices and future post-election recommendations.

6. Communication and Information

The Town of Milton will provide clear, informative and accessible election information through [milton.ca/election](https://www.milton.ca/election) and other public communication channels.

Election information will be presented using plain language and clear print practices. Website content will be maintained with accessibility standards in mind, and information related to voting place accessibility and available accommodations will be updated as required.

- Post this Election Accessibility Plan on the election website.
- Make information available in alternative formats upon request.
- Use multiple channels, including the website, notices and social media, to communicate accessibility-related information.

7. Candidate Information and Support

The Town of Milton will make candidate communications and materials available in accessible formats, upon request, to help ensure information is clear, inclusive and usable.

The Town will also share additional accessibility resources with candidates, including [AMCTO's 2026 Candidates' Guide to Accessible Elections](#) and the Town's Accessibility Plan. These resources are intended to help candidates understand accessibility considerations, responsibilities and available supports.

When hosting candidate information sessions, whether in person or virtual, the Town will use accessible locations or digital platforms and consider physical access, technology and communication needs.

Accessibility applies to everyone involved in the election process, not only voters. Candidates, Town staff and other participants all benefit from an election system that is accessible, respectful and inclusive.

8. Voting Places

For the Town of Milton's 2026 municipal election, voting locations will be selected and prepared to support accessibility, safety and compliance with legislative requirements.

Milton's voting locations may include Town facilities, schools, the Beaty Branch Library, long-term care facilities and Milton District Hospital. Using a mix of familiar, community-

based locations helps ensure voters can access voting places that are close to home and well known.

Before any site is approved as a voting location, it must meet the Town’s established accessibility criteria. Key considerations include barrier-free parking, a barrier-free path of travel from parking areas and sidewalks to the voting room, accessible entrances or door operators, adequate lighting, spacious corridors and accessible washrooms.

Site Element	Accessibility Considerations
Arrival and parking	Accessible parking, curb access, drop-off points and a clear path of travel to the entrance.
Entrance and interior route	Barrier-free entry, accessible doors, corridors with adequate space for mobility devices, and route clarity.
Voting room setup	Space for maneuvering, clear queuing areas, seating where appropriate, and proper lighting.
Amenities and wayfinding	Accessible washrooms where available, clear signage and visible instructions.
Reassessment	Additional checks before and during voting periods to confirm continued accessibility.

While a location may meet formal accessibility standards, the Town recognizes that the actual user experience may vary. For this reason, site inspections will focus not only on compliance but also on overall suitability. The goal is to support a voting experience that is accessible and allows voters to participate safely, comfortably and independently.

Where a location does not meet accessibility requirements, the Town will consider reasonable modifications, relocation or alternate service arrangements, as appropriate.

9. Notice of Service Disruptions

If a service disruption or unexpected issue affects accessibility at a voting place, the Town of Milton will communicate the disruption as quickly as possible.

Notice may be provided through the Town website, social media, posted notices at the affected voting location and, when warranted, media advisories. The Town will also provide direction on alternate arrangements where available.

10. Accessibility Training for Election Officials

Election staff will receive accessible customer service training and election-specific guidance to support respectful and effective service for persons with disabilities.

Training and reference materials will address customer service principles, common accessibility supports available during voting, and procedures for responding to accessibility-related questions or issues.

Accommodations for election staff will also be available upon request.

11. Accessible Voting Options and Assistance

The Town of Milton will offer a range of accessible voting options and supports intended to reduce barriers to participation.

- Vote by mail, which allows voters to receive a ballot by mail, complete it at home and return it by the required deadline without visiting a voting location.
- Proxy voting, which allows a voter who is unable to vote in person to appoint another eligible person to vote on their behalf, in accordance with legislative requirements.
- Curbside voting, which allows voters who cannot enter a voting place to remain in their vehicle while election officials bring the ballot outside so they can vote safely and privately.
- Special voting opportunities in eligible retirement residences, long-term care homes and other designated institutions.
- Assistance from election staff, a support person or a friend of the elector, in accordance with legislative requirements.
- Access for service animals at voting locations.

The Town's current planning identifies the following special voting locations for 2026, subject to final confirmation and operational readiness: Martindale Gardens Retirement Residence, Allendale Long-Term Care Facility, Seasons Milton, V!VA Milton, The Marian Courtyard Seniors Residence, The Village of Ridgeview Court and Milton District Hospital.

12. Opportunities to Vote

The Town is expanding opportunities to vote to improve accessibility for all electors by providing more options and greater flexibility.

This approach includes full days of advance voting and an increased number of Election Day voting locations, giving electors more choice in how and when they vote.

During advance voting, electors will be able to vote at any advance polling location within the municipality. On Election Day, electors may cast a ballot at any voting location within their ward.

These measures help reduce barriers related to time, mobility and transportation, making it easier for more people to participate in the municipal election.

13. Public Contact

The Town of Milton is committed to making election services accessible to everyone. A dedicated call centre and online election information will be available to support individuals who encounter an accessibility barrier, require information in an alternative format or need assistance related to election accessibility. Contact information and support details will be published through the Town's election website and other public communication channels in advance of voting. Election staff will respond to accessibility-related inquiries, explain available accommodations and help direct electors or candidates to the appropriate support.

14. Feedback and Post-Election Reporting

A post-election accessibility report is required within 90 days following the election. This report is an important accountability and transparency measure in the municipal election process.

Once completed, the report will be submitted to Council and will outline how the Town addressed accessibility barriers and issues during the election, including what worked well, where challenges arose and how accessibility obligations were implemented in practice.

This report will help identify gaps, inform future improvements and support continuous learning for future elections. Accessibility in elections is an ongoing responsibility that evolves with experience, feedback and changing community needs.

The Town values feedback from the community and from advisory partners to help identify accessibility gaps and strengthen future municipal elections. Through this plan and the actions that follow, the Town reaffirms its commitment to providing an accessible, inclusive and respectful election experience for all.

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