

# Town of Ingersoll

## 2026 Accessible Election Plan

*This document will be provided in alternate formats upon request*

### Introduction

The Town of Ingersoll is committed to making the 2026 municipal election accessible to everyone, including voters, candidates, staff, and volunteers. This plan outlines how the Town will remove barriers and support full participation, in accordance with the Municipal Elections Act and the Town's Multi-Year Accessibility Plan.

This plan was brought to the Town's Accessibility Advisory Committee and Diversity, Equity and Inclusion Committee for review and comment. Feedback received from both committees has been incorporated into this document, and both committees will be consulted again as part of the post-election review.

### Legislative Requirements

The Clerk is responsible for running the election and ensuring it is accessible.

Under the Municipal Elections Act and the Accessibility for Ontarians with Disabilities Act (AODA), the Clerk must:

- Consider the needs of voters and candidates with disabilities;
- Prepare and publish an accessibility plan before the election;
- Prepare and publish a report within 90 days after the election on any barriers encountered;
- Provide accessible voting options for individuals with visual impairments; and
- Ensure all voting locations are accessible.

### Key Objectives

The Town will follow accessibility principles of:

- Dignity
- Independence
- Equal opportunity
- Integration

The goal is to ensure:

- The election is accessible to all voters and candidates;

- Voters and candidates are treated fairly and consistently; and
- The integrity and security of the election process are maintained.

The Town's accessibility efforts focus on:

- Communication and information
- Voting method and ballot return
- Assistance for voters
- Support for candidates with disabilities
- Training for election officials
- Notice of service disruptions and emergency response

## Accessible Customer Service

All election services will follow the Town's Accessible Customer Service Policy. Staff will provide services in a way that respects the dignity and independence of persons with disabilities.

### 1. Communication and Information

The Town will:

- Use clear, plain language in all election materials;
- Post information on an accessible elections webpage that meets WCAG 2.2 standards;
- Provide information in alternate formats upon request;
- Ensure social media content includes features such as image descriptions and video captions;
- Communicate any service disruptions in an accessible way; and
- Provide accessible materials to candidates upon request.

### 2. Voting Method and Ballot Return Locations

#### Voting Method

The 2026 election will use vote-by-mail.

- Ballots will be mailed to all eligible voters;
- This removes the need to attend a polling station in person;
- Ballots are standardized so they can be read by the vote tabulator; large print ballots will not be mailed to voters. However, a large print replica ballot will be available at the Clerk's Office for use as a reference, along with magnifiers to assist voters;

- Beginning on the ballot mail-out date (anticipated to be September 24, 2026), voters may attend the Clerk's Office to cast their ballot in person, with the large print replica ballot available as a reference; ballots cast in person will be tabulated on Election Day;
- A Home-Assisted Vote Retrieval Program will be available for individuals who cannot leave their home. Town staff can deliver and/or pick up ballots upon request.

## Ballot Return Options

Voters can return their ballots:

- By mail (by October 15, 2026); or
- In person at:
  - Town Hall (2nd Floor, 130 Oxford St.); or
  - Town Hall drop box (street level)

Town Hall locations will:

- Be clearly marked;
- Include accessible parking spaces;
- Be accessible by elevator or ground-level entry; and
- Be kept free of barriers at all times.

## Election Day Accessibility

On Election Day (October 26, 2026), Town Hall will also operate as a polling location.

Accessible features will include:

- Magnifiers; and
- Candidate lists and ballot replica in large print and accessible fonts.

Town Hall, as the in-person ballot return location and Election Day polling location, meets accessibility requirements. The facility includes accessible parking, elevator access, accessible washroom facilities, and clear, barrier-free paths of travel throughout the building. The location will also be clearly signed on Election Day, with election staff available on-site to provide assistance to voters as required.

## 3. Assistance for Electors

The Clerk's Office will provide assistance upon request, including:

- Helping voters mark or read their ballot;
- Allowing voters to take required oaths if identification is unavailable;
- Permitting support persons and service animals at voting locations;
- Assisting with vote-by-mail ballots during the voting period.

Voters can contact the Clerk's Office for support during normal business hours.

## 4. Candidates with Disabilities

The Clerk has obligations under the Municipal Elections Act to consider the needs of candidates with disabilities, in addition to those of electors. To support candidates in running an accessible campaign, the Town will:

- Provide candidate information and election materials in accessible formats upon request;
- Make the AMCTO Candidate's Guide to Accessible Elections available to all candidates upon nomination as a starting reference for planning an accessible campaign; and
- Direct candidates to the Clerk's Office for any accessibility-related questions or accommodation requests.

Under the Municipal Elections Act, election expenses incurred by a candidate or registered third party that relate directly to a disability and would not have been incurred but for the election are not subject to the candidate's or third party's spending limit. Candidates with questions about how to apply this exemption are encouraged to contact the Clerk's Office.

## 5. Training for Election Officials

All election officials will receive training before performing any election duties. Training will be provided by the Clerk's Office and will be appropriate to the duties assigned. Training will cover:

- The Town's Accessible Customer Service Policy and obligations under the AODA;
- How to interact and communicate with people with various types of disabilities, including those using assistive devices, service animals, or support persons;
- How to assist voters with vote-by-mail ballots, including administering oaths where required;
- How to administer the oral oath of a friend or interpreter (Form EL27) when a support person is providing assistance to a voter;
- Procedures for the Home-Assisted Vote Retrieval Program, including the safety, eligibility, and chain-of-custody requirements set out in Appendix B; and
- How to recognize and respond to accessibility barriers, and how and when to escalate an issue to the Clerk.

A record of training completed, including dates and the names of staff trained, will be maintained by the Clerk's Office in accordance with the Town's Accessible Customer Service Policy.

## 6. Notice of Temporary Service Disruption

If a service or facility used during the election is disrupted — whether the disruption is planned or unplanned, or partial or complete — the Town will provide notice to the public as soon as reasonably possible. Notices will include:

- The reason for the disruption;
- The expected duration; and
- Available alternatives, including any alternate way to vote, return a ballot, or access election services.

Notices will be posted at the affected location, on the Town’s website, and through any other channels appropriate to reach affected voters and candidates. Notices will be provided in accessible formats upon request.

Where a disruption affects access to Town Hall — the Town’s in-person ballot return location and Election Day polling location — staff will work directly with affected voters to identify alternative ways to vote or return their ballot, including through the Home-Assisted Vote Retrieval Program (see Appendix B) where applicable. The Clerk will also consider extending hours, providing a temporary alternate return location, or other reasonable measures necessary to ensure no voter is prevented from casting a ballot as a result of the disruption.

## 7. Emergency Procedures

Election officials working at Town Hall will be familiar with the building’s emergency evacuation procedures, including procedures for assisting people with disabilities to exit the building safely. If an evacuation occurs while voting or ballot return is underway, staff will support voters in exiting safely and will provide information on how to return to vote or return a ballot once the building has reopened. Where the disruption is significant, the Notice of Temporary Service Disruption procedure (Section 6) will also be followed.

## Post-Election Report

After the election, the Clerk will:

- Review how well the plan worked;
- Consult with the Accessibility Advisory Committee and the Diversity, Equity and Inclusion Committee;
- Identify any barriers and areas for improvement; and
- Prepare a public report within 90 days.

The report will include:

- Feedback received;
- Results of the Home-Assisted Vote Retrieval Program;

- A summary of any service disruptions and how they were managed; and
- Recommendations for future elections.

The report will be presented to Council and posted on the Town’s website in an accessible format.

## Accessibility Feedback

Feedback on this plan will be collected in accordance with the Accessible Customer Service Policy. Feedback can be submitted via the following means:

Contact Method	Contact Details
Email	clerks@ingersoll.ca
Telephone	(519) 485-0120
Mail	130 Oxford St. 2nd Floor, Ingersoll, ON, N5C 2V5
In-Person	130 Oxford St. 2nd Floor, Ingersoll, ON, N5C 2V5, Monday to Friday 8:00 a.m. – 5:00 p.m. except for Holidays

Feedback received before the election will be considered as part of plan implementation. Feedback received during or after the election will be reviewed as part of the post-election report.

## Appendices

The following appendices form part of this plan:

- Appendix "A" — 2026 Home-Assisted Vote Retrieval Procedure
- Appendix "B" — Accessibility Standards for Customer Service Policy

## APPENDIX “A”

### **2026 Home-Assisted Vote Retrieval Procedure**

Town of Ingersoll – Clerk’s Department | 130 Oxford St., 2nd Floor, Ingersoll ON N5C 2V5 | clerks@ingersoll.ca.

#### **Overview**

The following outlines the logistics of Ingersoll’s Home-Assisted Vote Retrieval Procedure. Electors who reside in Ingersoll may request a home visit if they are prevented from leaving their residence in order to obtain their vote by mail kit from the mail, or return their completed vote by mail kit through Canada Post or Town Hall located at 130 Oxford St., 2nd Floor, Ingersoll ON.

#### **Program Communication**

Staff will use a range of communication methods to promote the Home-Assisted Vote Retrieval Program.

At a minimum, the program will be advertised on the Town’s website, through social media, in a newspaper with broad circulation, and through additional channels such as posters and partnerships with local community groups and centres, including the Ingersoll 50+ Seniors Centre.

Feedback will be sought from the Ingersoll Accessibility Advisory Committee in advance of each regular municipal election to help ensure the program reflects best practices and considers the lived experience of those who may use the program.

***Note: Due to the nature of home visits, candidates and scrutineers are not permitted to attend scheduled home-assisted vote retrievals.***

*The exclusion of candidates and scrutineers from home visits is established by the Clerk pursuant to the authority granted under section 42(3) of the Municipal Elections Act, 1996, which empowers the Clerk to establish procedures and forms for the use of alternative voting methods. The Clerk has determined that the privacy, safety, and dignity of electors receiving home visits, as well as the operational integrity of the visit, necessitate this limitation.*

*In lieu of scrutineer presence, transparency and accountability are maintained through the following safeguards:*

- *All home visits must be conducted by a minimum of two (2) trained Election Officials, both of whom must identify themselves to the elector upon arrival using Town-issued identification;*
- *A detailed field collection log is maintained recording the elector's name, address, and the time of each visit, signed by both attending staff;*
- *Chain of custody requirements apply to all ballots collected during home visits, as set out in the Chain of Custody section of this Appendix; and*
- *All ballots collected during home visits are processed in accordance with the applicable sections of the 2026 Election Procedures, and are subject to the same reconciliation and scrutineer oversight that applies to all other ballots at the Counting Location.*

*Candidates and scrutineers retain all rights with respect to the processing and counting of ballots collected through the Home-Assisted Vote Retrieval Program once those ballots enter the Counting Location.*

### **Staffing Requirement**

All home visits must be conducted by a minimum of two (2) trained election officials. Both staff members must be identified to the elector upon arrival using Town-issued identification. This requirement exists to protect both the elector and staff, ensure impartiality, and provide a witness to the vote being cast.

Staff may decline to enter a residence and must immediately if a safety concern arises upon arrival. Staff who feel unsafe at any point during a visit may end the visit and contact the Clerk or Human Resources.

### **Home-Assisted Vote Retrieval Dates and Times**

Visits are arranged on a case-by-case basis within the request window set out below. The Clerk, or designate, will schedule visits based on staff availability and operational capacity.

### **Requesting a Home Visit**

Electors may request a home visit beginning in late September, when vote by mail kits are mailed to electors. The firm deadline for requesting a home visit is October 21, 2026 at 4:30 p.m.

**Note:** Requests received after October 21, 2026 at 4:30 p.m. will be accommodated subject to Clerk discretion and operational capacity. Late requests are not guaranteed.

Electors are encouraged to contact Town Hall as early as possible to arrange a home visit, as scheduling is subject to staff availability.

To request a home visit, contact the Clerk's Department:

- Phone: (519) 485-0120
- Email: clerks@ingersoll.ca

### **Scheduling a Home Visit**

Role	Steps
<p><b>Elector</b></p>	<p>Contact Town Hall to request a home visit by phone at (519) 485-0120 or by email at clerks@ingersoll.ca.</p> <p><b>Note:</b> If the elector emails, staff will call the elector to schedule the visit.</p>
<p><b>Election Staff</b></p>	<ol style="list-style-type: none"> <li>1. Confirm eligibility: Advise the elector that home visits are provided to persons who are unable to leave their home due to illness, injury, or disability, and confirm that the <i>elector</i> meets this criterion.</li> </ol> <p><b>Note:</b> Do not inquire as to the specific illness, injury, or circumstance. Ask the elector to verbally confirm: "I confirm that I am unable to leave my residence to obtain or return my ballot."  <i>Note the self-declaration on the scheduling form.</i></p> <ol style="list-style-type: none"> <li>2. Verify eligibility: Request the elector's name and log into the voter management system to confirm the elector is on the voters' list, verify their address and school support, determine if they have already voted, and confirm whether they have received their vote by mail kit.</li> <li>3. Schedule the visit: Complete the scheduling form, noting the elector's address, contact details, and any accessibility</li> </ol>

Role	Steps
	<p>or accommodation needs (e.g., large-print materials, support person arrangements, language needs).</p> <ol style="list-style-type: none"> <li>4. Prepare the field visit log with the elector's name and address, to be updated with time of visit upon departure from the residence.</li> <li>5. Advance notice: Contact the elector the day before the scheduled visit to confirm the appointment and provide the names of the staff who will attend.</li> </ol> <p><b>Note:</b> <i>Two election officials must attend every home visit. Both staff members must identify themselves to the elector upon arrival using Town-issued identification.</i></p> <ol style="list-style-type: none"> <li>6. Staff safety check-in: Before departing for visits, staff must inform their supervisor of the day's visit schedule. Staff must check in with the office upon completion of each visit.</li> <li>7. Pets: Ask the elector to ensure any pets are kept in a separate room for the duration of the visit.</li> </ol>

### **Accessibility and Accommodations**

The Town of Ingersoll is committed to ensuring the home vote process is accessible to all eligible electors. In accordance with s. 12.1(1) of the *Municipal Elections Act, 1996*, the Clerk shall have regard for the needs of electors with disabilities.

When scheduling a home visit, staff will confirm whether the elector requires any of the following accommodations:

- Large-print ballot materials
- Assistance reading or completing the ballot (a support person oath will be administered – see below)
- Communication in an alternate format or language
- Any other accommodation needed to facilitate the elector's full participation

All accommodation needs identified at scheduling will be noted on the scheduling form and prepared in advance of the visit.

## **Support Person Protocol**

An elector may have a support person present to assist with completing the ballot. The following conditions apply:

- The support person must take the oral oath (Form EL27 – Oral Oath of Friend or Interpreter/Assistance) before providing any assistance.
- The support person may assist the elector in understanding or marking the ballot, but must not influence the elector's choices or communicate the elector's selections to anyone.
- Only one support person may assist a given elector.
- A support person may not assist more than one elector.

If the elector requires assistance from a support person, staff will administer Form EL27 before the support person provides any assistance. Staff will carry Form EL27 on all home visits.

## **Home-Assisted Vote Retrieval – Vote Retrieval**

This procedure applies when the elector has already completed their vote by mail kit and is unable to return it via Canada Post or to Town Hall.

- Upon arrival, staff will present Town-issued identification to the elector and confirm the purpose of the visit.
- The elector will place their ballot, contained in its secrecy envelope, into the secure ballot box. If the elector is unable to do so, staff will place the ballot in the box in full view of the elector.
- Staff will verbally confirm to the elector that their ballot has been accepted and logged and advise that no further contact will be made unless an issue arises.
- Staff will update the field collection log with the time of visit upon their departure.
- Staff will update the Home Assisted tracking record to indicate that the individual has voted.
- Ballots will be transported directly to the election office or designated secure location. No stops between the elector's residence and the office are permitted, unless the stop is to another previously scheduled home visit as detailed on the field collection log.
- At the end of each day, staff must reconcile all collected ballots against the Home Assisted tracking record before departing.

- Ballots will be processed in accordance with the applicable section of the 2026 Elections Procedure Manual.

### **Home-Assisted Vote Retrieval – Vote Casting and Retrieval**

This procedure applies when the elector must be issued a ballot (i.e., replacement kit, or addition to the voters' list).

- Upon arrival, staff will present Town-issued identification to the elector and confirm the purpose of the visit.
- Staff will follow the proper procedure for issuing a ballot to the elector and, where necessary, will collect appropriate EL15 forms and amend or add the elector to the voter management system.
- If a replacement kit is to be issued, the procedures established under the applicable sections of the 2026 Elections Procedure Manual will be followed.
- The elector will be provided the vote-by-mail kit and the opportunity to complete their ballot in private.
- If the elector requires assistance from a support person to complete the ballot, the oral oath (Form EL27) must be administered before assistance is provided. See Support Person Protocol above.
- Once the ballot is completed, the elector will place it, contained in the secrecy envelope, into the secure ballot box.
- Staff will verbally confirm to the elector that their ballot has been accepted and logged.
- Staff will update the field collection log with the time of visit upon departure.
- Staff will update the Home Assisted tracking record to indicate that the individual has voted.
- Ballots will be transported directly to the election office or designated secure location. No stops between the elector's residence and the office are permitted, unless the stop is to another previously scheduled home visit as detailed on the field collection log.
- At the end of each day, staff must reconcile all ballots against the Home Assisted tracking record before departing.
- Ballots will be processed in accordance with the applicable section of the 2026 Elections Procedure Manual.

### **Staff Equipment & Materials Checklist**

Staff must carry all of the following items on every home visit:

<b>Staff Equipment &amp; Materials Checklist</b>
Town-issued staff identification
Secure portable ballot box
Extra secrecy envelopes
Replacement voting kits and replacement voting kit declaration forms
Extra EL15 Forms (Application to Amend the Voters' List)
Form EL27 – Oral Oath of Friend or Interpreter/Assistance
Field collection log (for recording elector-assisted, ballot collection times, and chain of custody)
Appointment confirmation notices to leave with elector at time of visit
Large-print ballot materials (where pre-arranged)
A copy of the Procedures for the 2026 Municipal Elections and Alternative Voting Method

### **Chain of Custody**

The following chain of custody requirements apply to all ballots collected during home visits:

- Before each home visit, staff must log the elector's name, address and scheduled time of visit on the field collection log.
- Following the home visit, staff will update the log to reflect the actual time of collection and the names of both attending staff.
- Ballots must be transported directly from the elector's residence to Town Hall unless another home visit is scheduled and reflected on the field collection log. At no time will the secure portable ballot box be left unattended.
- At the end of each day, both attending staff must reconcile all collected ballots against the Home Assisted tracking record and sign the log before ballots are stored or processed.

- Any discrepancy between the number of ballots collected and the number logged must be reported to the Clerk immediately.
- Ballots will be processed in accordance with the applicable section of the 2026 Elections Procedure Manual.



## Accessibility Standards for Customer Service Policy

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**This document will be provided in alternate formats upon request**

### Commitment

The Town of Ingersoll is committed to meeting the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, under the *Accessibility for Ontarians with Disabilities Act, 2005*. In meeting its requirements, the Town will ensure its policies; procedures and practices are consistent with the Regulation's principles of dignity, independence, integration and equal opportunity.

### Related Definitions

**Support Persons** – A support person is another person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. A support person can be a professional, a volunteer, family member or friend.

**Service Animal** – Any animal where it is readily apparent that the animal is used by the person for reasons relating to his or her disability and if the person provides a letter from a physician or nurse or other government issued certification confirming that the person requires the animal for reasons relating to the disability.

**Guide Dog** – A dog trained to lead blind or vision impaired people around obstacles.

**Assistive Device** – Any device that is designed, made, or adapted to assist a person perform a particular task.

### Guidelines

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. [Providing Goods and Services to Persons with Disabilities;](#)
- B. [Communication](#)
- C. [Documents, Information and Billing](#)
- D. [The Use of Assistive Devices](#)
- E. [The Use of Guide Dogs, Service Animals and Service Dogs](#)
- F. [The Use of Support Persons](#)
- G. [Notice of Service Disruptions](#)
- H. [Feedback Process](#)
- I. [Training for Staff](#)
- J. [Notice of Availability and Format of Required Documents](#)

- A. Providing Goods and Services to People with Disabilities



To achieve consistency with the Regulation's principles of dignity, independence, equal opportunity and integration, the Town of Ingersoll will:

- Ensure that all patrons and the public receive the same value and quality of services and goods offered by the Town;
- Integrate accessibility measures into practices, policies and procedures governing access to the Town's goods and services;
- Provide opportunities equal to those given to others to persons with disabilities to obtain, use and benefit from the Town's goods and services;
- Allow persons with disabilities that access the Town's goods and services to do things in their own way and at their own pace so long it does not present a safety risk;
- Use alternative measures when necessary, whether temporary or permanent, to enable persons with disabilities to obtain, use or benefit from the Town's goods and services;
- Take into account individual needs when providing goods and services;

## B. Communication

The Town of Ingersoll will communicate with people with disabilities in ways that take into account the individual's disability. Accessible communication practices extend to face-to-face communication, communicating via the telephone and via email.

All staff who communicate with patrons of our facilities, residents and the public will be trained on how to interact and communicate with people with various types of disabilities. Specifically staff will:

- Communicate with persons with disabilities in ways that take into account the individual's disability.
- Where necessary, communicate with persons with disabilities using clear and plain language and speak clearly and slowly when communicating face-to-face or via the phone.
- Receive and facilitate communication via the telephone using Message Relay Services (TTY).
- Offer alternate means of communication, for example, use of paper and a pen, email, or telephone, if communications are not suitable to the individual's communication needs.

## C. Documents, Information and Billing

Where requested by a person with a disability, the Town of Ingersoll will provide its documents and information contained in documents in a format that takes into account the person's disability. Employees will work with the requesting individual to determine an agreeable format.

Specifically, the Town is committed to providing accessible invoices to all of its customers. For this reason, invoices will be provided in the following formats upon request:

- Hard copy,
- Large print; and
- Email.



Town employees will answer any questions our residents, patrons and the public may have about the content of the invoice in person, by telephone, email or mail.

## D. Assistive Devices

### Customer's Own Assistive Device(s)

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. The Town of Ingersoll will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

## E. Use of Guide Dogs, Service Dogs and Service Animals

The Town of Ingersoll will welcome people with disabilities who are accompanied by a service animal, service dog or guide dog on the parts of our premises that are open to the public and other third parties. We will also ensure that the person is permitted to keep the service animal, service dog or guide dog with him or her unless the animal is otherwise excluded by law.

If the service animal, service dog or guide dog is excluded from the premises by law, the Town of Ingersoll will work with the person to identify and implement alternate means to allow the individual to obtain, use, or benefit from the Town's goods and services.

We will also ensure that all staff, volunteers, and others are dealing with the public and are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

### Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the patron for reasons relating to his or her disability, Town of Ingersoll employees may request verification from the patron.

Verification may include:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or,
- A certificate of training from a recognized guide dog or service animal training school.

### Care and Control of the Animal:

The patron that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.



## Allergies

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, the Town of Ingersoll will make all reasonable efforts to meet the needs of all individuals.

## F. Support Persons

We are committed to welcoming people with disabilities who are accompanied by a support person to Town of Ingersoll locations and facilities. Any person with a disability who is accompanied by a support person will be allowed to enter the Town of Ingersoll's premises with his or her support person and at no time will the individual be prevented from having access to that person while on premises.

Alternatively, the Town of Ingersoll may require that a person with a disability be accompanied by a support person when on Town premises, but only in situations where the presence of a support person is deemed necessary to protect the health and safety of the person with the disability or others on premises.

## Admission Fees

Fees will not be charged to support persons for admission to Town of Ingersoll premises that require admission or service fees. Patrons will be informed of this by a notice that will be posted in the Town of Ingersoll's premises.

## G. Notice of Temporary Disruptions

The Town of Ingersoll will provide notice to the public in the event of a whole or partial, planned or unplanned service disruption to Town of Ingersoll facilities or services. Public notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services that are available.

In the event of a disruption, notice will be placed at all public entrances and service counters on our premises as well as the Town's website and any other location deemed appropriate.

All staff will be trained on recognizing and reporting service disruptions, which may include, but are not limited to:

- The postponement or cancellation of a class, event or activity offered by the Town of Ingersoll and on Town of Ingersoll premises.
- Closure of a Town of Ingersoll facility.
- Disruption or malfunction of a facility, service or piece of equipment that may affect a person's ability to access Town of Ingersoll goods and services, for example, elevator service disruption, ramp access under repair, accessible washroom out of service, etc.

Staff that are aware of a service disruption that may potentially impact a person with a disability's ability to access Town of Ingersoll premises or services will report the issue to their manager immediately, who will in turn prepare and make available to the public the notice of disruption.



## H. Feedback Process

The ultimate goal of the Town of Ingersoll is to meet and surpass the expectations of all of patrons, residents and the public including individuals with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Town of Ingersoll provides goods and services to people with disabilities may be submitted by the following means:

Contact Method	Contact Details
Email	<a href="mailto:clerks@ingersoll.ca">clerks@ingersoll.ca</a>
Telephone	(519) 485-0120
Mail	130 Oxford St. 2 <sup>nd</sup> Floor, Ingersoll, ON, N5C 2V5
In-Person	130 Oxford St. 2 <sup>nd</sup> Floor, Ingersoll, ON, N5C 2V5, Clerk's Department Monday to Friday 8:30 a.m. – 4:30 p.m. except for Holidays

All feedback will be directed to the Clerk, or designate. Patrons, residents and the public who submit formal feedback and provide their contact information can expect to receive a response within ten (10) business days including any resulting actions based on the concerns or complaints that were submitted.

## I. Training for Staff

The Town of Ingersoll will provide training on its accessible customer service policies, procedures and practices to the following:

- All employees, volunteers, agents, and/or contractors who deal with the public or other third parties that act on behalf of the Town of Ingersoll; and
- Those who are involved in the development and approval of Town of Ingersoll customer service policies, practices and procedures.

Training will be provided within one (1) month after the staff person commences their duties with the Town.

Training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disability.
- How to interact with people with disabilities who use assistive devices, or who require the assistance of a service animal or support person.



- How to use the various pieces of equipment available on the Town of Ingersoll's premises or otherwise that may help with the provision of goods or services to people with disabilities.
- What to do is a person with a disability is having difficulty in accessing the Town of Ingersoll's goods or services.
- The Town of Ingersoll's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

### Training Records

The Town of Ingersoll will maintain training records including the dates on which the training was provided and the number of individuals to whom the training was provided.

### J. Notice of Availability and Format of Required Documents

The Town of Ingersoll will notify its patrons, residents, and the public that the documents related to the Accessibility for Ontarians with Disabilities Act, including this document, will be made available upon request and in a format that takes into account the person's disability. Notification of the availability of accessibility documents will be given by posting the information in public areas of Town premises and on the Town's website.

### Modifications to This or Other Policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the Town of Ingersoll that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### Questions about This Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to their Department Head or designate.

**Any individual may request a copy of this document, at which time they will be provided the document in a format that meets their accessibility needs.**