

Approved by: 	Procedure Number: C07-011
Approval Date:	Title: Accessible Elections Policies and Procedures
Revision Date: January 28, 2022	

Purpose:

The Municipality of Clarington is committed to ensuring that persons with disabilities have an opportunity to fully participate in the Municipal Elections with dignity and in a consistent manner with all Clarington electors. This procedure shall set forth the process for ensuring this commitment is successfully achieved.

Procedure:

1 Introduction

The Municipal Clerk is responsible for the proper legislative and administrative conduct of Municipal Elections in the Municipality of Clarington. In accordance with the *Municipal Elections Act, 1996* and the *Accessibility for Ontarians with Disabilities Act, 2005*, the Municipal Clerk is required to establish procedures and provide appropriate measures to ensure that persons with disabilities can participate fully in the 2022 Municipal Elections. Specifically, the principles of the *Municipal Elections Act, 1996* include:

- a) the secrecy and confidentiality of the individual votes is paramount;
- b) the election should be fair and non-biased;
- c) the election should be accessible to the voters;
- d) the integrity of the process should be maintained throughout the election;
- e) there be certainty that the results of the election reflect the votes cast; and
- f) voters and candidates should be treated fairly and consistently within a municipality.
- g) a proper majority vote decides the election by ensuring, so far as reasonably possible, that valid votes be counted, and invalid votes be rejected.

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Accordingly, the 2022 Municipal Elections will ensure that:

- a) Candidates and electors with disabilities have full and equal access to all election information and services.
- b) Persons with disabilities have full access to Election Assistance Centres.
- c) The internet and telephone vendor, Simply Voting, will provide voters with the capability to vote using assistive devices such as screen readers.

In accordance with the *Municipal Elections Act, 1996*, as amended, following the election, the Municipal Clerk will submit a report to Council concerning the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

2 Staff Recruitment, Training, and Election Assistance (General)

2.1 Recruitment / Assessment / Selection

Applications for recruitment of election workers will be available on the Municipal Election website and in the Municipal Clerk's office. Each applicant is required to complete a short skills and knowledge test. This test is available online and in the Municipal Clerk's Office.

The Municipality of Clarington will accommodate individual applicant needs in accordance with provincial Accessible Employment Standards and the Ontario Human Rights Code.

The application form contains a section for the applicant to disclose that they have accessibility needs. Accommodation will be undertaken in a manner that considers the applicant's accessibility needs due to a disability.

Applicant accommodations are available upon request throughout the recruitment process.

2.2 Staff Training

All staff carrying out election duties will be trained to recognize and ensure that persons with disabilities are served in a way that accommodates their accessibility needs due to a disability. Training will include:

- a) Review of the purposes of the *Accessibility for Ontarians with Disabilities Act* and the Customer Service Standard's requirements of Ontario Regulation 191/11 for the Integrated Accessibility Standards Regulation. This will include being trained not to restrict service persons or animals who are assisting a person with a disability once any necessary oaths are taken.
- b) How to interact and communicate with people who have various types of disabilities.
- c) How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or support person.
- d) How to use the internet and telephone voting software to deliver election support.
- e) Certain staff members will be trained on how to use Clarington's Language Line to provide election assistance to voters who may speak another language or require ASL translation services.
- f) What to do if a person is having difficulty accessing election information or services.

In addition, election officials will be trained to provide the correct pronunciation of each candidate's name when assisting voters as incorrect pronunciation can affect oral understanding for a person with vision loss. Staff will also be directed to avoid using pronouns and gender identifiers, and instead refer to individuals by their first name or other neutral greetings.

The Municipality recognizes that everyone learns differently. To provide training via different methods, training videos will be provided for election workers who learn visually, in addition to written reference material and group sessions (if permitted by public health restrictions) where material is presented by instructors as well as hands-on training. Election workers will be provided accommodations upon request to ensure training is accessible to all election worker

The Election Manager tool of our voting software, Simply Voting, is not WCAG2.0 AA compliant. However, most election staff will not be required to use the tool to perform their regular duties. Nearly all activities such as voter list revisions, PIN replacement and reviewing vote status can all be performed in VoterView, which is accessible.

2.3 Provision of Election Information

Election communications will be provided to candidates, third party advertisers, electors, and election workers in a manner that removes and prevents barriers. This will include, but not be limited to:

- a) Information will be presented in a manner that is informative, clear, and easy to understand.
- b) Ensure that all information provided to election officials, candidates, third party advertisers, or voters meets, or exceeds, the Municipality of Clarington's Branding Guidelines, [Accessible Word Document Guidelines](#).
- c) All presentations (e.g. PowerPoint presentations) meet, or exceed, the [Municipality of Clarington's Presentation Guidelines](#).
- d) Ensure communication initiatives and information for candidates and electors are available in alternate formats (hardcopy, website, videos, emailed files, where applicable) free of charge. If requested, the Municipal Clerk, or designate, shall consult with the requester, and shall provide or arrange for the provision of a suitable format. Notice of this provision is located on the Municipality of Clarington's Election Website at: Clarington.net/votes and is included in election notices placed in the local media.
- e) Follow the Canadian National Institute for the Blind (CNIB) [clear print guidelines](#) and [signage guidelines](#) for signs and other print materials. This includes posting signs and materials at eye level and without obstructions (e.g., tables) to allow the person to get closer or use a magnifier.
- f) Promote the election through various engagement opportunities, such as demonstrations with the Accessibility Advisory Committee, etc.
- g) A Voter Information Letter (VIL) will be sent to each eligible elector. In addition to other election-related information, such as the date and time of the election, the VIL will inform electors that all the Election Assistance Centres will be accessible.

h) In the event of disruptions to service or unforeseen circumstances that affect the accessibility of Election Assistance Centres during the Voting Period, notices of disruption, including information regarding the nature of service, the reason, the expected length of disruption, and alternatives, will be posted in real time:

- On the Municipality's website
- On Facebook
- On Twitter
- At the site of the disruption
- At the Municipal Administration Centre located at 40 Temperance Street, Bowmanville

Every effort shall be made to provide alternative methods of providing the information or service to persons with disabilities. Notice and updates shall be made regularly throughout the service interruption.

To facilitate this, Election Staff will be provided with some default "Notice of Disruption" signs. Where applicable, a media advisory will be issued.

After the election, the Municipality will release a post-election report assessing initiatives to address accessibility barriers and determine if the initiatives can be improved and/or continued in subsequent elections.

2.4 Website

Working with the Communications Division, the Clerk's Division will post all election information to the Municipality's election website, Clarington.net/votes. We strive to ensure that all web content, including PDFs and videos, meets, or exceeds level AA compliance with the [World Wide Web Consortium \(W3C\) Web Content Accessibility Guidelines \(WCAG\) 2.0](#).

1. The website accessibility incorporates tools and design elements to ensure accessibility such as:
 - a) Text alternatives for any non-text content which will be provided so that the content can be changed into other forms that people may need (i.e., compatible with screen readers).
 - b) Text resize
 - c) Colour contrast
 - d) Quick link to a section of the Municipality's election website that is dedicated to accessibility information

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2. The Municipality's election website will receive continuous updates before, and throughout, the 2022 Election.
3. Accessible elections information, to be posted on the website in clear simple language, including, but not limited to, the following information:
 - Internet and telephone voting information and training
 - Election Assistance Centres, including transit information, parking, entrances, and interior voting areas
 - Special Voting Locations
 - Personal Assistance
 - Distribution of election information
 - Disruption of services
 - Feedback
 - Contact Information
 - Municipal Elections Accessibility Plan
 - Other election resources

2.5 Language Line

Clarington's language translation system provides translations in more than 240 languages. Election staff can access this service using a toll-free number and a video-on-demand app, which supports American Sign Language translation for in-person customer service to voters and candidates. Staff will also be able to use a conferencing feature during phone inquiries to get a translator on the line to help facilitate the conversation.

2.6 Service Animals

Voters, Candidates, and scrutineers may be accompanied by a service animal at all Election Assistance Centres and other designated election locations.

Guide dogs and service animals may be used in all Election Assistance Centres and other designated election locations, unless the animal is otherwise excluded by law.

If a service animal is excluded from the premises by law, staff will inform the individual of the reasons why and discuss alternative methods for the person to access Municipal Election related services.

A service animal should be easily identified through visual indicators, such as a harness or a vest, or when it helps a person perform certain tasks.

Note, it may not always be apparent whether an animal is in service. When election staff cannot easily identify that an animal is a service animal, they may

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ask the person to provide documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

Staff must never interact with a Service Animal. Staff must not touch or distract a service animal. It is not a pet; it is a working animal.

2.7 Staff Assistance

Municipal Clerk’s Division staff are available to assist with any issues that may arise with respect to providing a barrier-free election and can be reached by way of the contact information provided below:

1. Telephone (905) 697-4747
2. In Person Municipality of Clarington
Municipal Clerk’s Division
40 Temperance Street, 2nd Floor, Bowmanville
3. Email votes@clarington.net
4. Mail Municipality of Clarington
Municipal Clerk’s Division
40 Temperance Street
Bowmanville, ON L1C 3A6

3 Assistance To Candidates and Third Party Advertisers

3.1 Campaign Expenses

In accordance with Section 76(5) of the Municipal Elections Act, 1996, as amended, expenses that are incurred by a candidate with a disability that are directly related to the disability and would not have been incurred but for the election to which the expenses relate, are excluded from the permitted spending limit for the candidate. Examples of these expenses are: sign language interpreters for door-to-door campaigning, accessible transportation to attend campaign events/Candidates meetings, and cost of specialized software.

3.2 Candidate Information Sessions

All Candidate Information Sessions will be held in accessible locations (and may be held virtually). The Municipality will provide any accommodations or communication supports (ASL interpreter, large print, etc.) for candidates with disabilities upon request.

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3.3 Accessible Campaigns

Provide candidates with election information on how to make their campaigns accessible, including providing a copy of, and links to:

- A “Candidates Guide to Accessible Elections”, produced jointly by the Association of Municipal Managers, Clerks and Treasurers of Ontario and the Province of Ontario.
- An “Accessible Campaign Information and Communication” document provided by the AODA = <https://www.mcass.gov.on.ca/documents/en/mcass/publications/accessibility/Quickreferenceguidetoaccessiblecampaigninformation.pdf>
- An “Accessible All Candidates Meetings” document provided by the Accessibility Directorate of Ontario Ministry of Community and Social Services= <https://www.mcass.gov.on.ca/documents/en/mcass/publications/accessibility/Quickreferenceguidetoaccessibleallcandidatesmeetin.pdf>
- An “Accessible Constituency, Riding Association, Central Party and Campaign Offices” document provided by the Accessibility Directorate of Ontario Ministry of Community and Social Services= <https://www.mcass.gov.on.ca/documents/en/mcass/publications/accessibility/ACCESSIBLEOFFICES.pdf>

4 Assistance To Electors

4.1 Internet and Telephone Voting

The 2022 Clarington Municipal Elections will involve working with our vendor, Simply Voting, to provide internet and telephone voting to eligible voters. This method of voting allows electors to cast their ballot from anywhere with an internet connection or telephone. Whether the elector is coping with an illness, working days or nights, has a disability, or has trouble travelling, internet and telephone voting offers the greatest flexibility.

Voters may use any device that has access to an internet browser, such as a smart phone, tablet, or computer. Access to the platform will be granted through a PIN provided in a Voter Information Letter. Letters will be produced to follow the Municipality’s accessible document guidelines.

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Simply Voting is committed to supporting electors with disabilities and making sure the ballot works with assistive technologies. The interface of the voting website is regularly audited against Section 508 and WCAG 2.0 Level AA accessibility requirements by the Bureau of Internet Accessibility, and is found to be in compliance with WCAG 2.1 A/AA criteria allowing for the use of screen readers.

It provides a comprehensive compliance and remediation report on features such as the availability of text alternatives for non-text content, captions for multimedia, compatibility with assistive technologies such as JAWS, and ease of navigation. While the voting website does not include an audio ballot directly, telephone voting provides for an audio option.

The voting website allows electors to use translation software if they are more comfortable reading in a different language. It also provides an accessible “Human Interface Challenge” for security purposes (for example, providing an audio CAPTCHA).

Prior to the Voting Period, the Municipality will conduct a third-party audit of the election software, which will include a review of accessibility features.

Simply Voting will provide voting demonstration videos, which will include SRT caption files. Included in the SRT files are the captions themselves, and the timecodes for when they should appear on screen. This file can be imported to YouTube, then each viewer will be able to turn captioning on and off as they watch. SRT files also work with some other video-sharing platforms, and some other standalone video players. These videos will be made available on our Elections website.

If a person with a disability requires in-person assistance, they may attend a fully accessible Election Assistance Centre, or talk to an Election Official over the phone via the Election helpline.

4.2 Election Assistance Centres (EACs)

Eligible voters are strongly encouraged to vote from the convenience of their homes. However, there will be a number of Election Assistance Centres (EACs) where electors can be added, have school support changed, new PINs created, and vote. Ward population counts have been used to determine the number and location of EACs to limit travel distances, however, voters can attend any EAC when they are open (see `_Clerks\PG.Political Governance\PG.33 Elections Management\2022\Facilities\Election Assistance Centres\EACs - Dates and Times`).

To address users who may be in geographic or demographic areas with greater needs, we are also providing EACs of a shorter duration, during the Advanced Voting Period.

Additionally, we will collaborate with the Clarington Public Library, who will act in a similar manner to Election Assistance Centres by providing dedicated computer terminals at all four branches. Library staff will be trained in elections procedures.

A site map of all advance voting and Voting Day locations will be available on the Municipality's election website at: Clarington.net/votes. Using the site map, persons with disabilities can determine where to park and enter the EAC.

4.3 Election Assistance Centre Standards

Each potential EAC shall be physically attended and inspected by the Municipal Clerk, or designate. A standard EAC Site Inspection form, which considers the Canadian Standards Association Barrier-Free Guidelines, shall be completed for each facility (see Attached). The inspector shall at the conclusion of the inspection, complete the Accessibility Report Card. The report card shall include a grading of 1-5 (1 – Not Accessible, 2 – Poor, 3 – Acceptable, 4 – Exceeds Expectations, 5 – Not Applicable) on the following eight areas:

- Parking
- Main Election Assistance Centre Entrance
- Building Identification
- Ramps
- Pathway to Election Assistance Centre
- Elevator/Lift
- Accessible Washrooms
- Lighting

4.4 Transit to the Election Assistance Centre

Where available, proximity of the EAC to accessible public transit routes shall be considered in selection of EACs, however, the location may not necessarily be located on the same street as the transit stop. Identification of the EAC shall be clearly visible from the street level. Electors requiring specialized transit services are encouraged to contact Durham Region Transit at 1-866-247-0055 or use their online comment form at <https://forms.durhamregiontransit.com/Customer-Service/Customer-Comment-Form>.

4.5 Parking

When selecting EACs, staff will strive to have a seamless process from curb to ballot for voters, with a particular emphasis on the process for voters with a visual or mobility impairment. We shall ensure a minimum of two designated, or reserved parking spaces, at each of the Election Assistance Centres for persons with disabilities. These will be located as close to the entrance of the EAC as possible. Accessible parking spaces will be clearly posted, easy to see from the road, and marked with the International Symbol of Accessibility. An increase in the usual parking limits for people with disabilities will be provided, where possible. Curb cuts will be identified; for voters who use a mobility aid (such as a wheelchair, scooter, cane, or crutches) they will be able to access the road and sidewalk.

Routine checks of routes to the entrance of the EAC will be made throughout the Advance Voting Period and on Voting Day.

4.6 Entrance to the Election Assistance Centre

The main entrance to the EAC will be the accessible entrance. A sign to the main entrance shall be clearly visible from the street. Where the EAC has steps up to the entrance, ramps with handrails will be provided to assist people using mobility aids or who have mobility impairments. The slope of the ramp will conform to the barrier-free design requirements of the Ontario Building Code or the Canadian Standards Association Barrier-Free Guidelines. If the ramp is temporary, it will be securely attached to the steps so it cannot slip or wobble.

In locations where the entrance doors do not have auto-openers, the doors will be propped open in a safe manner. Where it is not possible to prop the door open, an election worker will be assigned to operate the door for all electors entering and exiting the EAC.

4.7 Interior of the Election Assistance Centre

Access to the interior of the EAC will be level and easy to navigate, and there will be clear signage indicating where electors are supposed to go. Election workers will check the access doors and entrances frequently to offer assistance and, where the entrance to the EAC is not within the immediate vicinity of the room designated for election assistance, additional election workers will be assigned to provide directions and assistance.

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The election assistance area will be large enough to maneuver a mobility device, will be well lit, and seating will be made available for people who are waiting in line. A minimum of one voting booth per EAC shall be wheelchair or scooter accessible. Table lifts (i.e., wooden blocks) will be used at this booth to accommodate the needs of any elector in a scooter or in a higher wheelchair. Screen brightness of iPads will be set to 'auto' to adjust for the brightness level in the room, however staff will be trained on how to adjust for accessibility (i.e. changing contrast).

4.8 Voting Assistance

Each EAC will be equipped with tools to assist voters with disabilities, including note pads and pens to allow Election Officials to more easily communicate with those who are deaf, deafened, or hard of hearing.

Persons with disabilities may be accompanied by a support person within the EAC. In addition, the Election Officials in each EAC may assist the voter in casting their ballot. Prior to entering the voting booth, the Deputy Returning Officer shall, in conjunction with the person with the disability, determine the extent to which they need assistance and the best way in which this assistance can be provided. This may include actually making selections on the iPad as directed by the elector.

4.9 Special Voting Locations

In accordance with the MEA, the Clerk shall provide voting opportunities on the premises of:

- a) An institution in which 20 or more beds are occupied by persons who are disabled, chronically ill or infirmed;
- b) A retirement home in which 50 or more beds are occupied

We will provide on-site voting for the residents of:

- Whitecliffe Terrace Retirement Residence
- Fosterbrooke Long-Term Care Facility
- Glen Hill Strathaven
- Seasons Clarington Retirement Community
- Lakeridge Health Bowmanville
- Bowmanville Creek Retirement Community

If a Voting Place is located in an institution or retirement home, the Deputy Returning Officer can attend on voters in their specific living areas or at their bedside to assist them to vote. All Election Officials are sworn to an Oath of Secrecy.

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Staff will keep up-to-date on any new facilities that meet these requirements by routinely checking in with the Planning and Development Services Department as the election draws closer.

4.10 Accessibility Audits

Election Officials will routinely monitor the EAC for accessibility issues while it is open. This will ensure that any barriers that may impact the accessibility of the election are identified and brought to the attention of the EAC supervisor. The EAC supervisor will then work with other Election Officials to resolve the issue as soon as possible. If the issue cannot be resolved, the supervisor will notify the Ward Captain so that a service disruption notice may be issued.

EAC supervisors will also be provided with a list of location-specific instructions to improve the accessibility of the location.

5 Feedback Process

Feedback about the manner in which election services are provided to persons with disabilities may be submitted to the Municipal Clerk through a variety of methods including:

1. Telephone 905-697-4747
2. In Person Municipality of Clarington
Municipal Clerk's Division
40 Temperance Street, 2nd Floor, Bowmanville
3. Email votes@clarington.net
4. Mail Municipal Clerk's Division
Municipality of Clarington
40 Temperance Street
Bowmanville, ON L1C 3A6
5. Website www.clarington.net/votes

The Feedback Form is available from the Municipal Clerk's Division and is located on the Municipality's website at Clarington.net/votes. This form will be forwarded to the Municipal Clerk's Division for action. In addition, staff working in Municipal facilities can complete the feedback form and submit the feedback on behalf of the elector. Alternatively, the form may be printed and provided to the person for manual completion. Manually completed forms are date stamped and forwarded to Municipal Clerk's Division via inter-office mail.

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Each completed form is reviewed by Municipal staff who will respond to the candidate or elector directly within three business days providing an anticipated action and timeframe for a full response where appropriate.

Notification of this process will be displayed in the Municipal Clerk's Division and on the Municipality's website (Clarington.net/votes). Alternate notice formats are also available upon request to the Municipal Clerk's Division.

The feedback process provides election staff with an opportunity to take corrective measures to prevent similar recurrences, address training needs, enhance service delivery and provide alternative methods of providing election services.

Election workers will also be provided with an opportunity to provide feedback following the election.

6 Additional Information

6.1 Ministry of Municipal Affairs and Housing – Election Website

The [Ministry of Municipal Affairs and Housing – Election Website](#) contains information about municipal elections, the Province of Ontario's 2022 Municipal Elections Candidates Guide and the Ministry's commitment to promote greater accessibility for voters and candidates with disabilities.

6.2 Ministry of Community and Social Services

The Ministry of Community and Social Services has developed several quick reference guides with respect to the overall management of an accessible election campaign. For more information candidates can visit: <http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility>

6.3 Service Ontario – e-Laws

This [Service Ontario – e-Laws Website](#) contains all current statutes including the *Municipal Elections Act, 1996* and the *Accessibility for Ontarians with Disabilities Act, 2005*.

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Attachment 1

Election Assistance Centre Inspection Checklist

Location Inspection - General

Inspection Date & Time	
Scheduling Notes	
Inspected by	
Can an election poster be posted on-site one month prior to the election?	
General Comments	
Outcome (Pass/ Fail)	
Use of Facility Confirmed	

Facility - General

2018 Election Facility Notes	
Opening / Closing contact name	
Election Day Contact Telephone #	
Fire Drill Discussion/ Location of plans	
Heat timer?	
Light timer?	
Accessible Washrooms - Men?	
Accessible Washrooms - Women?	
Telephone Available?	
Wi-Fi Available?	
Power Supply Test	
Router tested and passed?	
Outlet from Table (in feet) – maximum length	
Accessible secondary exit option?	
Facility Notes	

Facility Accessibility

2018 "Continuous Accessibility" Feedback	
Facility accessible via public transit?	
Name and address visible from street?	
Entrance accessible?	
Ramp well designed and safe?	
Door hardware accessible?	
Can door accommodate wheelchair?	
Door easy to open?	

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Entrance easy to see?	
Entrance well lit?	
Flooring non-slip, even and level?	
Inside voting location well lit?	
Corridors able to accommodate wheelchair?	
Facility Accessibility Notes	

Equipment

# of Chairs required?	
Chairs supplied?	
# of tables required?	
Tables supplied?	
First Aid equipment available?	
Equipment Notes	

Parking

# of staff spaces	
# of spaces available for public?	
# of on-street parking spaces?	
Distance parking to voting area? (ft)	
External lighting?	
External lighting on a timer?	
Confirmed lights stay on?	
# of accessible parking spaces?	
Accessible parking clearly marked?	
# of accessible signs we need to supply	
Parking lot firm and level?	
Curb cuts provided?	
Space large enough for van with lift?	
Route smooth and unobstructed?	
Route wide enough for wheelchair/scooter?	
Parking Notes	

Special Voting Locations

Retirement Residence Type	
Voting Area(s)	
Beds - Comments	
Best option for Voters' list management?	
Do you have a lockdown procedure?	
Lockdown procedure - comments	

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Roving / Stationary Poll - comments	
Hours of Voting	
Discuss Voters List Dates	
Discuss Voters' List Review Period	
Discuss Voting Times	
Opportunity for family poster?	
Level access - entrance to voting area?	

Accessibility Report Card

Assign each category a grading of 1-5 (1 – Not Accessible, 2 – Poor, 3 – Acceptable, 4 – Exceeds Expectations, 5 – Not Applicable)

Parking	
Main Entrance	
Building Identification	
Ramps	
Pathway to EAC	
Elevator / Lift	
Accessible Washrooms	
Lighting	
Overall Grade	
Comments	