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Training Officer's Manual

Revision Record



The *Revision Record* lists changes made only to the electronic copy of the *Version* listed below. Please print only the pages described under *Comments*, and substitute them in your manual to ensure that it remains current. The *Date Published* appears at the bottom of new or changed pages.

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The masculine gender is used throughout this manual without bias, in the interest of simplicity and ease of reading.

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Chapter 1 – Introduction

This manual was prepared to help you train election officials during an election or referendum period. It can also be used by the additional assistant returning officer, who may be required to provide training sessions to election officials appointed for his area of responsibility.

Training has to be given, on short notice, to election officials who are often new to the job. They have a great deal of information to absorb in one brief training session. Visual aids have been prepared to facilitate the learning process and help standardize the information provided during the sessions. Using this manual and its contents is **mandatory** to ensure the consistency of training across the country.

1.1 How to use this Manual

This manual is designed for use by all training officers, from the most experienced to those who are new to the job.

It is not meant to replace the manuals provided to each election official, but rather to support and complement them. It provides relevant information at a glance, allowing you to carry out training in a practical and interactive format.

1.2 Visual Aids

The visual aids in this manual have been prepared so that the trainer can show highlights of the key information on a screen during training.

Why Use Visual Aids?

At first, it may seem like more work to use visual aids. However, a small amount of time invested in planning a training session will result in your election officials having a better understanding of their tasks. There will be fewer questions, follow-up phone calls and mistakes.

Some of the positive results of using visual aids are:

- Everyone can see, read and hear the highlights of the lesson.
- Participants pay more attention; there are fewer distractions.
- Election officials all across Canada get identical instructions.
- The information is easier to retain.

Visual Aids on DVD

On the inside cover of your manual, you will find a bilingual DVD containing the overheads included in the lesson plans. You can use this DVD with a television and DVD player. If ever the DVD does not work, try it in a different player or on a computer before contacting us.

On some overheads, you will see a button with an arrow at the lower right corner that links to relevant Elections Canada forms. You can click on this button to access these forms in order to support and enhance your presentation.

1.3 Equipment

Step 1 – Choosing Equipment

The visual aids that you choose will be determined by the availability of equipment and facilities in your area.

Your choice of equipment will also depend on the amount of travelling you do. As a general rule, the required equipment will fit in the back seat of a car.

Step 2 – Obtaining Equipment

Elections Canada does not ordinarily authorize the purchase of visual aid equipment, unless the rental costs exceed the purchasing costs. If this is the case, contact the Electoral Coordination Help Desk before proceeding with the purchase.

The following equipment may be required, depending on the lesson plan:

- Overhead projector
- Projection screen
- Sound system (for larger groups)
- Flip charts and stands
- DVD player
- Television (minimum 27")

You can borrow or rent equipment from office supply stores, schools, community centres, libraries, etc. Renting equipment is described in the *Returning Officer's Manual* (EC 10470).

Step 3 – Setting Up and Operating Hints

- Before the session begins, make sure that all the equipment is working. It may be worthwhile to rent a sound system with a microphone.
- Set the volume of all audio equipment to an acceptable level.
- Ensure that you have a high enough table for a projector and a screen.

- Allow 15 minutes to set up the equipment.
- Decide how best to use the available space based on the electrical outlets, lighting and sound system. Adjust the projector so that the image is in focus and takes up the whole screen.
- Set the DVD to the appropriate starting point and ensure that the image is in focus.
- Make sure that nothing obstructs the projection.
- Sit in various seats to ensure that the screen is completely visible.
- Switch off the overhead projector when you are not using it.
- Keep a spare bulb for the projector and know how to change it.
- Keep extra batteries for remote controls.
- **Caution:** Moving a hot projector may damage the filament in the bulb. Allow the projector to cool before moving it to another location.

1.4 Using Visual Aids

If you are not familiar with using visual aids in training, here are some helpful hints:

- Follow the plan for arranging the training room.
- Practise going between the manual and the visual aids to fine-tune your timing and speaking rate.
- Face your trainees as much as possible.
- Practise adjusting the projected image.
- Avoid reading the material on the screen word for word.
- Use a pointer to direct trainees' attention to the key points on the screen.
- Have a convenient spot next to the projector to store overheads.
- Ensure there is adequate lighting to read training material.

1.5 Lesson Plan Design

The lesson plans in this manual were designed for the adult learner. They take into consideration the various kinds of learners:

- auditory learner
- visual learner
- kinaesthetic learner

Information is presented from general to specific. Flip charts, overheads and practice exercises are used during the lesson to break up the single instructional format and help participants retain information more easily.

When teaching the material, it is important to emphasize how the tasks and responsibilities of trainees are carried out during an ordinary polling day. Avoid focusing on exceptional voting procedures. Reassure trainees that such situations are covered in the *Central Poll Supervisors' Manual* (EC 50355), and that the central poll supervisor for their polling site will be able to address and resolve them.

CPR: Content, Practice and Review

It is important to present subjects and procedures in a structure that supports adult learning principles and the various kinds of learners. The CPR model consists of three steps that will allow you to measure the learning levels of trainees more effectively: content, practice and review.

When introducing a new subject or procedure, present the **content** first. Participants should then **practise** the content using an activity: practice exercises, group discussion, case studies, etc. Finally, **review** the information that you have presented by going over it, repeating the key components and answering questions.

Presentation of content should take approximately 30 percent of the allotted time; the practice and review portions should take up the remaining 70 percent. This will ensure that you cover the entire lesson in the time available.

Following are examples of time allotted to cover the three steps of CPR:

Table 1 Central Poll Supervisors / Deputy Returning Officers and Poll Clerks

Content	45 min
Practice	75 min
Review	30 min
Allotted time for training	150 min (2.5 h)

Table 2 Information Officers

Content	35 min
Practice	60 min
Review	25 min
Allotted time for training	120 min (2 h)

Table 3 Registration Officers

Content	25 min
Practice	45 min
Review	20 min
Allotted time for training	90 min (1.5 h)

These times are provided as a reference only; you can adjust them to suit your training session, as long as you allot 70 percent of the time to practice and review.

Quizzes

The quizzes developed for each lesson plan allow you to determine whether or not participants have fully understood the information provided during training. Moreover, the results can be used to identify participants who do not have the knowledge and competencies required to complete their tasks.

Here are some guidelines for administering quizzes:

- At the end of each training session, allow five minutes for participants to fill out their quiz.
- Correct the quiz as a group and ask participants to submit them on the way out, or collect the quizzes right away and distribute the answer sheet. In the latter case, you will have to correct the quizzes yourself.
- Forward completed quizzes to your returning officer.

1.6 Training Sessions

Here are some key points to remember about training sessions:

- **Length:** No more than 2.5 hours.
- **Number of participants:** Around 20 per group (no more than 30) to ensure an interactive and efficient training session.
- Training is mandatory for election officials; the accuracy and integrity of the electoral event depends on their proficiency.
- Training election officials is an important job. Study the material, exercises and instructions in this manual carefully.

Before the Training Session

With the office of the returning officer, schedule the training facility and arrange for the course participants to attend. Discuss the following items with the returning officer ahead of time, so that you can address them during the training sessions:

- What procedures are in place to contact the polling sites? If telephones are not available, the returning officer will either provide cell phones, where appropriate, or advise election officials that they will be reimbursed for the cost of using their personal cell phones.
- What plans have been put in place to use the services of sign-language or language interpreters?
- Are there any problems with accessibility at any of the polling sites?
- Which telephone number(s) will be used to receive confirmations from election officials that they are on site?
- What are some of the potential questions and answers that election officials have on or before polling day?
- How will unanswered questions that arise during the training session be addressed?

Some returning officers prefer to conduct the swearing-in of election officials at the beginning rather than at the end of training. Discuss this with your returning officer and determine the best time.

Suggestions for Conducting a Successful Training Session

- **Prepare in advance.** Make sure you understand the course content and the training techniques required to facilitate the session.
- **Show enthusiasm and be positive.** If you are eager and excited, participants will be more involved and committed.
- **Help the learner learn.** Go from the simple to the complex, from the known to the unknown. Repeat key information to reinforce learning.
- **Arouse curiosity.** Ask questions and allow the participants to think them over before providing answers.
- **Provide feedback often.**
- **Cover all the required information and instructions.** Do not leave out details that might seem obvious. Confirm that participants understand the content before moving on.
- **Use examples and language that are familiar to participants.** Do not use unknown acronyms, jargon or abbreviations.
- **Provide information in small chunks.**

- **Use visual aids and examples often.**
- **Practise steps and important procedures frequently.**
- **Use the hands-on exercises** to coach participants through their tasks.
- **Be patient.** If a participant doesn't understand, try explaining the content in a different way.
- **Manage your time.**
- **Answer all questions during the session, if possible.** If there is a question that you cannot answer, promise to get back to the class with the answer by the end of the training session. Keep track of questions and who asked them. Make sure to do a follow-up of unanswered questions.
- **Answer outstanding questions later.** Let participants know how you will get the answers to them after the session.

Tips and Tricks for Trainers

Organizing the Training Room – “Creating a Learning Environment” Checklist

- Make sure the training room is available at least 30 minutes before and after the scheduled session time for set-up and clean-up.
- Arrange the room as described in the *Training Room Plan* (EC 10527).
- Adjust the lighting and heating to create a comfortable learning environment.
- Make sure that you have the names and contact information of resource persons and security services.
- Lay out the manuals required for the session. Bring extra copies in case there are more participants than anticipated.
- Have an assistant help you register participants and administer oaths.
- Plan ahead of time all handouts that you will distribute.
- Place baskets or boxes on each table to organize participants' materials.
- You are responsible for ensuring that the room is properly organized; do not depend on others to do this.

Staying On Time and On Track – “Planning and Preparing”

- Follow the agenda and use this manual as a reference document.
- Write out and practise your script.
- Be aware of your body language. Keep smiling.

- Use a flip chart to write out a “code of conduct” that you and the participants will establish. (What do we expect from each other? Respect, punctuality, openness, etc.)
- Monitor your time.
- Build your concentration and feel comfortable (clothing, posture, etc.).
- Ask questions or use a device to make sure that you are the focal point.
- Walk around the classroom and check with participants to make sure that they understand the forms. Your presence will encourage them to get involved.
- Develop a teaching style and establish your credibility.
- Always have examples to draw on.

Trainer’s Survival Kit

Here are a few other tips and tricks:

- Bring an extra, unbound copy of the manuals in case you need to make copies.
- Bring a few first-aid items, snacks and a bottle of water.

1.7 What You Will Need For All Training Sessions

You will need the following materials for all training sessions:

- List of participants
- Lesson plan
- Lesson plan overheads (on DVD or copied from Appendix A)
- Flip chart and stand
- Overhead projector and screen / television and DVD player
- Map of the electoral district with polling sites marked on it, posted on a wall in the training room
- Flip chart sheet listing the “Important Information” from the relevant election official’s manual, posted on a wall in the training room
- Official List of Electors (provided by your returning officer)
- Samples of spoiled ballots
- Pens, pencils, highlighters and writing paper

You will also need these tools and forms:

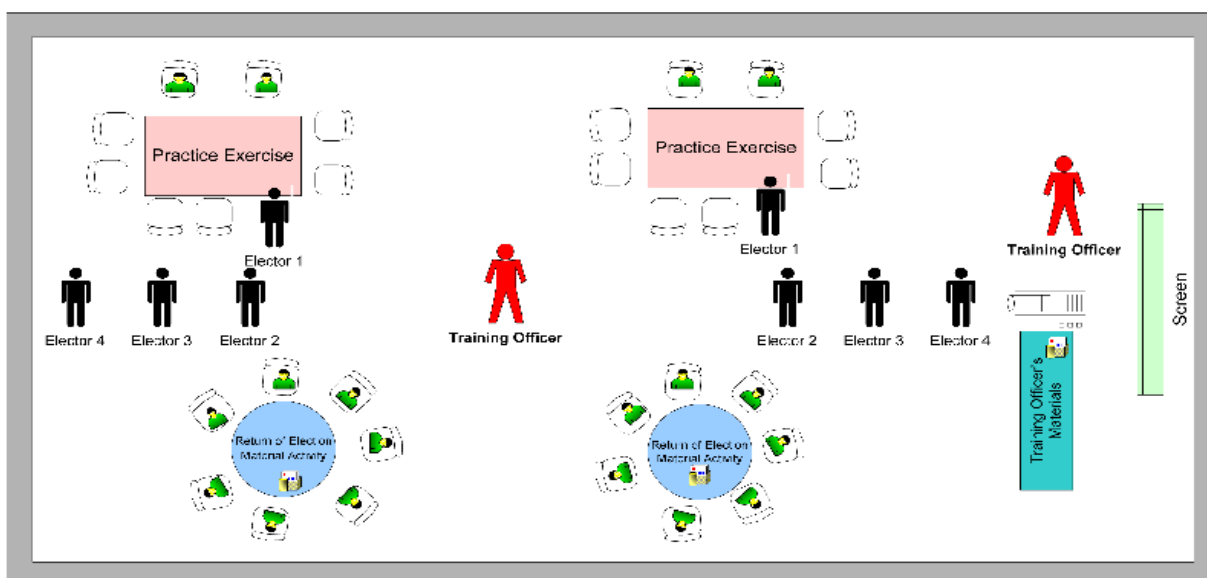
Training Officer's Checklist (EC 10528)

This checklist allows you to verify that you have on hand all documents pertinent to each lesson plan. Make sure to have a copy with you at all times.

Training Room Plan (EC 10527)

Use this as a reference tool when looking for an adequate training room. It will serve as a guide for setting up your classroom to conduct activities and role play.

 EC 10527
(04/09)



Training Room Plan

Approx. 1800 sq. ft. — 550 sq. m.

Training Course Evaluation (EC 10516)

You can administer this evaluation at the beginning and toward the end of training sessions, in order to determine how well the information is coming across at different times.

Polling Day Evaluation (EC 50021)

Show this evaluation form to all participants during training so they are aware of it. The evaluation may be administered by the central poll supervisor on polling day. Please discuss it with the returning officer beforehand.

Polling Site Accessibility Feedback Form (EC 50119)

Show this feedback form to all participants during training so they are aware of it. The form will be used if an elector wishes to file an official complaint.

1.8 What You Will Need For Individual Lesson Plans

Refer to the *Training Officer's Checklist* for an exhaustive list of materials required for individual lesson plans.

Notes on Certain Materials

Polling Day Supplies

The returning officer may decide to assign deputy returning officers and poll clerks their required polling day materials during the training sessions. If so, make sure the returning office sends you sufficient materials for all participants.

Each deputy returning officer will be assigned a ballot box containing all the materials listed in the "Before Polling Day" section of the *Deputy Returning Officers' and Poll Clerks' Manual*. Each poll clerk will be assigned the voting screen for the polling station. (Your returning officer may prefer to give both items to the deputy returning officer. Discuss this with him in advance.)

Closing Instructions for the Deputy Returning Officer (EC 50020)

During the training sessions, this document must be provided to deputy returning officers and the poll clerks with their election materials in the large plastic envelopes for poll materials (ordinary, advance and mobile). Several copies of this form are also needed to conduct the closing activity.

The document is a checklist that corresponds to the instructions found in the "Closing the Poll" section of the manuals. It must be followed by deputy returning officers and poll clerks up to and including step 3B, when the ballots are counted and the results forwarded to the returning office. If a central poll supervisor or an information officer has been appointed to the poll, he will need to conduct a quality control check at this point. If not, deputy returning officers and poll clerks continue on their own.

Quick Reference Guide – Deputy Returning Officer and Poll Clerk – Ordinary Poll, Advance Poll and Mobile Poll (EC 50016, EC 50017 and EC 50018)

These guides should be handed out to the deputy returning officers and poll clerks during the training sessions. They show the steps to follow in the most common polling day situations. There are separate guides for ordinary, advance and mobile polls.

Your returning officer is responsible for having these documents printed. He can send the electronic file to the printer as an e-mail attachment and provide the following instructions:

- Quantity: Determined by the returning officer
- Dimensions: Tabloid (11" x 17")
- Paper: Offset no. 2 white
- Ink: Black

Quick Reference Guide – Information Officer – Ordinary Poll (EC 50009)

This guide should be handed out to information officers during the training session. It shows the steps for them to follow in the most common polling day situations.

Your returning officer is responsible for having this document printed. He can send the electronic file to the printer as an e-mail attachment and provide the following instructions:

- Quantity: Determined by the returning officer
- Dimensions: Letter (8.5" x 11")
- Paper: Offset no. 2 white
- Ink: Black

Section 1 – Lesson Plan for Central Poll Supervisors

Lesson Plan – Central Poll Supervisors

Time	Activities	Content
15 min	<p>1. Welcome and Introduction</p> <p>Welcome participants.</p> <p>Introduce yourself and members of the office of the returning officer (RO).</p> <p>Post a flip chart sheet with the “Important Information” from page 1 of the <i>Central Poll Supervisors’ Manual</i> (EC 50355).</p> <p>Present the agenda using: Overhead 1</p> <p>Some ROs prefer to administer the oath at the start of the training session, while others choose to wait until the end; discuss this point with your RO.</p> <p>Explain that you will achieve your objectives by following the agenda: Overhead 2</p>	<p>Introduction</p> <ul style="list-style-type: none"> • You must be at the polling site with all the required material at least 60 minutes before the polls open. • Notify the RO’s office if you cannot be present. • You must bring your own election materials, your meals and anything else you may need. <p>Objectives</p> <p>Upon completing this training, you will be able to:</p> <ol style="list-style-type: none"> 1. Describe your roles and responsibilities during an electoral event 2. Explain the voter identification rules 3. Define your responsibilities with regard to the accessibility of polling sites and electors’ rights 4. Handle all unusual and exceptional situations 5. Explain the steps to follow to close a central polling place

Time	Activities	Content
15 min	<p>2. Roles and responsibilities of the central poll supervisor</p> <p>Link to Objective 1: Describe your roles and responsibilities during an electoral event.</p> <p>Overheads 3 and 4</p> <p>Explain the role of the central poll supervisor.</p> <p>Explain that they have roles and responsibilities:</p> <ul style="list-style-type: none"> • Before polling day and the opening of polls, during polling day, and for closing the central polling place. 	<p>You must:</p> <ul style="list-style-type: none"> • Read all the election officials' manuals. • Identify the election materials required (refer to the "Before Polling Day" section in the <i>Central Poll Supervisors' Manual</i> [EC 50355]). • Set up the central polling place. • Maintain accessibility and electors' rights. • Prepare for electors' arrival and ensure that they are properly received. • Know who can be present. • Ensure that all duties are carried out at the right time. • Know the steps to take to replace election officials, if necessary. • Know the rights and restrictions of candidates' representatives. • Handle exceptional situations, emergencies, etc. • Know the steps to follow in the event of an emergency (bomb threat, fire alarm, etc.). • Understand the steps for closing the polls and closing the central polling place.

Time	Activities	Content
		<p>Reminder:</p> <ul style="list-style-type: none"> • Ensure that the deputy returning officer and the poll clerk place all <i>Registration Certificates</i> (EC 50050) and <i>Correction Certificates</i> (EC 50051), once they are completed or received, into the <i>Registration and/or Correction Certificates Envelope</i> (EC 50390).
5 min	<p>Central polling place layout Overhead 5</p>	<p>Highlights:</p> <ul style="list-style-type: none"> • You must ensure that each polling station is installed so that it faces electors and is easily accessible for all electors. • Please refer to this plan.
10 min	<p>Link to Objective 2: Explain the voter identification rules</p> <p>Question: A voter arrives with a social insurance card and an electricity bill. Is that enough?</p> <p>Question: An elector arrives with his passport and an insurance policy. Is that enough?</p>	<p>Highlights:</p> <ul style="list-style-type: none"> • Ensure that you properly understand these rules. • Have the <i>Remember: To vote, you need to prove your identity and address (poster)</i> (EC 94036) on hand. • Listen carefully to the three options, especially option 2. <p>Expected answer:</p> <ul style="list-style-type: none"> • Yes, because the piece of identification contains his name and the original document contains his address. <p>Expected answer:</p> <ul style="list-style-type: none"> • Yes, because one original document contains the name and the other original document contains his address.

Time	Activities	Content
	<p>Question: What are the three options that allow an elector to prove his identify and his address?</p> <p>Show Overhead 6</p> <p>Ensure that option 2 is properly understood. The authorized pieces of identification in this option must both contain the elector's name, and one of them must contain his address.</p> <p>Explain that the information contained in these pieces of identification varies from province to province. (For example, a fishing licence may contain the address in Quebec but not in Alberta.) Be careful when you validate pieces of identification, bearing those differences in mind.</p>	<p>Expected answer:</p> <p>Option 1 An original piece of identification issued by a government agency containing the elector's photo, name and address (e.g. driver's licence).</p> <p>Option 2 One original piece of identification showing the elector's name and another showing the elector's name and address (e.g. health card and an electricity bill).</p> <p>Option 3 Swear an oath and be vouched for by an elector who is on the list of electors in the same polling division and who has an authorized piece or pieces of identification (e.g. a neighbour, a roommate).</p>

Time	Activities	Content
	<p>Voter Information Card as ID</p> <p>If you are training DROs and poll clerks who will be working at pre-identified polling sites where the Voter Information Card (VIC) is accepted as ID:</p> <ul style="list-style-type: none"> • Ensure that they understand that this initiative was developed to assist specific groups of electors who experience difficulties providing proof of identity and address at the polls. <p>If you are not training DROs and poll clerks who will be working at these polling sites, skip this section to avoid confusion.</p>	<p>Key Points</p> <p>The VIC will be accepted as ID only if it:</p> <ul style="list-style-type: none"> • is used on election day, at pre-identified polling sites; • displays the elector's correct name and address; • is used with another proof of identity authorized by the Chief Electoral Officer.
5 min	<p>3. Accessibility of polling sites and electors' rights</p> <p>Link to Objective 3: Define your responsibilities with regard to the accessibility of polling sites and electors' rights.</p> <p>Explain that the <i>duty to accommodate</i> is a legal obligation and is not left to the discretion of the employer or service provider.</p> <p>Question: What is accessibility?</p>	<p>Expected answers:</p> <ul style="list-style-type: none"> • A statutory requirement by which accessibility must be provided. • It is the right of all electors and does not constitute an exception. • Everyone has the right to vote and to be treated with respect and dignity. • The RO's responsibility.

Time	Activities	Content
	<p>Explain that there are legal grounds related to the <i>duty to accommodate</i> as outlined in sections 15 (1) and 3 of the <i>Canadian Charter of Rights and Freedoms</i>.</p> <p>Overhead 7</p> <p>Section 2 of the <i>Canadian Human Rights Act</i></p> <p>Overhead 8</p> <p>A summary of the Hughes case can be found in the CPS manual. Tell participants to read this case summary when they are reviewing their manuals.</p> <p>Question: Name three types of disabilities that you may</p>	<p><u><i>Canadian Charter of Rights and Freedoms (s. 15 and s.3)</i></u></p> <p>s. 15 (1) <i>Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability.</i></p> <p>s. 3 <i>Every citizen of Canada has the right to vote in an election of members of the House of Commons or of a legislative assembly and to be qualified for membership therein.</i></p> <p>The CHRA s. 2: <i>all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated...without being hindered in or prevented from doing so by discriminatory practices based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted.</i></p> <p>As a result of a case between Rev. James Peter Hughes and Elections Canada before the Canadian Human Rights Tribunal, several new processes have been implemented to help ensure the accessibility of polling sites for all electors. A summary of this case can be found in the <i>Central Poll Supervisors' Manual</i> (EC 50355).</p>

Time	Activities	Content
20 min	<p>Polling Site Accessibility Explain that polling site accessibility can change throughout the day (e.g. wind blowing over garbage cans, accessible entrances that become locked, etc.)</p> <p>Explain that the central poll supervisor will need to visit the polling site a week before the election to ensure it remains accessible. Furthermore, he will have to tour the polling site several times on polling day to ensure that there are no impediments to accessibility. If the CPS is unable to tour the polling site several times during polling day, he/she should ensure that someone else, maybe the information officer, conducts this verification.</p> <p>During each of these tours, the central poll supervisor must use the verification of accessible facilities tool to verify the accessibility of the polling site.</p> <p>Show participants the tool. They must ensure that it is completed at the time designated.</p> <p>Emphasize that one of the key roles of the central poll supervisor is to ensure peace and order throughout polling day.</p> <p>Activity / Accessibility Overhead 11</p> <p>Distribute the verification of accessible facilities tool to each participant. Go through the document with them to familiarize them with its contents.</p> <p>Review the requirements by asking the following questions:</p>	<p>Key points:</p> <ul style="list-style-type: none"> • The completed verification form must be submitted to the RO in the <i>Accessibility Envelope</i> (EC 50122). • Whenever possible, the central poll supervisor will act to correct the accessibility issue on site. • You have a duty to take corrective action when you encounter accessibility impediments. <p>Important: The central poll supervisor is responsible for these verification forms after they have been collected. Keep them in a secure location and submit them to the RO at the end of the day so he can log them.</p>

Time	Activities	Content
	<p>Question: When will be your first visit to the polling site?</p> <p>Question: How often will you have to tour the polling site throughout the event?</p> <p>Question: What are the five areas that you have to verify for accessibility?</p> <p>Question: Who should the verification booklet be returned to and when?</p>	<p>Expected answer:</p> <ul style="list-style-type: none"> • One week prior to polling day. <p>Expected answer:</p> <ul style="list-style-type: none"> • Four times <ol style="list-style-type: none"> 1. One week prior to polling day 2. Before the opening of the polls on polling day 3. Between noon and 1:00 p.m. on polling day 4. One last time between 4:00 p.m. and 5:00 p.m. on polling day <p>Expected answers:</p> <ul style="list-style-type: none"> • Parking • Outside the building • Entering the building • Inside the building • Overall evaluation and necessary modifications <p>Expected answers:</p> <ul style="list-style-type: none"> • RO at the end of polling day in the <i>Accessibility Envelope</i> (EC 50122). <p>Key Points:</p> <ul style="list-style-type: none"> • Once the RO receives the Accessibility Envelope and any feedback forms they will contact the elector's in writing.

Time	Activities	Content
10 min	<p>Accessibility Feedback Show the “Accessible Voting” poster, and explain that they will need to display it in their poll. Electors now have several options to provide feedback on accessibility at a polling site.</p> <p>Show the Polling Site Accessibility Feedback Form (EC 50119) and mention the different ways the elector can obtain or submit this form by reading the back of the form.</p> <p>Distribute to each participant a sample Polling Site Accessibility Feedback Form (EC 50119). Give them 5 minutes to complete the information on the form giving them the scenario.</p>	<p>Key Points:</p> <ul style="list-style-type: none"> The feedback form should be offered to electors who would like to make a complaint with regards to accessibility. <p>Scenario We are at an advance polling site. Complete the form, given the following information.</p> <p>Name: Dolores Leblanc Address: 376 Bank St., Ottawa, ON Tel.: 613-555-6247 Name of Witness: Luc Pommier Electoral District: 35062 Polling Site Address: 176 York St., Ottawa, ON Date and Time: Sept. 2, 3:15 p.m.</p> <p>Feedback At the polling site, were you satisfied with the accessibility of the following? Handicap parking: Yes External walkway, entrances, doors: No Interior routes and voting area: No</p>

Time	Activities	Content
	<p>Question: Does this form contain all the necessary information?</p> <p>Question: If you were speaking directly with Mrs. Leblanc, what should you ask her?</p> <p>Mrs. Leblanc informs you that there was no handrail on the ramp when she arrived at the advance polling site.</p> <p>Question: Does this constitute an accessibility issue?</p> <p>Question: What should you do if an elector complains about the lengthy wait to vote?</p>	<p>Did the signage assist you in locating the accessible entrance? Yes</p> <p>Tell us about your experience: I wasn't able to cast my vote! Were you able to vote? No Would you like Elections Canada to follow up with you regarding your feedback? Yes</p> <p>Expected answer:</p> <ul style="list-style-type: none"> No, we will require more information about what happened. The statement that she was not able to vote is insufficient for determining the issue. <p>Expected answer:</p> <ul style="list-style-type: none"> Further information on what happened. <p>Expected answer:</p> <ul style="list-style-type: none"> Yes. <p>Important Ensure that you submit these forms to your RO at the end of the day.</p> <p>Expected answers:</p> <ul style="list-style-type: none"> Listen attentively to the elector (often the simple act of listening can ease the tension). Give the elector reasons for the lengthy wait.

Lesson Plan – Central Poll Supervisors

Time	Activities	Content
	<p>Question: What should you do if an elector insists on completing a <i>Polling Site Accessibility Feedback Form</i> (EC 50119)?</p>	<ul style="list-style-type: none"> • Try to find a solution to the problem. • Be empathetic. <p>Expected answers:</p> <ul style="list-style-type: none"> • Provide the elector with a blank copy of the form and ensure that he fills it out completely. • Keep the completed form in a secure location and submit it to the RO at the end of the day so he can log it.
5 min	<p>Accessibility Review</p> <p>Question: What does the “L” stand for in the three-step process for assisting an elector with a disability?</p> <p>Question: What is the optimal attitude to take with a dissatisfied elector?</p>	<p>Expected answer:</p> <ul style="list-style-type: none"> • Listen (Ask – Listen – Do) <p>Expected answers:</p> <ul style="list-style-type: none"> • Take the time to listen attentively. • Be patient, polite, and respectful. • Be empathetic. <p>Key points:</p> <ul style="list-style-type: none"> • Ensure that the members of your team make the voting process as accessible as possible for electors.

Time	Activities	Content
	<p>Elector’s Rights Question: Electors have 5 rights. What are they?</p> <p>Overhead 12 Define your responsibilities in connection with electors’ rights and ensure that confidentiality is respected and all personal information is kept secret.</p>	<p>Expected answers:</p> <ul style="list-style-type: none"> • Bilingual service • Non-smoking environment • Use of communication devices • Assistance for an elector with a disability • Confidentiality <p>Highlights:</p> <ul style="list-style-type: none"> • Ensure that your team members facilitate the voting process for electors.
<p>15 min</p>	<p>4. Exceptional voting situations</p> <p>Link with Objective 4: Handle unusual and exceptional voting situations.</p> <p>Question: Name some exceptional voting situations.</p> <p>You must be able to address and/or resolve these exceptional voting situations.</p>	<p>Expected answers:</p> <ul style="list-style-type: none"> • Vote by <i>Transfer Certificate</i> • Vote by <i>Registration Certificate</i> issued by a registration officer • Someone has already voted under the elector's name • Challenging an elector's right to vote • Assistance for a voter with a disability • Protest votes and declined ballots

Lesson Plan – Central Poll Supervisors

Time	Activities	Content
		<ul style="list-style-type: none"> • Problems with the list of electors • Ballots spoiled in error and unused ballots • Bilingual service is requested but you are unable to provide it • Request an interpreter • Difficulty moving around within the central polling place • Limit media access • Elector whose face is covered • Monitor all partisan material • A representative who disturbs voting • An elector who leaves the central polling place with his ballot • Required pieces of identification for voting and/or registration • Elector who appeals a challenge • Bomb threat, fire, medical emergency, etc.
5 min	<p>Explain the importance of the central poll supervisor being present throughout the day.</p> <p>List some of the duties he must carry out on a regular basis.</p>	<p>Highlights:</p> <ul style="list-style-type: none"> • Ensure that all election officials have a sufficient quantity of election materials. • Phone the RO if any materials are missing. • Answer questions from election officials.
	<p>Optional activity (if time allows)</p> <p>Activity / Case study / Central poll supervisor (EC 10545) (20 minutes)</p> <p>After group presentations, explain the <i>Activity / Case study / Central poll supervisor – Answer sheet</i> (EC 10546) and be ready to answer questions.</p>	<p>Steps to follow:</p> <ul style="list-style-type: none"> • You will be divided into four groups. • Choose a spokesperson. • The groups discuss the activity in the case study: <ul style="list-style-type: none"> – Group 1 studies cases 1, 2 and 3 – Group 2 studies cases 4, 5 and 6 – Group 3 studies cases 7 and 8 – Group 4 studies cases 9 and 10 • Prepare the best answer for your cases.

Time	Activities	Content
		<ul style="list-style-type: none"> You will be asked to briefly present your answer.
<p>15 min</p>	<p>5. Closing the central polling place</p> <p>Link to Objective 5: Explain the steps to follow to close a central polling place.</p> <p>Explain the poster on the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) document.</p> <p>Question: Who may be present when the ballots are counted?</p>	<p>Highlights:</p> <ul style="list-style-type: none"> Make sure that you understand the impact of not correctly following the prescribed steps (late closing, late transmission of ballots, etc.). Close the central polling place at the scheduled time. Do not admit anyone after the central polling place doors are closed. Ensure that your deputy returning officers and poll clerks understand their roles. Have on hand the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020). Listen to your staff. Ensure that deputy returning officers and poll clerks are up-to-date in completing their paperwork and understand their roles. <p>Reminder: The <i>Closing Instructions for the Deputy Returning Officer</i> must be understood by all election officials responsible for closing their polling stations.</p> <p>Expected answers:</p> <ul style="list-style-type: none"> The candidates and no more than two representatives per candidate Information officers

Time	Activities	Content
10 min	<p>Explain the steps to follow after the voting results have been transmitted and the documents required by the central poll supervisor from his election officials. Refer to the “Closing the Poll” section in the <i>Central Poll Supervisors’ Manual</i> (EC 50355).</p> <p>Question: At this stage, deputy returning officers must submit four items to you. What are they?</p>	<p>Highlights:</p> <ul style="list-style-type: none"> • Follow the steps for the closing procedures. • Familiarize yourself with the statements and reports mentioned in that section. • Do not seal the envelopes at this stage. • Make sure that all the brown envelopes containing ballots have been correctly filled and sealed (by the deputy returning officer). • Ask the deputy returning officers to affix an <i>Official Seal</i> (EC 50180) on all the envelopes and sign them (they must also be signed by the poll clerk). • Ask all deputy returning officers to submit all the materials as described, up to and including step 3B, in the <i>Closing Instructions for the Deputy Returning Officer</i>. • Sign the <i>Closing Instructions for the Deputy Returning Officer</i> document. • Ensure the ballot box contains all the materials indicated in step 4 of the <i>Closing Instructions for the Deputy Returning Officer</i>. <p>Expected answers</p> <ul style="list-style-type: none"> • The sealed ballot box • The envelope for the <i>White Copy of the Statement of the Vote</i> (EC 50370) and the appropriate page of the <i>Poll Book</i> (EC 50060) • The white <i>Registration and/or Correction Certificates Envelope</i> (EC 50390) <p>The <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020).</p>

Time	Activities	Content
5 min	<p>Quiz/ Polling Day / Ordinary Poll / Central Poll Supervisor (EC 10536)</p> <p>Explain that this quiz contains questions covering the entire training session.</p>	<p>Highlights:</p> <ul style="list-style-type: none"> • Complete the quiz individually, using your documents (manuals, etc.). • Options: <ol style="list-style-type: none"> 1. Correct the quiz as a group, and have participants hand in their quiz on the way out. 2. Collect the quiz and give participants the answer sheet on their way out; the training officer will correct the quizzes later. <p>Important: This quiz is a tool for you to use to assess participants' knowledge; it can also be a tool for you as a training officer. For example, if no one has been able to get question #5 right, you may have overlooked that content and can adjust your training session accordingly.</p>
	<p>Confidentiality</p> <p>Point out that information on electors is confidential and must be protected at all times.</p> <p>Question: What can you do to ensure the confidentiality of personal information is kept secret?</p>	<p>Expected answers:</p> <ul style="list-style-type: none"> • Make sure that your election officials do not throw away the voter information cards or any other election documents. • Any personal information must be kept out of public view. <p>Reminder:</p> <ul style="list-style-type: none"> • Make sure that the deputy returning officer and the poll clerk place all the <i>Registration Certificates</i> (EC

Time	Activities	Content
		<p>50050) and <i>Correction Certificates</i> (EC 50051), once they have been completed and received, in the <i>Registration and/or Correction Certificates Envelope</i> (EC 50390).</p>
5 min	<p>6. Review, Oath and Conclusion</p> <p>Review the objectives.</p> <p>Question: How much time must you arrive before the central polling place opens?</p> <p>Question: What must an elector produce or do to exercise his right to vote?</p> <p>Question: What document will be your reference for ensuring that the steps for closing the central polling place are properly followed?</p>	<p>Highlights:</p> <ul style="list-style-type: none"> • Make sure that every objective was covered. • Make sure that they bring all their election materials. <p>Expected answer:</p> <ul style="list-style-type: none"> • 60 minutes before the central polling place opens <p>Expected answers:</p> <ul style="list-style-type: none"> • One original piece of identification issued by a government agency, with name, photo and address (e.g. driver's licence). • Two original pieces of identification authorized by the Chief Electoral Officer, both with the elector's name and one with his address (e.g. a health card and an electricity bill). • Swear an oath and be vouched for by an elector whose name appears on the list of electors in the same polling division and who has authorized identification (e.g. a neighbour, a roommate). <p>Expected answer</p> <ul style="list-style-type: none"> • The <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020).

Time	Activities	Content
10 min	<p>Answer questions</p> <p>Overhead 13</p>	<ul style="list-style-type: none"> • Transmit the list of participants to the RO, along with the attendance sheets.
	<p>Optional activity (if time allows)</p> <p>Activity – 10 duties (EC 10562) (10 minutes)</p> <p>Explain that a central poll supervisor must carry out many duties in one day.</p>	<ul style="list-style-type: none"> • What do you think are the most important duties of a central poll supervisor? <p>Steps to follow:</p> <ul style="list-style-type: none"> • You will be divided into four groups. • Choose a spokesperson. • List the 10 most important duties of a central poll supervisor. • Use a flip chart to write your answers. • You will be asked to briefly present your answers.

Appendix A – Overheads for Training

This appendix contains the overheads required for training.

Overhead 1:

Agenda

Welcome and introduction	15 min.
Roles and responsibilities	30 min.
Accessibility and electors' rights	40 min.
Exceptional voting situations	20 min.
Closing the central polling place	30 min.
Conclusion	15 min.
Duration: 2 hours 30 minutes	

Overhead 2:

Training Objectives

By the end of this training session, you will be able to:

1. Describe your roles and responsibilities during an electoral event.
2. Explain the voter identification rules.
3. Define your responsibilities with regard to the accessibility of polling sites and electors' rights.
4. Handle all unusual and exceptional voting situations.
5. Explain the steps to follow to close a central polling place.

Overhead 3:

Role of the Central Poll Supervisor

- Ensure that polling stations open on time.
- Verify and maintain the accessibility of facilities.
- Manage electors' rights.
- Liaise between the office of the returning officer and election officials.
- Ensure that all electors can exercise their right to vote.
- Supervise the work of all election officials.

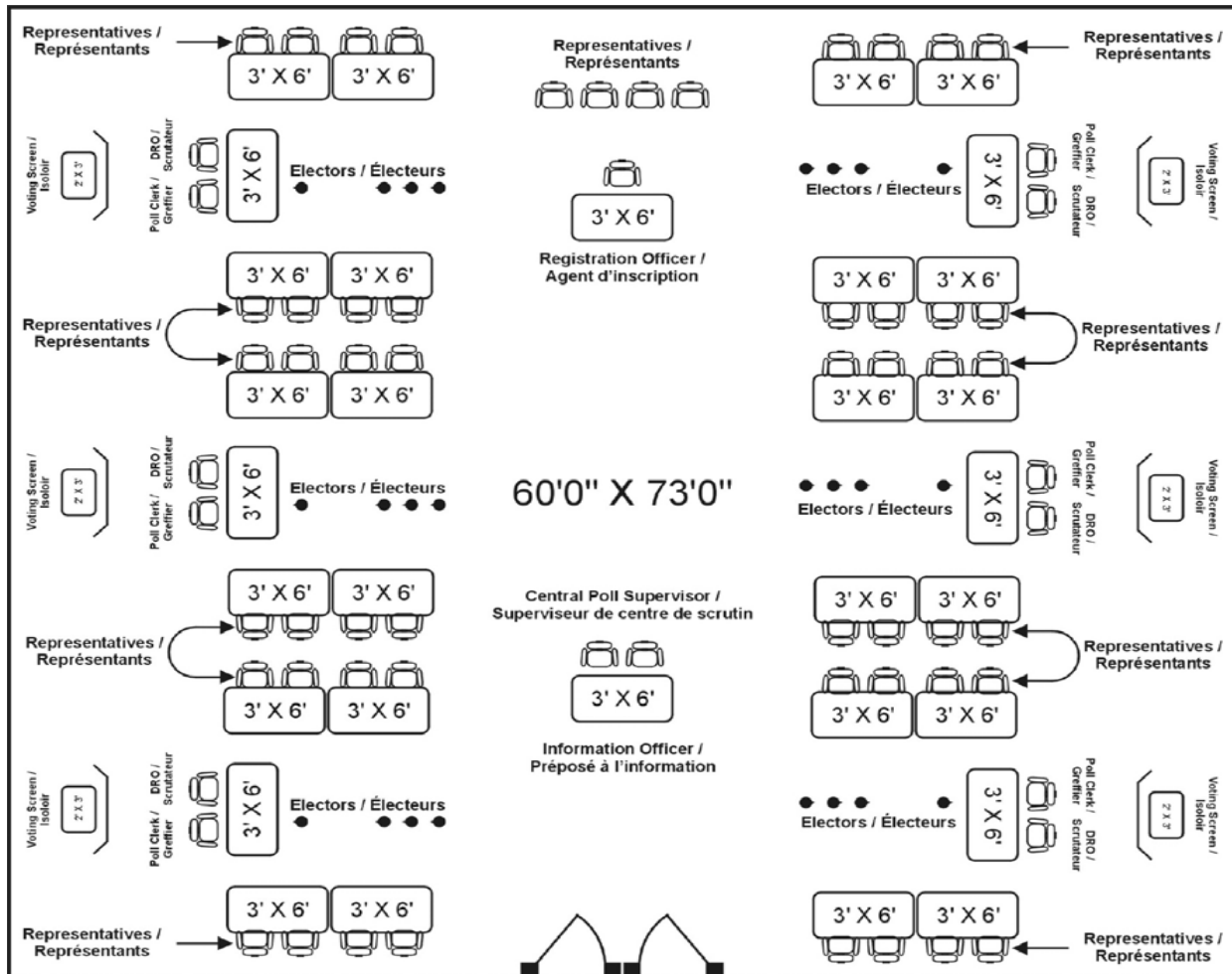
Overhead 4:

Role of the Central Poll Supervisor (cont.)

- Maintain peace and order during voting hours.
- Transmit the results from each polling station
- Manage the collection and return of election materials
- Manage the distribution and return of the *Alphabetical Lists of Electors by Polling Site* in the *Large All-Purpose Envelope* (EC 11520)

Overhead 5:

Layout of a Central Polling Place



Note: The tables for candidates' representatives are optional

Overhead 6:

Identification Rules to Vote

Option 1:

An original piece of identification issued by a government agency containing the elector's **photo, name and address** (e.g. driver's license).

Option 2:

Two pieces of original ID, one showing the elector's **name** AND another showing the elector's **name and address**.

You must ensure that one document contains the elector's **name** and the other contains the elector's **name and address** (e.g. health card and electricity bill).

Option 3:

Swear an oath and be vouched for by an elector who is on the list of electors in the same polling division and who has an authorized piece or pieces of identification.

***Remember: To vote, you must prove your identity and address
(poster) (EC 94036)***

Overhead 7:

Canadian Charter of Rights and Freedoms

15(1). Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, **without discrimination** based on race, national or ethnic origin, colour, religion, sex, **age**, or **mental** or **physical disability**.

3. Every citizen of Canada has the right to vote in an election of members of the House of Commons or of a legislative assembly and to be qualified for membership therein.

Overhead 8:

Canadian Human Rights Act

2. [A]ll individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated [...] without being hindered in or prevented from doing so by discriminatory practices based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted.

Overhead 9:

Three Types of Disabilities

1. Physical

2. Intellectual

3. Learning

Overhead 10:

Assisting an Elector with a Disability

Always remember to use the A-L-D concept: "Ask, Listen and Do"

- If an elector appears to require assistance:
 - **Ask** him if he requires assistance or, better yet, offer your services: “Can I be of assistance?”
 - If he says yes, ask him what type of assistance he requires.
- **Listen** attentively. Speak directly, calmly and slowly. Give him your undivided attention.
- **Do** what he asks you to.
- If he has a visual disability or needs assistance walking, offer him your arm to guide him into the polling site.

Overhead 11:

Activity – Accessibility

Overhead 12:

Electors' Rights

- Bilingual service
- Smoke-free environment
- Use of communication devices
- Assistance for electors with a disability
- Confidentiality of information

Overhead 13:

Questions?

Section 2 – Lesson Plan for Deputy Returning Officers and Poll Clerks – Ordinary Polls

Lesson Plan – Deputy Returning Officers and Poll Clerks – Ordinary Polls

Time	Activity	Content
20 min	<p>Welcome and Introduction</p> <p>Welcome participants.</p> <p>Introduce yourself and members of the returning officer's (RO) office.</p> <p>Review the "Important Information" page of the <i>Deputy Returning Officer and Poll Clerk's (Ordinary Poll) Manual</i> (EC 50340) using the flip chart you have posted on the wall.</p>	<p>Introduction</p> <ul style="list-style-type: none"> You must be at the polling station at least 45 minutes before the poll opens. You must call the RO if the central poll supervisor (CPS) has not yet arrived. You are required to bring your own election materials (i.e. your manual and quick reference guide), meals, water and anything else you may need.
	<p>Explain the agenda using:</p> <p>Overhead 1</p> <p>Comment: Some ROs prefer to do the swearing-in at the start of the training session rather than at the end; discuss the best time to do so with RO.</p> <p>Explain that deputy returning officers (DRO) and poll clerks have responsibilities:</p> <ul style="list-style-type: none"> Before the polls open, during polling day and at the closing of the polls 	<p>Highlights</p> <ul style="list-style-type: none"> You will receive your election materials immediately after taking your oaths or at a time specified by the RO. The manual and the quick reference guide that you received belong to you. You are encouraged to write your names and notes in them during the training session.

Lesson Plan – Deputy Returning Officers and Poll Clerks – Ordinary Polls

Time	Activity	Content
	<p>State the objectives of the session using:</p> <p>Overhead 2</p>	<p>Objectives</p> <p>At the end of this session, you will be able to:</p> <ol style="list-style-type: none"> 1. Perform the tasks that you must accomplish as DRO and poll clerk on polling day. 2. Define your responsibilities with regards to accessibility of polling sites and elector's rights 3. Interact with all to create a positive voting experience
<p>20 min</p>	<p>Conduct of a Poll</p> <p>Link to objective 1: Perform the tasks of the DRO and poll clerk on polling day.</p> <p>Introduce the benefit of being a DRO and a poll clerk by asking:</p> <p>Question: Why do you think the DRO and poll clerk's roles are so important?</p>	<p>Link</p> <ul style="list-style-type: none"> • The first objective is to demonstrate the roles and responsibilities of a DRO and a poll clerk. <p>Expected answers</p> <ul style="list-style-type: none"> • Providing excellent customer service is our goal. • DROs and poll clerks do everything in their power to ensure that electors are able to vote. • DROs and poll clerks administer the law and the procedures in their manual to ensure uniform application of the law. • DROs and poll clerks ensure that confidentiality is respected and all personal information is kept secret.

Time	Activity	Content
	<p>Explain that, before polling day, DROs and poll clerks are required to take an inventory of the supplies they need.</p> <p>Refer participants to the “Before Polling Day” section in their manual</p>	<p>Highlights</p> <ul style="list-style-type: none"> • Ensure that the required supplies have been received from the RO. <p>Key points</p> <ul style="list-style-type: none"> • Make sure that you re-read these terms carefully before polling day.
	<p>Refer participants to the “Conduct of the Poll” section in their manual, so that they can go over it later.</p> <p>Introduce the DRO and poll clerk’s responsibilities on polling day by asking:</p> <p>Question: What are the main responsibilities of the DRO on polling day?</p> <p>Overheads 3 and 4</p>	<p>Key Points</p> <ul style="list-style-type: none"> • Remember that voting rules at the federal level differ from those at the provincial, territorial and municipal levels. • Election officials form a very important team, one that ensures that the poll functions properly. The right to vote is a basic Canadian democratic right. • You report only to the CPS or RO. You are not responsible to any political parties, candidates or candidate’s representatives. • Confidentiality must be respected. All personal information must be kept secret. <p>Expected answers</p> <ul style="list-style-type: none"> • Reports directly to the RO or to a central poll supervisor (CPS) where one has been appointed by the RO. • Sets up the poll with necessary supplies and ensures that all partisan materials are removed. Partisan materials include materials from political parties, from candidates endorsed by a political party and from independent candidates.

Lesson Plan – Deputy Returning Officers and Poll Clerks – Ordinary Polls

Time	Activity	Content
		<ul style="list-style-type: none"> • Manages the registration process at the polling station if no registration officer has been appointed. • Ensures that the elector has proven his identity and address prior to voting. • Issues <i>Transfer Certificate (Moved Poll)</i> (EC 50052) to electors whose polling station has moved. • Performs regular and exceptional voting procedures. • Administers oaths as required for regular and exceptional voting procedures. • Maintains peace and good order within their polling station. • Advises the RO of any situations at the polls, if no CPS has been appointed.
	<p>Question: What are the main responsibilities of the poll clerk on polling day?</p> <p>Click on Overheads 5 and 6 to display <i>Poll Book</i> (EC 50060)</p> <p>Go through the <i>Poll Book's</i> pages and explain in which circumstances DRO/Poll Clerks will use them. Explain that from page 1 to 11 cover appointments and oaths.</p> <ul style="list-style-type: none"> - Pages 1,5 and 9 need to be torn off and put in envelope (EC 50370) - Pages 13 to 16 to explain the different types of oaths and how to fill out forms. - Flip quickly through pages 17 to 27. - Explain that page 31, once filled out, is the one to be returned with the <i>Statement of the Vote</i>. 	<p>Expected answers</p> <ul style="list-style-type: none"> • Assists the DRO in setting up and opening the polling station. • Assists the DRO in allowing electors to cast their ballots in an orderly fashion. • Locates elector's name on list of electors, reads out the elector's sequence number and strikes through the elector's name. • Records the casting of the ballot by the elector on the <i>Statement of the Electors Who Voted on Polling Day</i> (EC 50111) form. • Completes the <i>Poll Book</i> (EC 50060) by indicating the type of oaths taken. • Records the name, address and transfer certificate (EC 10190) allowing an elector to vote in the <i>Poll Book</i> (EC 50060). • Records the name and address of electors who voted by a Registration Certificate (EC 50050) in the <i>Poll Book</i> (EC 50060).

Time	Activity	Content
	<p>Question: What are some of the other responsibilities that you have on polling day?</p> <p>Setting up a Polling Station: Overhead 7</p>	<ul style="list-style-type: none"> • Completes <i>Correction Certificates</i> (EC 50051) for electors wishing to make corrections to their information on the list of electors. <p>Expected answers</p> <ul style="list-style-type: none"> • Make sure that the polling station is laid out to facilitate the voting process for electors. • Ensure that chairs are available for candidates' representatives.
	<p><i>Authorization of a Candidate's Representative</i> (EC 20020)</p> <p>Click on Overhead 8 to display forms <i>Authorization of a candidate's representative</i> (EC 20020) and Copy of <i>Statement of the Vote for Candidates and Representatives</i> (EC 50111)</p> <p>Show the forms and explain their function.</p> <p>Refer participants to the "Candidates' Representative" section in their manual.</p> <p>Refer poll clerks to the "Conduct of the Poll" section for completing the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111).</p>	<p>Highlights</p> <ul style="list-style-type: none"> • The DRO makes sure representatives follow the <i>Guidelines for Candidates' Representatives</i> (EC 20045) document found in the DRO kit of election materials. • The poll clerk completes the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111) form every 30 minutes.

Time	Activity	Content
	<p>Acceptable proof of identity and address Show participants the <i>Remember: to vote you need to prove your identity and address</i> poster (EC 94036) and the pamphlet (EC 90189).</p> <p>Explain that electors can prove their identity in three ways. Click on Overhead 9 to display <i>Remember: To vote you need to prove your identity and address</i> (EC 94036) form.</p>	<p>There are three options that allow an elector to vote:</p> <p>Option 1: An original piece of identification issued by a government or a government agency containing the elector's photo, name and address (e.g. driver's license).</p> <p>Option 2: Two original pieces of identification: One piece of identification with the elector's name AND the second piece showing the elector's name and address. You must ensure that one document contains the elector's name and the other contains the elector's name and address (e.g. health card and electricity bill).</p> <p>Option 3: Have the elector swear an oath and be vouched for by an elector who is on the list of electors in the same polling division and who has an acceptable piece or pieces of identification (e.g. a neighbour, a roommate).</p>
	<p>Voter Information Card as ID</p> <p>If you are training DROs and poll clerks who will be working at pre-identified polling sites where the Voter Information Card (VIC) is accepted as ID:</p> <ul style="list-style-type: none"> • Ensure that they understand that this initiative was developed to assist specific groups of electors who 	<p>Key Points</p> <p>The VIC will be accepted as ID only if it:</p> <ul style="list-style-type: none"> • is used on election day, at pre-identified polling sites;

Time	Activity	Content
	<p>experience difficulties providing proof of identity and address at the polls.</p> <p>If you are not training DROs and poll clerks who will be working at these polling sites, skip this section to avoid confusion.</p>	<ul style="list-style-type: none"> • displays the elector’s correct name and address; • is used with another proof of identity authorized by the Chief Electoral Officer.
<p>30 min</p>	<p>Statement of Electors Who Voted on Polling Day (EC 50111)</p> <p>Explain the steps required to complete the tasks associated with the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111) form.</p> <p>(you can return to Overhead 8 for reviewing purposes)</p> <p>Demonstrate how to detach the sheet every half hour and place it in the file folders designed for this purpose.</p> <p>Inform the participants that it is now time to address one of the most important aspects of your task on polling day : How to fill out <i>Statement of the Vote</i> (EC 50100)</p> <p>Show them a sample of the following forms:</p> <ul style="list-style-type: none"> • <i>Tally Sheet</i> (EC 50090) • <i>Statement of the Vote</i> (EC 50100). <p>Explain the steps to follow in order to accomplish the tasks associated to the <i>Statement of the Electors Who Voted on Polling Day</i> (EC 50111).</p>	<p>Highlights:</p> <p>The poll clerk:</p> <ul style="list-style-type: none"> • Circles the number corresponding to the elector’s sequence number on the list of electors once the elector has placed his ballot into the ballot box; • Enters this information on two forms if there are 5 to 8 candidates and on three forms if there are 9 to 12 candidates; • Every 30 minutes, enters the time interval (e.g. 10:00 a.m. to 10:30 a.m.) at the bottom of the form and signs the form; • The designated information officer collects the forms every 30 minutes; • If there is no information officer or CPS, provides the completed forms to the candidate’s representative; • If there is no information officer or CPS, keeps all completed and unclaimed forms until the counting of the ballots is finished.

Time	Activity	Content
	<p>Folding the ballots</p> <p>Ask participants to take out their sample ballot. Show them how to fold a ballot and detach the counterfoil, and ask them to fold it correctly. Help those who are having difficulty.</p>	<p>Highlights</p> <p>The DRO:</p> <ul style="list-style-type: none"> • Is responsible for the ballots; • Gives the <i>Tally Sheet</i> to the poll clerk; • Opens Ballot Box and empties it carefully on the table.
	<p>Counting of the Ballots</p> <p>Review the “Counting of the Ballots” section in their manual.</p> <p>Show to participants a sample of the <i>Tally Sheet</i> (EC 50090)</p> <p>Click on Overheads 10 and 11 - to display <i>Statement of the Vote</i> (EC 50100)</p> <p>Demonstrate how to record and how to calculate the totals on the form using the flipchart page with the <i>Statement of the Vote</i> (EC 50100).</p> <p>By using the <i>Statement of the Vote</i> image, ask participants to refer to the section of their manual on how to correctly complete this form.</p> <p>Use the numbers on the sample page of the Counting of the Ballots in the manual. Follow all instructions, from A to O.</p> <p>Explain that candidates and up to two candidates’ representatives (or two electors representing a candidate) may observe the counting process.</p>	<p>Highlights</p> <ul style="list-style-type: none"> • The DRO and poll clerk must understand all the steps. Candidates and up to two candidates’ representatives may observe the counting process. • The DRO is responsible for all activities related to the ballots. <p>Important</p> <ul style="list-style-type: none"> • Avoid all distractions when counting the ballots. • Register the results of rejected ballots on the <i>Statement of the Vote</i> (EC 50100).

Time	Activity	Content
	<p>Question: How do you know if a ballot should be counted or not?</p> <p>Explain to participants that the following ballots must not be rejected:</p> <ul style="list-style-type: none"> • Ballots marked in some way by the DRO. • Ballots marked with a symbol other than an “x”. • Ballots marked with a pen or pencil other than a lead pencil. • Ballots on which the mark goes outside of the circle. • Ballots on which the circle is completely filled-in. • If it is clear for which candidate the elector wanted to vote. <p>Show participants an example of the <i>Samples of Marked Ballot Papers</i> (EC 50130) and pass it around.</p> <p>Explain that registration, correction and transfer certificates must be placed in the corresponding envelopes.</p>	<p>Expected answers</p> <ul style="list-style-type: none"> • If the mark on the ballot (in the circle) clearly indicates for which candidate the elector wanted to vote and that one single candidate’s name has been checked, the ballot must be counted. • Otherwise, it must be rejected. <p>Highlights</p> <ul style="list-style-type: none"> • Use the <i>Samples of Marked Ballot Papers</i> (EC 50130) document to help you establish whether or not a ballot is acceptable. • It is up to the DRO to accept or to reject a ballot and his decision is final. <p>Reminder</p> <ul style="list-style-type: none"> • The DRO is responsible for all ballot-related activities. <p>Important Confidentiality of personal information must be protected.</p>

Time	Activity	Content
	<p>Section 2 of the <i>Canadian Human Rights Act</i></p> <p>Overhead 13</p> <p>A summary of the Hughes case can be found in the DRO/Poll Clerk manual. Tell participants to read this case summary when they are reviewing their manuals.</p> <p>Question: Name 3 types of disabilities that you may encounter on polling day.</p> <p>Overhead 14</p>	<p><i>legislative assembly and to be qualified for membership therein.</i></p> <p>The CHRA s. 2: <i>all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated...without being hindered in or prevented from doing so by discriminatory practices based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted.</i></p> <p>As a result of a case between Rev. James Peter Hughes and Elections Canada before the Canadian Human Rights Tribunal, several new processes have been implemented to help ensure the accessibility of polling sites for all electors. A summary of this case can be found in the <i>Deputy Returning Officers' and Poll Clerks' Manual</i> (EC 50340).</p> <p>Expected Answers</p> <ul style="list-style-type: none"> • Physical • Intellectual • Learning <p>Important It is important to note that some disabilities are more</p>

Lesson Plan – Deputy Returning Officers and Poll Clerks – Ordinary Polls

Time	Activity	Content
	<p>There are three (3) key steps to follow when assisting an elector.</p> <p>What is the best approach to take when someone with limited mobility enters a polling site?</p> <p>Overhead 15</p> <p>Explain that polling site accessibility can change throughout the day (e.g. wind blowing over garbage cans, accessible entrances that become locked, etc.)</p> <p>Distribute a few copies of the <i>Polling Site Accessibility Feedback Form</i> (EC 50119).</p> <p>Show the “Accessible Voting” poster and explain that it will be on display in every polling site.</p> <p>Explain the different methods by which an elector can obtain the form (they are listed on the back of the form).</p> <p>The systematic process in which the forms will be handled is available at the RO office.</p>	<p>difficult to identify than others. Always be vigilant in your interaction with electors.</p> <p>Highlights Assisting an elector (A-L-D)</p> <ul style="list-style-type: none"> • Ask if he requires assistance or better still, ask: “Can I assist you?” • Listen attentively. • Do what he asks of you. <p><i>Studies have shown that offering assistance will generate a more positive response than simply asking if the elector requires assistance.</i></p> <p>Key Point</p> <ul style="list-style-type: none"> • Emphasize that accessible sites might not remain so all day. <p>Highlights</p> <ul style="list-style-type: none"> • The form must be completed by the CPS and submitted to the RO in the <i>Accessibility Envelope</i> (EC 50122). • Whenever possible, the CPS will act to correct accessibility issue. <p>Important The CPS will be responsible for these forms after they have been completed. The forms must be kept in a safe location and submitted to the RO at the end of the day so that the latter can log them in.</p>

Time	Activity	Content
	<p>Question: What should you do if an elector complains about the lengthy wait to vote?</p> <p>Question: Name some of the ways that the elector can obtain the <i>Polling Site Accessibility Feedback Form</i> (EC 50119).</p> <p>Question: What does the L stand for in the three step process for assisting an elector with a disability?</p> <p>Question: What is the best attitude to take with a dissatisfied elector?</p> <p>Supplementary information Explain that the Central Poll Supervisor (CPS) must visit all polling locations one week before the election, on advance polling days and on election day.</p> <p>At each visit, the Central Poll Supervisor will annotate and validate all accessibility criteria using the</p>	<p>Expected Answers</p> <ul style="list-style-type: none"> • Listen attentively to the elector (often the simple act of listening can ease the tension). • Apologize for any long wait time. • Try to find a solution to the problem. • Be empathic. <p>Expected Answer</p> <ul style="list-style-type: none"> • In person, by mail, by phone, by fax, by TTY, online. <p>Expected Answer</p> <ul style="list-style-type: none"> • Listen (Ask – Listen – Do) <p>Expected Answers</p> <ul style="list-style-type: none"> • Take the time to listen attentively. • Be patient, polite, and respectful. • Be empathic. <p>Key Point</p> <ul style="list-style-type: none"> • Ensure that the members of your team make the voting process as simple as possible for your electors.

Time	Activity	Content
	<p><i>Verification of Accessible Facilities Booklet.</i> Show participants a copy of the booklet and ensure they understand that it needs to be filled out according to the prescribed.</p> <p>In the absence of a CPS, the instructions regarding the verification of accessible facilities must be transmitted to the election official taking over, either a DRO or an information officer.</p> <p>Elector’s Rights</p> <p>Question: Electors have 5 rights. What are they?</p> <p>Overhead 16</p> <p>Bilingual Services</p> <p>Overhead 17</p> <p>Explain to participants that Elections Canada is obliged by law to ensure that each Canadian is served in the official language of their choice, French or English.</p> <p>Give each participant a <i>Bilingual Services Card</i> (EC 50140).</p>	<p>Expected Answers</p> <ul style="list-style-type: none"> • Bilingual service • Non-smoking environment • Use of communication devices • Assistance for an elector with a disability • Confidentiality <p>Important</p> <ul style="list-style-type: none"> • You must greet electors in the two official languages (ex: “Hello! / Bonjour!”) • Use the <i>Bilingual Services Card</i> (EC 50140) if there are no bilingual personnel available on site. • You must always protect the secrecy of the vote. • Partisan posters are not authorized in any polling station • Follow the instructions in the manual and refer to the quick reference guide.

Time	Activity	Content
	<p>Ask one participant to read the text on the card.</p> <p>Explain that they must ensure that all posters displayed at a polling place are in both official languages.</p> <p>Confidentiality</p> <p>Question: What should you do with confidential information?</p> <p>Click image on Overhead 18 to display the <i>VIC Collection Box (EC 50255)</i>.</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • Ensure that all lists of electors are returned. • Make sure that electoral officials do not throw out VICs or other documents showing private information. • Place VICs in the <i>VIC Collection Box (EC 50255)</i>. • Keep all personal information out of public view.
40 min	<p>Practice Exercise – Elector ID (Appendix C) and Return of Election Materials Activity (Appendix B)</p> <p>Overheads 19 and 20</p> <p>Half the class is assigned to the voters' identification at the polls exercise, while the other half is assigned to the return of election materials exercise. These activities are done simultaneously.</p> <p>The steps must be carried out sequentially, not simultaneously, so that participants can observe the</p>	<p>Instructions</p> <ul style="list-style-type: none"> • You will now practice the regular voting and closing procedures. • For this exercise, you will work in groups of six (more or less, depending on the number of participants in the session). • Your role is described on the cards (DRO, poll clerk, electors 1, 2, 3 and 4). • Time allotted: 40 minutes.

Lesson Plan – Deputy Returning Officers and Poll Clerks – Ordinary Polls

Time	Activity	Content
	<p>succession of events.</p> <p>Assign roles.</p> <p>Distribute the practice exercise tools and materials.</p> <p>Start the exercise.</p> <p>Monitor performance, watching for any areas of difficulty.</p> <p>Be available to answer questions and to guide participants but be sure not to get too involved in the activity.</p> <p>Notify participants that time will be up in 5 minutes.</p> <p>Notify participants when time is up.</p>	
	<p>Identify the responsibilities of other election officials.</p> <p>Refer participants to the “Election Officials” section of their manual.</p> <p>Briefly explain the roles and responsibilities of elections officials during polling day.</p> <p>Question: Who is responsible for administering oaths and maintain peace and good order during a polling day?</p> <p>Question: Who collects the <i>Voter Information Cards</i>?</p> <p>Question: Who makes all required entries on the list of electors and in the <i>Poll Book</i> (EC50060)?</p> <p>You may pick more questions if you wish.</p>	<p>Expected answer</p> <ul style="list-style-type: none"> • The DRO <p>Expected answer</p> <ul style="list-style-type: none"> • Information officer <p>Expected answer</p> <ul style="list-style-type: none"> • Poll clerk

Time	Activity	Content
10 min	<p>Other Polling Day Scenarios</p> <p>Solve polling day problem effectively.</p> <p>Inform participants that few electors are affected by exceptional voting situations, but that they should still be aware of these situations in order to help these electors to vote.</p> <p>Summarize the key elements by referring participants to the “Other Polling Day Scenarios” section of their manual.</p> <p>Overheads 21 and 22</p> <p>Explain to participants that problems with the list of electors may occur and can be solved easily.</p> <p>Demonstrate how and when the <i>Correction Certificates</i> (EC 50051) may be used.</p> <p>Closing the Poll</p> <p>Refer participants to “Closing the Poll” section of their manual.</p> <p>Overhead 23</p> <p>Question: What are the main tasks that a DRO must perform at the closing of the poll?</p>	<p>Reminder</p> <ul style="list-style-type: none"> • Codes on the list of electors indicate why the name of an elector has been crossed off. • The DRO, poll clerk and candidates’ representatives have the right to dispute the eligibility of an elector (age and citizenship). <p>Expected answers:</p> <p><u>The DRO:</u></p> <ul style="list-style-type: none"> • Follows the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) document to step 3B. • Follows instructions to return the sealed ballot box

Lesson Plan – Deputy Returning Officers and Poll Clerks – Ordinary Polls

Time	Activity	Content
	<p>Question: What are the main tasks that a poll clerk must perform at the closing of the poll?</p> <p>Question: Who is responsible for performing the quality check on the materials to be returned?</p>	<p>and related materials to the RO or CPS at the end of voting.</p> <p>Expected answers <u>The poll clerk:</u></p> <ul style="list-style-type: none"> • Signs the <i>Poll Book</i> (EC 50060) at the close of the poll. • Follows the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) document to assemble all materials to close the poll. <p>Expected answers</p> <ul style="list-style-type: none"> • The CPS (if applicable) • The information officer (if designated) • The DRO (if there is no CPS or information officer)
15 min	<p>Review, Swearing-In and Wrap-Up</p> <p>List the tools available for dealing with exceptional situations.</p>	<p>Tools</p> <ul style="list-style-type: none"> • If you are not sure how to proceed, first refer to your manual. • If this does not help resolve the problem, ask your CPS or your RO.
	<p>Ask participants the following questions:</p> <p>Question: What are the voting hours? What is the date of the election?</p>	<p>Expected answer</p> <ul style="list-style-type: none"> • Refer them to flip chart 1 or the “Important Information” on page 1 in their manuals.

Time	Activity	Content
	<p>Question: At what time must you arrive at the polling place on election day? What must you bring with you?</p>	<p>Expected answers</p> <ul style="list-style-type: none"> • At least 45 minutes before the polls open. • The DRO and the poll clerk must bring their own elections materials, meals, water and anything else they may need.
	<p>Review the course objectives established at the beginning of the training session and make sure that all the objectives have been achieved by asking:</p> <p>Question: Who verifies the elector’s proof of identity and address?</p> <p>Question: If a candidate’s representative wants to go to more than one polling station, how many authorization forms does he need?</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • The DRO is the only person authorized to accept or reject elector identification. <p>Expected Answer</p> <ul style="list-style-type: none"> • He needs a separate authorization form for each polling station.
	<p>Question: What should you do if there are any unilingual signs posted in your polling station?</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • Advise the CPS or RO and request that a sign in the other official language be posted.
	<p>Question: An elector asks you to explain the elector identification rules and validate his ID. What should you do?</p> <p>Question: How often should the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111) form be</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • Explain the options available by handing the elector the <i>Remember to vote you need to prove your identity and address</i> (EC 90189) pamphlet. <p>Expected Answer</p>

Lesson Plan – Deputy Returning Officers and Poll Clerks – Ordinary Polls

Time	Activity	Content
	collected?	<ul style="list-style-type: none"> • Every 30 minutes.
	<p>Distribute the rate of pay form to all participants and explain how the rates of pay work.</p> <p>Answer any questions participants may have about the rates of pay.</p>	
	<p>Quiz / Polling Day / Ordinary Poll / Deputy Returning Officer and Poll Clerk (EC 10514)</p> <p>Distribute the quiz to participants. You should have advised them at the beginning of the session that a quiz would be administered in order to assess their comprehension of the course material.</p> <p>Optional: Explain and distribute the <i>Training Course Evaluation</i> (EC 10516).</p>	<p>Instructions</p> <ol style="list-style-type: none"> (1) Complete the test individually. (2) Collect the test as participants leave. (3) Hand out <i>Answer Sheet</i> (EC 10515) on their way out. (4) Time allotted: 10 minutes.
	Swear in election officials and distribute election materials, if this is what you and the RO have decided.	
	<p>Wrap-up the lesson.</p> <p>Give the RO the list of participants and indicate those who attended the session.</p> <p>Note: Do not forget to gather up and store all the equipment, and prepare the materials for the next training session.</p>	<p>Wrap-up</p> <ul style="list-style-type: none"> • Thank you for attending the session. Remember to read your manuals before polling day.

Appendix A – Overheads for Training

This appendix includes the overheads / Acetates that you will need during training.

Overhead 1:

Agenda

Welcome and Introduction	20 min.
Conduct of a Poll	20 min.
Statement of the Vote	30 min.
Accessibility and Electors’ Rights	15 min
<ul style="list-style-type: none"> • Practice Exercise - ID at the Polls (Appendix C) • Activity - Return of Election Materials Activity (Appendix B) 	40 min.
Other Polling Day Scenarios	10 min.
Review, Swearing-In and Wrap-Up	15 min.
Duration: 2 hours 30 minutes	

Overhead 2:

Training Objectives

By the end of this training session, you will be able to:

1. Perform the tasks that you must accomplish as deputy returning officer and poll clerk on polling day.
2. Define your responsibilities with regards to accessibility of polling sites and electors' rights.
3. Interact with everyone to create a positive voting experience.

Overhead 3:

Role of Deputy Returning Officers

Reports directly to the returning officer (RO) or to a central poll supervisor where one has been appointed by the RO

- Sets up the poll with necessary supplies and ensures that all partisan materials are removed.
- Manages the registration process when no registration officer is appointed.
- Ensures that the elector has proven his identity and address prior to voting.
- Issues a *Transfer Certificate (Moved Poll)* (EC 50052) to electors whose polling station has moved.
- Performs regular and exceptional voting procedures.

Overhead 4:

Role of Deputy Returning Officers (cont'd)

- Administers oaths as required for regular and exceptional voting procedures.
- Maintains peace and good order within their polling station.
- Advises the RO of any problem at the polling station, if no CPS was appointed.

Overhead 5:

Role of Poll Clerk

Reports to the deputy returning officer (DRO)

- Assists the DRO in setting up and opening the polling station.
- Assists the DRO in allowing electors to cast their ballots in an orderly fashion.
- Locates the elector's name on the list of electors, reads out the elector's sequence number and crosses off the elector's name.
- Records the casting of the ballot by the elector on the *Statement of the Electors Who Voted on Polling Day* (EC 50111) form.

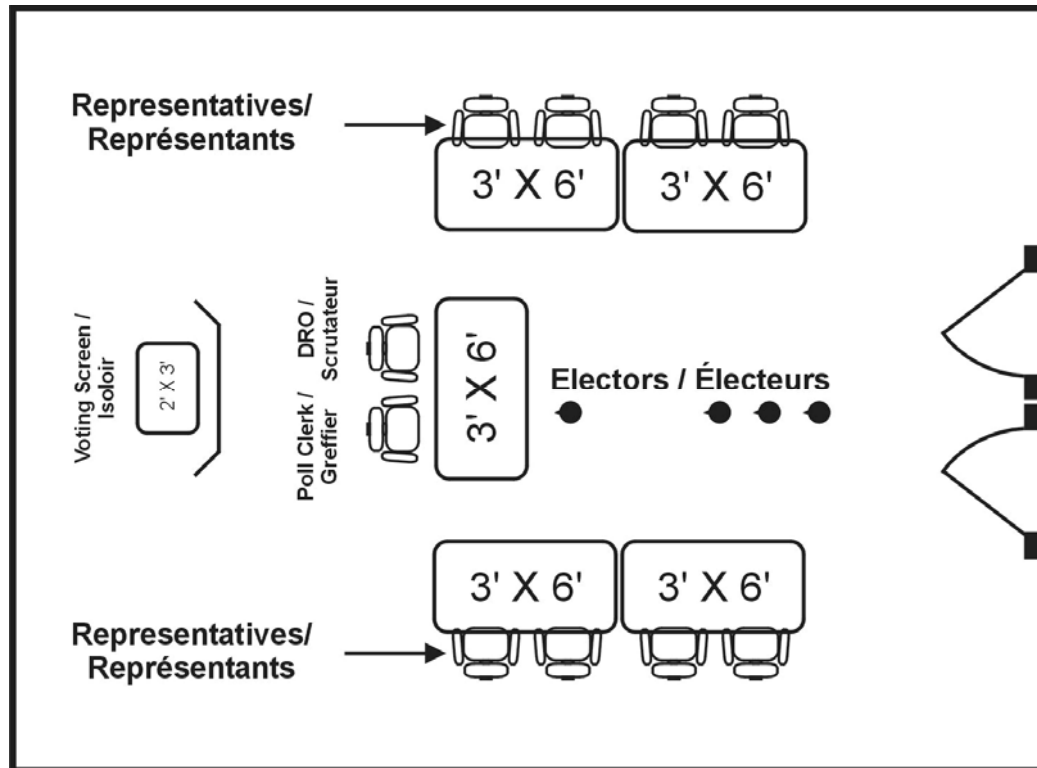
Overhead 6:

Role of Poll Clerk (cont'd)

- Completes the ***Poll Book (EC 50060)*** by indicating the type of oaths taken
- Records the name, address and transfer certificate (EC 10190) which allows an elector to vote in the *Poll Book (EC 50060)*.
- Records the name and address of electors who voted by a *Registration Certificate (EC 50050)* in the *Poll Book (EC 50060)*.
- Completes *Correction Certificates (EC 50051)* for electors wishing to make corrections to their information on the list of electors.

Overhead 7:

Setting Up On Polling Day



Overhead 8:

Authorization of a Candidate's Representative

The DRO:

- Admits candidate's representative
- Completes the *Authorization of a Candidate's Representative* (EC 20020) form for each candidate's representative.
- Officially admits a candidate's representative by accepting the completed *Authorization of a Candidate's Representative* (EC 20020) and by having the elector swear an oath or by asking him to make an affirmation.
- Completes and signs the bottom portion of the form.

The poll clerk:

- Completes the ***Statement of Electors Who Voted on Polling Day (EC 50111)*** every 30 minutes and follows instructions in order that the statement is submitted to the candidate's representative.

Overhead 9:

Identification Rules to Vote

Option 1:

An original piece of identification issued by a government or a government agency containing the elector's **photo, name and address** (e.g. driver's license)

Option 2:

Two pieces of original ID showing: one piece of ID with the elector's **name AND** the second piece showing the elector's **name and address**

You must ensure that one document contains the elector's **name** and the other contains the elector's **name and address** (e.g. health card and electricity bill).

Option 3:

Swear an oath and be vouched for by an elector who is on the list of electors in the same polling division and who has an acceptable piece or pieces of identification

Remember: To vote, you must prove your identity and address (poster) (EC 94036)

Overhead 10:

Counting the Ballots

The DRO:

- Closes the polling station on time.
- Counts the ballots.
- Makes the final decision (ballot accepted or rejected).
- Completes and signs the **Statement of the Vote (EC 50100)**.
- In accordance with the RO's instructions, communicates results of the vote to the CPS or to the RO.

Overhead 11:

Counting the Ballots (cont'd)

Poll clerk:

- Assists with the counting of the ballots.
- Records elector's votes by candidate on the *Tally Sheet* (EC 50090) as they are called out by the DRO.
- Records objections made to any ballot paper in the *Poll Book* (EC 50060).
- Completes and signs the *Statement of the Vote* (EC 50100).
- Obtains the approval and signature of the DRO on the *Statement of the Vote* (EC 50100).
- Completes the *Copy of the Statement of the Vote for Candidates and Representatives* (EC 50110) and distributes it to the candidates' representatives who are present.

Overhead 12:

Canadian Charter of Rights and Freedoms

s. 15 (1): *Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, **without discrimination** based on race, national or ethnic origin, colour, religion, sex, **age**, or **mental** or **physical disability**.*

s. 3: *Every citizen of Canada has the right to vote in an election of members of the House of Commons or of a legislative assembly and to be qualified for membership therein.*

Overhead 13:

Canadian Human Rights Act

s. 2: all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated...without being hindered in or prevented from doing so by discriminatory practices based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted.

Overhead 14:

Three Types of Disabilities

1. Physical
2. Intellectual
3. Learning

Overhead 15:

Assisting an Elector with a Disability

Always remember to use the ALD concept: "Ask, Listen and Do"

- If an elector appears to require assistance:
 - **Ask** him if he requires assistance, or better yet, offer your services: "Can I be of assistance?"
 - If he says yes, ask him what type of assistance he requires.

- **Listen** attentively.

- **Do** what he asks you to.

- If he has a visual disability or needs assistance walking, offer him your arm to guide him into the polling site.

Overhead 16:

Electors' Rights

- Bilingual service
- Non-smoking environments
- Use of communication devices
- Assistance for electors with a disability
- Confidentiality

Overhead 17:

Bilingual Services

Bilingual Welcome Card (EC 50145)

- Handed to an elector to ask for identification that will enable you to determine his polling station.
- States that the elector must provide acceptable proof of identity and address.

Bilingual Services Card (EC 50140)

- Explains, in both official languages, the steps that the elector follows to vote.

Overhead 18:

Confidential Information

- Ensure that all lists of electors are returned.
- Make sure that election officials do not throw out VICs or other documents showing private information.
- Place VICs in the ***VIC Collection Box (EC 50255)***.
- Keep all personal information out of public view.

Overhead 19:

Practice Exercise – Elector ID

Voters 1, 2 and 3 arrive at Hope Public School located at 22465 Wood Street where polls 59, 60, 61, 62 and 63 are located

- Voter 1 received a VIC with someone else's name. He has his driver's license. He vaguely remembers the VIC said that the person whose name is on the card should vote at the Citizen Community Centre.
- Voter 2 has his VIC and knows he is supposed to vote at poll 60. He has his social insurance card.
- Voter 3 did not receive a VIC. He has his birth certificate and electricity bill. He is new to the area and assumed that, because of his proximity to the school, that that is where he should go.

What are the steps to follow for each voter?

Overhead 20:

Return of Election Materials Activity

All the materials required for this activity are found in the *Closing Instructions for the Deputy Returning Officer* (EC 50020).

The materials must be assembled and distributed to each group made up of six participants.

- **Participants 1 & 2:**
 - Responsible for completing Steps 1 and 2

- **Participants 3 & 4:**
 - Responsible for completing Steps 3A), B), and C)

- **Participants 5 & 6:**
 - Responsible for completing Steps 4 and 5

Overhead 21:

Other Polling Day Scenarios

- Assistance from a friend, spouse, common-law partner or relative
- Handling situations involving the list of electors
- An elector asks to be removed from the National Register of Electors
- Elector's name and address does not appear on the list of electors
- An elector's name is inadvertently struck off the list

Overhead 22:

Other Polling Day Scenarios (Cont'd)

- Correcting errors on the list of electors
- Managing the registration process (no registration officer)
- Challenging an elector's residence or qualification to vote
- Managing situations involving ballots

Overhead 23:

Closing the Poll

The DRO:

- Follows the *Closing Instructions for the Deputy Returning Officer (EC 50020)* up to step 3B.
- Returns the ballot box and all related materials to the RO or CPS after the voting is finished, as instructed.

Poll clerk:

- Signs the *Poll Book (EC 50060)* at the close of the poll.
- Follows the ***Closing Instructions for the Deputy Returning Officer (EC 50020)***, to assemble all materials to close the poll.
- Signs the bottom of the document to confirm that the instructions were correctly followed.

Appendix B – Return of Election Materials Activity

Objectives	Trainer Notes	Materials	Time
<p>This activity should be done as a review of the training session. It covers:</p> <ul style="list-style-type: none"> ▪ Closing procedures according to the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) document. <p>The purpose of the activity is to provide all trainees with the opportunity to practise handling situations they will encounter on polling day.</p> <p>We strongly encourage EVERY individual in your training session to take a role and participate actively. For this reason, we encourage you to divide your classes into groups for this activity and to avoid the temptation to save time by asking just one group to do the activity while the rest of the class observes.</p>	<p>All the materials required for this activity is found in the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) document.</p> <p>The materials must be assembled and distributed to each group comprised of <u>six</u> participants.</p> <p>Please note that the steps must be carried out sequentially, not simultaneously, so that participants can observe the succession of events.</p> <ul style="list-style-type: none"> ▪ Participants 1 & 2: Responsible for completing Steps 1 and 2. ▪ Participants 3 & 4: Responsible for completing Steps 3 A) and B). ▪ Participants 5 & 6: Responsible for completing Steps 4 and 5. 	<p><i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020)</p>	<p>40 minutes</p>

Appendix C – Role Play – ID at the Poll

Objectives	Methodology	Trainer Notes	Materials	References	Time																		
<p>To ensure efficient service for electors when they show proof of identification at polling sites.</p>	<p>Voters 1, 2 and 3 arrive at Hope Public School located at 22465 Wood Street where polls 59, 60, 61, 62 and 63 are located.</p> <p>Voter 1 received a VIC at his home with someone else's name. He has his driver's licence. He vaguely remembers the VIC said that the person whose name is on the card should vote at the Citizen Community Center.</p> <p>Voter 2 has his VIC and knows he is supposed to vote at poll 60. He has his SIN.</p> <p>Voter 3 did not receive a VIC. She has her birth certificate and electricity bill. She is new to the area and assumed that since she lives close to the school that is where she should go.</p> <p>What are the steps to follow for each voter?</p>	<p>This role play should be done as a review of the training session. It covers:</p> <p>asking for proof of ID by information officer and DRO</p> <p>poll keys</p> <p>procedure for folding the ballot once removed from the book.</p> <p>The purpose of the role play is to provide all participants in training the opportunity to practise handling situations they will encounter on polling day. We strongly encourage that EVERY individual in your training session take a role and actively participate. For this reason, we encourage you to divide your classes into groups for each role play and avoid the temptation to save time by having just one group conduct the role play while the rest of the class observes.</p> <p>Always ask the person if assistance is required to vote before you provide it:</p> <p>ASK if someone requires assistance</p> <p>LISTEN to what the elector is requesting</p> <p>DO what the elector has requested.</p> <p>Points to remember for the role play:</p> <p>Voter 1:</p> <p>No VIC but has driver's licence with correct address</p> <p>DRO:</p> <ol style="list-style-type: none"> 1. Greets elector. 2. Asks elector to state name and address. 3. Verifies ID document referring to acceptable ID. <p>Poll Clerk:</p> <ol style="list-style-type: none"> 1. Crosses name off list. 2. Circles the sequence number of the elector who has voted. <ul style="list-style-type: none"> ➤ Ballot delivered to Voter 1 ➤ Vote cast 	<table border="1" data-bbox="1908 379 2349 693"> <thead> <tr> <th colspan="2">8 Participants</th> </tr> </thead> <tbody> <tr> <td>Voter 1</td> <td></td> </tr> <tr> <td>Voter 2</td> <td></td> </tr> <tr> <td>Voter 3</td> <td></td> </tr> <tr> <td>Deputy Returning Officer (DRO)</td> <td></td> </tr> <tr> <td>Poll Clerk (PC)</td> <td></td> </tr> </tbody> </table> <p><i>Statement of the electors who voted on polling day (EC 50111)</i></p> <p><i>New identification rules to vote! poster (EC 94036)</i></p> <p><i>New identification rules to vote! pamphlet (EC 90189) folder which includes the pieces of identification authorized by the Chief Electoral Officer of Canada</i></p> <p>Sample ballots</p> <p><i>Poll Key</i></p> <p><i>Poll Book</i></p> <p><i>VIC Collection Box</i></p> <p>Pretend ID:</p> <ul style="list-style-type: none"> * Voter 1: <ul style="list-style-type: none"> Driver's licence * Voter 2: <ul style="list-style-type: none"> VIC SIN card * Voter 3: <ul style="list-style-type: none"> Birth certificate Electricity bill 	8 Participants		Voter 1		Voter 2		Voter 3		Deputy Returning Officer (DRO)		Poll Clerk (PC)		<table border="1" data-bbox="2386 379 2800 592"> <thead> <tr> <th colspan="2">English</th> </tr> </thead> <tbody> <tr> <td><i>Ordinary Poll DRO/Poll Clerk</i></td> <td>EC 50340</td> </tr> <tr> <td><i>Central Poll Supervisor</i></td> <td>EC 50355</td> </tr> </tbody> </table>	English		<i>Ordinary Poll DRO/Poll Clerk</i>	EC 50340	<i>Central Poll Supervisor</i>	EC 50355	<p>40 minutes</p>
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Section 3- Lesson Plan for Deputy Returning Officers and Poll Clerks (Advance Poll)

Lesson Plan – Deputy Returning Officers and Poll Clerks - Advance Poll

Time	Activity	Content
10 min	<p>Welcome and Introduction Welcome participants.</p> <p>Introduce yourself and members of the office of the returning officer (RO).</p> <p>Review the “Important Information” page of the <i>Deputy Returning Officer’s and Poll Clerk’s (Advance Poll) Manual</i> (EC 50300) using the flip chart you have posted on the wall.</p>	<p>Introduction</p> <ul style="list-style-type: none"> You must be at the polling station at least 45 minutes before the poll opens. You must call the RO if the Central Poll Supervisor (CPS) has not yet arrived. You are required to bring your own election materials (i.e. your manual and quick reference guide), meals, water and anything else you may need.
	<p>Explain the agenda using: Overhead 1</p> <p>Note: Some ROs prefer to do the swearing-in at the start of the training session, rather than at the end; discuss the best time to do so with the RO.</p> <p>Explain that deputy returning officers (DRO) and poll clerks have responsibilities:</p> <ul style="list-style-type: none"> Before the polls open, During polling day and for closing the polls 	<p>Key Points</p> <ul style="list-style-type: none"> You will receive your election materials immediately after taking your oath, or at a time specified by the RO. <p>The manual and <i>Quick reference guide</i> that you received belongs to you. You are encouraged to write your name on them and write notes in them during the training session.</p>

Lesson Plan – Deputy Returning Officers and Poll Clerks - Advance Poll

Time	Activity	Content
	<p>State the objectives of the session using: Overhead 2</p>	<p>Objectives</p> <p>At the end of this session, you will be able to:</p> <ol style="list-style-type: none"> 1. Perform the tasks required of you as DROs and poll clerks at advance polls 2. Apply the closing and the re-opening procedures at the advance poll. 3. Define your responsibilities with regards to accessibility of polling sites and electors' rights 4. Interact with all to create a positive voting experience
<p>10 min</p>	<p>Conduct of the Advance Poll</p> <p>Link with Objective 1: Perform the tasks that are required of you as DROs and poll clerks at advance polls</p> <p>Present the benefit of being a DRO and a poll clerk by asking:</p> <p>Question: Why do you think the DRO and poll clerk's roles are so important?</p>	<p>Link</p> <ul style="list-style-type: none"> • The first objective is to demonstrate the roles and responsibilities of a DRO and a poll clerk at an advance poll. <p>Expected Answers</p> <ul style="list-style-type: none"> • DROs and poll clerks do everything in their power to ensure that electors are able to vote. • DROs and poll clerks strive to provide excellent

Time	Activity	Content
	<p>Explain that, before the start of advance polls, DROs and poll clerks are required to take an inventory of the supplies they received.</p> <p>Refer participants to the “Conduct of the Advance Poll” section in their manual, so that they can review it later.</p>	<p>customer service.</p> <ul style="list-style-type: none"> • DROs and poll clerks administer the <i>Canada Elections Act</i> and the procedures described in their manual to ensure uniform application of the Act. • DROs and poll clerks ensure that confidentiality is respected and all personal information is kept secret. <p>Important Make sure that you review the manual carefully before advance polling days.</p> <p>Key Points</p> <ul style="list-style-type: none"> • Our goal is to provide excellent customer service. • It is important to remember that voting rules at the federal level differ from those at the provincial, territorial and municipal levels. • Election officials form a very important team, one that ensures that the polls function properly. The right to vote is a basic Canadian democratic right. • You are accountable to the CPS or RO only. You are not responsible to any political party, candidate or candidate’s representative. • Confidentiality must be respected. All personal information must be kept secret.

Time	Activity	Content
	<p>Question: What are the main responsibilities of the poll clerk during the advance polls? Link poll clerk’s roles and responsibilities</p> <p>Click image on Overheads 5 and 6 to display the <i>Advance Poll Book</i> (EC 50070) Go through the pages of the <i>Poll Book</i> and explain in which circumstances the DRO/Poll Clerks will refer to them.</p> <ul style="list-style-type: none"> • Explain that pages 1 to 11 cover appointments 	<p>Expected Answers</p> <ul style="list-style-type: none"> • Assists the DRO in setting up and opening an advance poll. • Assists the DRO in allowing electors to cast their ballots in an orderly fashion. • Locates the elector’s name on list of electors, reads out loud the elector’s sequence number and draws a line through the elector’s name. • Record on the <i>Statement of the Electors Who Voted at the Advance Poll</i> (EC 50109) the polling division number and the elector’s sequence number after the elector has cast his ballot. • Completes the <i>Advance Poll Book</i> (EC 50070) by indicating all requested information. • Records the name and address of all electors in the <i>Record of Votes Cast at the Advance Polling Station</i> (EC 50080) and asks them to sign the record. • Assists with the counting of the ballots; • Records the name and address of electors who votes by a <i>Registration Certificate</i> (EC 50050) in the <i>Record of Votes Cast at the Advance Polling Station</i> (EC 50080). • Completes <i>Correction Certificates</i> (EC 50051) for electors wishing to make corrections to their information on the list of

Time	Activity	Content
	<p>and oaths; pages 1,5 and 9, once completed, must be torn off and put in envelope (EC 50370).</p> <ul style="list-style-type: none"> • On pages 13 to 16, you will encounter the different types of appointments and oaths. • Pages 17 to 21 explain different types of oaths and how to use them. • Page 22 explains that the number of electors who voted on each of the 3 advance polling days needs to be recorded and on page 23, that the results of the poll as counted by the DRO and poll clerk must be entered. <p>Refer participants to the “Setting Up a Polling Station” section in their manual.</p> <p>Setting up an advance polling station: Overhead 7</p> <p><i>Authorization of a Candidate’s Representative</i> (EC 20020)</p> <p>Click image on Overhead 8 – to display form <i>Authorization of a Candidate’s Representative</i> (EC 20020) and <i>Statement of Electors Who Voted at the Advance Poll</i> (EC 50109)</p>	<p>Key Points</p> <ul style="list-style-type: none"> • Ensures that the advance polling station is equipped in such a way as to facilitate the voting procedure. • Ensures chairs are available for candidates’ representatives. • Ensures that candidates’ representatives comply with the requirements indicated in the <i>Guidelines for Candidates’ Representatives</i> (EC 20045) document found in the DRO’s kit of election materials.

Time	Activity	Content
	<p>Explain to participants how and when to use these forms</p> <p>Refer participants to the “Candidate’s Representative” section in their manual.</p> <p>Refer poll clerks to the “Conduct of an Advance Poll” section to complete the <i>Statement of Electors Who Voted at the Advance Poll</i> (EC 50109).</p>	
5 min	<p>Acceptable Proof of Identity and Address Show participants the <i>Remember to vote you need to prove your identity and address</i> poster (EC 94036) and pamphlet (EC 90189).</p> <p>Explain that electors can prove their identity in three ways.</p> <p>Click image on Overhead 9 to display <i>Remember: to vote you need to prove your identity and address</i> poster (EC 94036)</p>	<p>There are three options by which an elector is permitted to vote:</p> <p>Option 1: An original piece of identification issued by a government or a government agency showing the elector’s photo, name and address (e.g. driver’s license).</p> <p>Option 2: One original piece of identification contains elector’s name and another contains elector’s name and address. You must ensure that one document contains the elector’s name and the other contains the elector’s name and address (e.g. health card and electricity bill).</p> <p>Option 3: Swear an oath and be vouched for by an elector who is on the list of electors in the same polling division and who has an acceptable piece or pieces</p>

Lesson Plan – Deputy Returning Officers and Poll Clerks - Advance Poll

Time	Activity	Content
	<p>Review elector information by asking:</p> <p>Question: Under what circumstances would an elector resort to being vouched for and what is required in this situation?</p>	<p>of identification (e.g. a neighbor, a roommate).</p> <p>Expected Answers</p> <ul style="list-style-type: none"> • When the elector cannot prove his identity and address. • Swear an oath and be vouched for by an elector who is on the list of electors in the same polling division and who has an acceptable piece or pieces of identification.
<p>5 min</p>	<p>Folding the ballots</p> <p>Ask participants to take their sample ballot. Show them how to fold and separate the counterfoil from a ballot and then ask them to fold it correctly. Help those having difficulty doing so.</p> <p>Explain that candidates and up to two candidate's representatives (or two electors representing a candidate) may observe the counting process.</p> <p>Question: How do you know if a ballot should be counted or not?</p>	<p>Expected Answers</p> <ul style="list-style-type: none"> • If the mark on the ballot (in the circle) clearly indicates for whom the voter wanted to vote and that there is one single vote indicated, the ballot for the candidate must be counted. • Otherwise, it must be rejected.

Time	Activity	Content
	<p>Explain to participants that the following ballots must not be rejected:</p> <ul style="list-style-type: none"> • Ballots marked in some way by the DRO; • Ballots marked with a symbol other than an “x”; • Ballots marked with a pen or pencil other than a lead pencil; • Ballots on which the mark goes outside of the circle; • Ballots on which the circle is completely filled-in; • Ballots on which it is made clear for which candidate the elector wanted to vote. <p>Show participants a copy of the <i>Samples of Marked Ballot Papers</i> (EC 50130) and pass it around.</p>	<p>Highlights</p> <ul style="list-style-type: none"> • Use the <i>Samples of Marked Ballot Papers</i> (EC 50130) document to help you establish if a ballot is acceptable or not. • It is up to the DRO to accept or to reject a ballot. His decision is final. <p>Important: Confidentiality regarding personal information must be protected.</p>
5 min	<p><i>Record of Votes Cast at the Advance Polling Station</i> (EC 50080).</p> <p>Hand out <i>Record of Votes Cast at the Advance Polling Station</i> (EC 50080) to participants.</p> <p>Explain the steps required to complete the tasks associated with the <i>Record of Votes Cast at the Advance Polling Station</i> (EC 50080).</p>	<p>Policy During the three days of advance polls, once each elector has proven his identity and address, the poll clerk must record the required information about the elector on the <i>Record of Votes Cast at the Advance Polling Station</i> (EC 50080). The elector must also sign this form to vote. If the elector refuses to sign, the DRO cannot give the elector a ballot.</p> <p>Reminder Elector must sign the <i>Record of Votes Cast at the Advance Polling Station</i> prior to receiving a ballot.</p>

Lesson Plan – Deputy Returning Officers and Poll Clerks - Advance Poll

Time	Activity	Content
	<p>Click image on Overhead 10 to display <i>Record of Votes Cast at the Advance Polling Station</i> (EC 50080)</p> <p>Explain to participants the purpose of this form, how and when to use it.</p>	<p>Note: When asking the elector to sign the <i>Record of Votes Cast at the Advance Polling Station</i>, ensure that previous electors' information is concealed from public view.</p>
5 min	<p>Statement of the Electors Who Voted at the Advance Poll (EC 50109)</p> <p>Explain the policy behind the <i>Statement of Electors Who Voted at the Advance Poll</i> (EC 50109).</p> <p>Explain the steps required to complete the tasks associated with the <i>Statement of Electors Who Voted at the Advance Poll</i>.</p> <p>Explain that at the end of each advance polling day the <i>Statement of Electors Who Voted at the Advance Poll</i> must be sent (completed or partially completed) to the RO, as directed.</p>	<p>Policy</p> <p>According to the <i>Canada Elections Act</i>, the poll clerk for an advance poll must provide the identity of electors who have voted for each advance polling day (except for the identity of those electors who registered on the same day they voted) to the RO after the closing of the advance polling station.</p>

Time	Activity	Content
5 min	<p>Closing and Re-opening the Advance Poll</p> <p>Link to Objective 2: Apply the closing and the re-opening procedures at the advance poll.</p> <p>Refer participants to the “Closing the Advance Poll Each Day of Voting” and “Re-opening the Advance Poll on Saturday and Monday” sections in their manual.</p> <p>Question: Which days must the advance polls be re-opened?</p> <p>Re-Opening the Advance Poll on Saturday and Monday</p> <p>Refer participants to the “Re-Opening the Advance Poll on Saturday and Monday” section in their manual.</p>	<p>Important The counting of votes cast must only take place after the polls close on polling day.</p> <p>Expected Answer: Saturday and Monday</p> <p>Important The polling station closes at 8:00 p.m. local time. If at that time there are still electors waiting to vote, either inside or outside the poll, they must be allowed to do so.</p>

Lesson Plan – Deputy Returning Officers and Poll Clerks - Advance Poll

Time	Activity	Content
15 min	<p>Counting of the Ballots</p> <p>Explain to participants that the official counting of the ballots begins after the closing of the polls on polling day. The RO will instruct DROs and poll clerks where the counting of their advance poll ballots will take place.</p> <p>Review the “Counting the Ballots” section in their manual.</p>	<p>Highlight Review the steps to follow for counting the ballots in the “Conduct of the Poll” section of your manual during polling day. It will help you accomplish this important task when you are closing the poll.</p> <p>Highlights The DRO :</p> <ul style="list-style-type: none"> • Opens the ballot box, and empties it carefully onto the table. • Processes the ballot papers. • Just as the poll clerk and the RO, ensures that he or she understands all the required steps. Candidates and up to two candidates’ representatives may observe the counting process.

Time	Activity	Content
10 min	<p>Statement of the Vote (EC 50100)</p> <p>Inform participants it is now time to introduce one of the most important elements of polling day: how to complete the <i>Statement of the Vote</i>.</p> <p>Explain why it is absolutely necessary to complete the <i>Statement of the Vote</i> accurately.</p> <p>Question: Can anyone explain why it is so important to complete the <i>Statement of the Vote</i>?</p> <p>Show them a sample of:</p> <ul style="list-style-type: none"> • <i>Tally Sheet</i> (EC 50090) • <i>Statement of the Vote</i> (EC 50100) <p>Demonstrate how to use the <i>Tally Sheet</i> (EC 50090).</p> <p>Demonstrate how to calculate and record the totals on the form using the flipchart page with the <i>Statement of the Vote</i> (EC 50100).</p>	<p>Policy</p> <ul style="list-style-type: none"> • The DRO must prepare a <i>Statement of the Vote</i> that sets out the number of votes in favor of each candidate and the number of rejected ballots, spoiled ballots and unused ballots. The completed original white and yellow copies of the <i>Statement of the Vote</i> must be returned in separate envelopes supplied for this purpose. The DRO must keep the pink copy of the statement for 60 days. <p>Expected Answer</p> <ul style="list-style-type: none"> • The <i>Statement of the Vote</i> is used to report the preliminary results on election night and to validate the results, by the RO, to officially declare the candidate who came in first. <p>Highlights</p> <ul style="list-style-type: none"> • Use the <i>Samples of Marked Ballot Papers</i> (EC 50130) to help determine whether or not a ballot is acceptable. • It is up to the DRO to accept or reject a ballot, and this decision will be final.

Time	Activity	Content
	<p>Hand out a copy of the <i>Statement of the Vote</i> (EC 50100) to each participant and ask them to complete it using the numbers you prepared.</p> <p>Use the numbers from the sample form found in the “Counting of the Ballots” section in their manual. Follow all the instructions from A to O.</p> <p><i>Copy of Statement of the Vote for Candidates and Representatives (EC 50110)</i></p> <p>Show them a sample and explain that it contains much of the same information as does the <i>Statement of the Vote</i> (EC 50100). Time permitting; have them quickly complete the <i>Copy of Statement of the Vote for Candidates and Representatives</i> (EC 50110).</p> <p><i>Closing Instructions for the Deputy Returning Officer (EC 50020)</i></p> <p>Apply the instructions for the return of election materials.</p> <p>Show them a sample of the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) and demonstrate how the checklist corresponds to the flowchart to ensure that the process is followed, in accordance to the Act.</p>	<p>Important</p> <ul style="list-style-type: none"> • Avoid all distractions when counting the ballots. • Record the number of spoiled ballots on the <i>Statement of the Vote</i> (EC 50100). <p>Policy</p> <p>The DRO must provide the <i>Copy of Statement of the Vote for Candidates and Representatives</i> (EC 50110) to each candidate’s representative present at the count.</p> <p>Important</p> <p>The <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) is used only after the ballots have been counted and the results have been forwarded to the office of the returning officer.</p> <p>The DRO is solely responsible for the assembly and</p>

Time	Activity	Content
	<p>Explain the quality check process and the reason for it:</p> <ul style="list-style-type: none"> Materials must be returned in accordance to the Act. 	<p>return of all election materials. Ensure that all documents, in particular the list of electors and poll book, are placed in the appropriate envelopes. Follow the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020), which is a combination of a checklist and an illustrated flowchart, to assemble all materials to close the poll successfully.</p> <p>Reminder</p> <p>DROs and poll clerks MUST sign the form once the quality check has been performed and the materials are ready to be returned to the RO office.</p>

Time	Activity	Content
10 min	<p>Accessibility of polling sites and elector’s rights Link to objective 3: Define your responsibilities with regards to accessibility on polling sites and elector’s rights.</p> <p>Explain that the duty to accommodate is a legal obligation and is not left to the discretion of the employer or service provider.</p> <p>Question: What is accessibility?</p> <p>Explain that there are legal grounds related to the <i>duty to accommodate</i> as outlined in sections 15 (1) and 3 of the <i>Canadian Charter of Rights and Freedoms</i>.</p> <p>Overhead 11</p>	<p>Expected Answers</p> <ul style="list-style-type: none"> • A statutory requirement; by which accessibility to a site is readily available • A right which is a norm for all electors and not an exception. • Every person has the right to vote in the manner of their choosing and to be treated with respect and dignity. • The RO’s responsibility. <p><u><i>Canadian Charter of Rights and Freedoms (s. 15 and s.3)</i></u></p> <p><i>s. 15 (1) Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability.</i></p>

Time	Activity	Content
	<p>Section 2 of the <i>Canadian Human Rights Act</i> Overhead 12</p> <p>A summary of the Hughes case can be found in the DRO/Poll Clerk manual. Tell participants to read this case summary when they are reviewing their manuals.</p> <p>Question: Name three types of disabilities that you may encounter on polling day. Overhead 13</p>	<p><i>s. 3 Every citizen of Canada has the right to vote in an election of members of the House of Commons or of a legislative assembly and to be qualified for membership therein.</i></p> <p>The CHRA s. 2: <i>all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated...without being hindered in or prevented from doing so by discriminatory practices based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted.</i></p> <p>As a result of a case between Rev. James Peter Hughes and Elections Canada before the Canadian Human Rights Tribunal, several new processes have been implemented to help ensure the accessibility of polling sites for all electors. A summary of this case can be found in the <i>Deputy Returning Officers' and Poll Clerks' Manual</i> (EC 50300).</p> <p>Expected Answers:</p> <ul style="list-style-type: none"> • Physical • Intellectual • Learning (illiteracy)

Time	Activity	Content
	<p>Explain that, in order to assist an elector with a disability, there are three (3) important steps to follow.</p> <p>Overhead 14</p> <p>Explain that polling site accessibility can change throughout the day (e.g. wind blowing over garbage cans, accessible entrances that become locked, etc.)</p> <p>Show the “Accessible Voting” poster, and explain that it will be on display in every polling site.</p>	<p>Important It is important to note that certain disabilities are more difficult than others to detect; therefore, always be cautious of your interactions.</p> <p>Key Points Assisting an elector (A-L-D)</p> <ul style="list-style-type: none"> • Ask if he requires assistance, politely. Even better, offer: “Can I assist you?” • Listen attentively. • Do as he asks. <p>Important <i>Studies have shown that offering assistance will generate more positive response than simply asking if the elector requires assistance.</i></p> <p>Key Points</p> <ul style="list-style-type: none"> • Accessibility of a polling site may change over the course of the day.

Time	Activity	Content
	<p>Circulate to the participants a few copies of the <i>Polling Site Accessibility Feedback Form</i> (EC 50119).</p> <p>Mention the different methods to obtain the form (they are listed on the back of the form).</p> <p>Question: What should you do if an elector complains about the slow service?</p> <p>Question: Name some of the ways that the elector can obtain the <i>Polling Site Accessibility Feedback Form</i> (EC 50119).</p> <p>Question: What does the L stand for in the three step process for assisting an elector with a disability?</p>	<p>Key Points</p> <ul style="list-style-type: none"> • The form must be filled out by the CPS and submitted to the RO in the <i>Accessibility Envelope</i> (EC 50122). • Whenever possible, the CPS will correct onsite issues so that the site remains accessible. <p>Important The CPS will be responsible for these forms after they have been completed. They must be kept in a safe place and submitted to the RO at the end of the day so that the latter can log them.</p> <p>Expected Answers</p> <ul style="list-style-type: none"> • Listen attentively to the elector (often the simple act of listening can ease the tension). • Apologize for any lengthy wait. • Try to find a solution to the problem. • Be empathic. <p>Expected Answers</p> <ul style="list-style-type: none"> • In person, by mail, by phone, by fax, by TTY, online. <p>Expected Answer</p> <ul style="list-style-type: none"> • Listen (Ask – Listen – Do)

Time	Activity	Content
	<p>Explain that they must ensure that all posters displayed at a polling place are in both official languages.</p> <p>Confidential Information</p> <p>Explain the importance of keeping information confidential by asking:</p> <p>Question: How should you handle confidential information?</p> <p>Click image on Overhead 17 to display <i>VIC Collection Box (EC 50255)</i></p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • Ensure that all lists of electors are returned. • Make sure that election officials do not throw out VICs or other documents showing private information. • Place VICs in the <i>VIC Collection Box (EC 50255)</i> <p>Key Point: Keep all personal information out of public view</p>

Time	Activity	Content
40 min	<p>Practice Exercise – ID at the Poll (Appendix C), Closing the Advance Poll Each Day of Voting and Re-opening the Advance Poll on Saturday and Monday and Return of Election Materials Activity (Appendix B)</p> <p>Overheads 18, 19, and 20</p> <p>Separate the class in three groups. The first group is assigned to the ID at the Poll; the second group is assigned to the Closing of the Advance Poll Each Day of Voting, while the third group is assigned to the Re-opening of the Advance Poll on Saturday and Monday.</p> <p>The steps must be carried out sequentially, not simultaneously, so that participants can observe the succession of events.</p> <p>Assign roles.</p> <p>Distribute the practice exercise tools and materials.</p> <p>Distribute one <i>Large Green Plastic Envelope for Advance Poll Material</i> (EC 50480) to the second and the third groups, and explain to participants that they need to follow “Closing” and “Re-opening” instructions</p> <p>Start the exercise</p> <p>Monitor performance, watching for any areas of difficulty.</p>	<p>Instructions</p> <ul style="list-style-type: none"> • You will now put into practice the identification rules to vote and the closing and the re-opening procedures of an advance polling • For this exercise, you will work in groups (4 to 6 participants more or less, depending on the number of participants in the session). • As a DRO and poll clerk, you must perform duties related to the closing and re-opening of an advance poll • Time allotted: 40 minutes

Time	Activity	Content
	<p>Be available to answer questions and to guide them but be sure not to get too involved in the activity.</p> <p>Notify participants that time will be up in 5 minutes.</p> <p>Notify participants when time is up.</p> <p>Review the activity with participants.</p>	

Time	Activity	Content
	<p>Closing the Poll</p> <p>Refer participants to the “Closing the Advance Poll Each Day of Voting” section of their manual.</p> <p>Question: What time does the advance polling station close on all three days?</p> <p>Question: What are the main tasks a poll clerk must perform at the closing of the advance poll for each day of advanced voting?</p> <p>Question: At the closing of the advance poll for each day of advanced voting, what are the main tasks a DRO must perform?</p>	<p>Important The polling station closes at 8:00 p.m. local time. If, at this time, there are still electors waiting to vote (either inside or outside the polling station), they must be allowed to do so.</p> <p>Expected Answer:</p> <ul style="list-style-type: none"> • The advance polling station closes at 8:00 p.m. local time. <p>Expected Answers: Once the poll closes, the poll clerk:</p> <ul style="list-style-type: none"> • Writes the number of electors who voted each day, as indicated on the <i>Record of Votes Cast at the Advance Polling Station</i> (EC 50080), on the “Number of Electors Who Voted Each Day at the Advance Poll” page of the <i>Advance Poll Book</i> (EC 50070). • Signs all completed or partially completed <i>Statement of the Electors Who Voted at the Advance Poll</i> (EC 50109) forms and provides them to the DRO. <p>Expected Answers: In the presence of the poll clerk and candidates’ representatives, the DRO:</p> <ul style="list-style-type: none"> • Dates and signs all <i>Records of Votes Cast at the Advance Polling Station</i> (EC 50080) used on that day.

Time	Activity	Content
		<ul style="list-style-type: none"> • Places all completed <i>Registration Certificates</i> (EC 50050) and <i>Correction Certificates</i> (EC 50051) in a <i>Registration and/or Correction Certificates Envelope</i> (EC 50390) and seals the envelope. • Counts the number of spoiled ballots, places them in the <i>Envelope for Spoiled Ballot Papers</i> (EC 50430), records the number of spoiled ballots on the envelope, and seals it. • Without removing them from the books, the DRO counts the unused ballots, places them with the stubs of the used ballots and the yellow copies of the <i>Record of Votes Cast at the Advance Polling Station</i> (EC 50080) into the <i>Envelope for Unused Ballot Papers and for Stubs of Used Ballot Papers</i> (EC 50420), records the number of unused ballots on the envelope, and seals it. • Opens the ballot box and, without unfolding them, counts the total number of ballots in the box, places all the ballots cast that day in the <i>Advance Poll Ballot Envelope</i> (EC 50400), enters the required information on the front of the envelope, and seals it.

Time	Activity	Content
10 min	<p>Other Polling Day Scenarios</p> <p>Inform participants that few electors are affected by exceptional voting situations, but that they should still be aware of these situations in order to help these electors to vote.</p> <p>Summarize the key elements by referring participants to the “Other Polling Day Scenarios” section of their manual.</p> <p>Overheads 21 and 22</p> <p>Explain to participants that problems with the list of electors may occur and can be solved easily.</p> <p>Demonstrate how and when the <i>Correction Certificates</i> (EC 50051), the <i>Registration Certificate</i> (EC 50050) and the <i>Transfer Certificates</i> (EC 10190) may be used.</p> <p>Refer participants to their manual</p> <p>Explain that registration, correction and transfer certificates must be placed in the correct envelopes.</p>	<p>Reminder</p> <ul style="list-style-type: none"> • Codes on the list of electors indicate why the name of a person has been crossed off. • Deputy returning officer, poll clerk and candidates’ representatives have the right to contest the eligibility of an elector (age, citizenship and residence).

Time	Activity	Content
20 min	<p>Review, Swearing-In and Wrap-Up</p> <p>List the tools available for dealing with exceptional situations.</p> <p>Ask participants the following questions:</p> <p>Question: What are the voting hours? What is the date of the election?</p> <p>Question: What time must you arrive at the polling site on election day? What must you bring with you?</p> <p>Review the course objectives established at the beginning of the training session and make sure that all the objectives have been achieved by asking:</p>	<p>Tools</p> <ul style="list-style-type: none"> • If you are not sure how to proceed, begin by referring to your manual. • If this does not help resolve the problem, ask your RO. <p>Expected Answers</p> <ul style="list-style-type: none"> • Refer them to flip chart 1 or the “Important Information” page in their manuals. <p>Expected Answers</p> <ul style="list-style-type: none"> • At least 45 minutes before the polls open. • The DRO and poll clerk must bring their own election materials, meals, water and anything else they may need. <p>Reminder</p> <ul style="list-style-type: none"> • Codes on the list of electors indicate why the name of a person has been crossed off. • DRO, poll clerk and candidates’ representatives have the right to contest the eligibility of an elector (age and citizenship),

Time	Activity	Content
	<p>Question: Who verifies the electors' proof of identity and address?</p> <p>Question: If a candidate's representative wants to go to more than one polling station, how many authorization forms does he need?</p> <p>Question: What should you do if there are unilingual signs posted in your polling place?</p> <p>Question: An elector asks you to explain the elector identification rules and validate his ID. What should you do?</p> <p>Quiz / Advance Poll / DRO and Poll Clerk (EC 10567)</p> <p>Distribute the quiz to participants</p> <p>Distribute the rate of pay form to all participants and explain how these rates are established.</p> <p>Answer any questions participants may have about the rates of pay.</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • The DRO is the only person responsible for accepting or rejecting elector identification. <p>Expected Answer</p> <ul style="list-style-type: none"> • He needs a separate authorization form for each polling station. <p>Expected Answer</p> <ul style="list-style-type: none"> • Advise the CPS or RO and request that signs in the other official language be posted. <p>Expected Answer</p> <ul style="list-style-type: none"> • Explain the options available by offering the elector the <i>New identification rules to vote!</i> (90189) pamphlet. <p>Instructions</p> <ol style="list-style-type: none"> (1) Complete the evaluation individually. (2) Hand in the evaluation when you leave. (3) Hand out <i>Answer Sheet</i> (EC 10568) to participants as they are leaving. (4) Time allotted: 10 minutes

Time	Activity	Content
	<p>Optional: Explain and distribute the <i>Training Course Evaluation</i> (EC 10516).</p> <p>Swear in election officials and distribute election materials, if this is what you and the RO have decided.</p> <p>Wrap-up the lesson.</p> <p>Give the RO the list of participants and indicate who attended the session.</p> <p>Note: Do not forget to gather up and store all the equipment and prepare the training material for the next session.</p>	<p>Wrap-up</p> <ul style="list-style-type: none"> • Thank you for attending the session. Remember to read your manuals before polling day.

Appendix A – Overheads for Training

This appendix includes the overheads that you will need during training.

Overhead 1:

Agenda

Welcome and Introduction	10 min
Conduct of the Advance Poll	35 min
Counting of Ballots	25 min
Accessibility and Electors' Rights	10 min
Exercise	40 min
Other Polling Day Scenarios	10 min
Review, Swearing-In and Wrap-Up	20 min
Duration: 2 hours 30 minutes	

Overhead 2:

Training Objectives

By the end of this training session, you will be able to:

1. Perform the duties of the deputy returning officer (DRO) and poll clerk on advance polling days.
2. Conduct an advance poll.
3. Apply the closing and the re-opening procedures at the advance poll.
4. Define your responsibilities with regards to the accessibility of polling sites.
5. Proceed with the counting of the ballots.
6. Apply the instructions for the return of election materials.

Overhead 3

Role of the Deputy Returning Officer

Reports directly to the returning officer (RO)

- Sets up the poll with the necessary supplies and ensures that all partisan materials are removed
- Manages the registration process at the polling station when no registration officer is appointed
- Ensures that the elector has proven his identity and address prior to voting
- Performs regular and exceptional voting procedures

Overhead 4:

Role of the Deputy Returning Officer (cont'd)

- Administers oaths as required for regular and exceptional voting procedures
- Maintains peace and good order within their polling station
- Locates electors using a *Poll Key*
- Advises the RO of any problems at the polling station
- Counts the ballots

Overhead 5:

Role of the Poll Clerk

Reports to the DRO

- Assists the DRO in setting up and opening an advance poll
- Assists the DRO in allowing electors to cast their ballots in an orderly fashion
- Locates the elector's name on the list of electors
- Records the casting of the ballot
- Makes all required entries on the list of electors and on the *Record of Votes Cast at the Advance Polling Station* (EC 50080)
- Completes the *Advance Poll Book* (EC 50070) by indicating the type of oaths taken

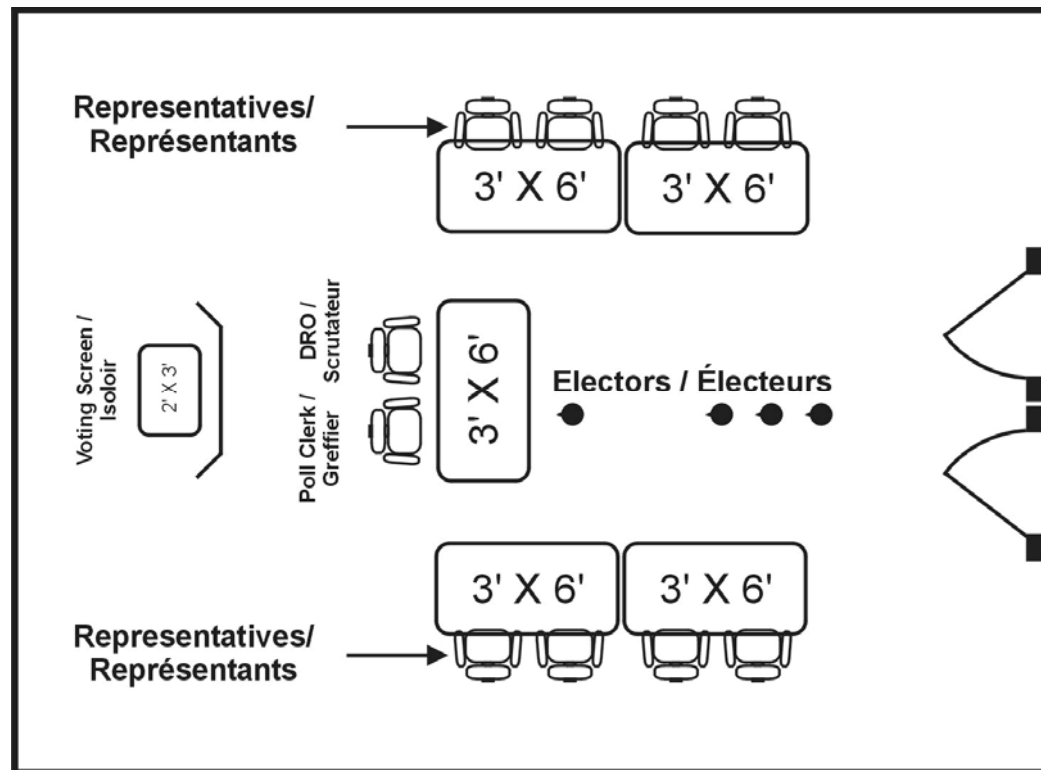
Overhead 6:

Role of the Poll Clerk (cont'd)

- Assists the DRO with the counting of the ballots
- Records the name and address of electors who vote by a *Registration Certificate* (EC 50050) in the *Advance Poll Book* (EC 50070)
- Completes *Correction Certificates* (EC 50051) for electors who wish to make corrections to their information on the list of electors
- Records electors' names, addresses, and the number of transfer certificates

Overhead 7:

Setting Up on Polling Day



Overhead 8:

Authorization of a Candidate's Representative

The DRO:

- Admits a candidate's representative
- Completes the ***Authorization of a Candidate's Representative (EC 20020)*** form
- Formally admits the candidate's representative and accepts the ***Authorization of a Candidate's Representative (EC 20020)*** form and swears in the representative or asks him or her to swear an oath

The Poll Clerk:

- Completes the ***Statement of Electors Who Voted at the Advance Poll (EC 50109)*** form

Overhead 9:

Identification rules to vote

Option 1:

An original piece of identification issued by a government or a government agency showing the elector's **photo, name and address** (e.g. driver's license).

Option 2:

One original piece of identification containing the elector's **name and** another original piece of identification containing the elector's **name and your address**. You must ensure that one document contains the elector's **name** and the other contains the elector's **name and address** (e.g. health card and electricity bill).

Option 3:

Have the electors swear an oath and be vouched for by an elector who is on the list of electors in the same polling division and who has an acceptable piece or pieces of identification.

Remember: To vote, you must prove your Identity and address (poster) (EC 94036)

Overhead 10:

Records of Votes Cast at the Advance Polling Station (EC 50080)

During the three days of advance polls, the poll clerk must:

- Ensure that every elector has proven his identity and address
- Record the required information about the elector in the ***Record of Votes Cast at the Advance Polling Station (EC 50080)***.

The elector must:

- Sign *Record of Votes Cast at the Advance Polling Station (EC 50080)* to vote.

If the elector refuses to sign:

- The DRO cannot give the elector a ballot.

Overhead 11:

Canadian Charter of Rights and Freedoms

s. 15 (1): Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, **without discrimination** based on race, national or ethnic origin, colour, religion, sex, **age**, or **mental** or **physical disability**.

s. 3: Every citizen of Canada has the right to vote in an election of members of the House of Commons or of a legislative assembly and to be qualified for membership therein.

Overhead 12:

Canadian Human Rights Act

s. 2: [A]ll individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated [...]without being hindered in or prevented from doing so by discriminatory practices based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted.

Overhead 13:

Three Types of Disabilities

1. Physical
2. Intellectual
3. Learning

Overhead 14:

Assisting an Elector with a Disability

**Always remember to use the ALD concept
"Ask, Listen and Do"**

- If an elector appears to require assistance:
 - **Ask** him if he requires assistance, or better yet, offer your services: "Can I be of assistance?"
 - If he says yes, ask him what type of assistance he requires.

- **Listen** attentively.

- **Do** what he asks you to.

- If he has a visual disability or needs assistance walking, offer him your arm to guide him into the polling site.

Overhead 15:

Electors' Rights

- Bilingual service
- Non-smoking environment
- Use of communication devices
- Assistance for electors with a disability
- Confidentiality of information

Overhead 16:

Bilingual Services

Bilingual Welcome Card (EC 50145)

- Handed to an elector to ask for identification that will enable you to determine his polling station.
- States that the elector must provide acceptable proof of identity and address in order to vote.

Bilingual Services Card (EC 50140)

- Explains, in both official languages, the steps that the elector follows to vote.

Overhead 17:

Confidential Information

- Ensure that all lists of electors are returned.
- Make sure that election officials do not throw out VICs or other documents with private information.
- Place VICs in the ***VIC Collection Box (EC 50255)***.
- Keep all personal information out of public view.

Overhead 18:

Practice Exercise – Elector ID

- Voters 1, 2 and 3 arrive at Hope Public School located at 22465 Wood Street where polls 59, 60, 61, 62 and 63 are located.
- Voter 1 received a VIC with someone else's name. He has his driver's license. He vaguely remembers that the VIC said that the person whose name is on the card should vote at the Citizen Community Centre.
- Voter 2 has his VIC and knows he is supposed to vote at poll 60. He has his SIN.
- Voter 3 did not receive a VIC. She has her birth certificate and electricity bill. She is new to the area and assumed that since she lives close to the school that is where she should go.

What are the steps to follow for each voter?

Overhead 19:

Closing and Re-opening of an Advance Poll

Distribute to groups two and three one *Large Green Plastic Envelope for Advance Poll Material* (EC 50480)

- Participants 1 and 2 :
 - Must complete steps 1 et 2.

- Participants 3 et 4 :
 - Must complete steps 3A), B) et C)

Overhead 20:

Return of Election Materials

All materials required for this activity are found in the *Closing Instructions for the Deputy Returning Officer* (EC 50020).

The materials must be assembled and distributed to each group made up of six participants.

- **Participants 1 & 2:**
 - Responsible for completing Steps 1 and 2
- **Participants 3 & 4:**
 - Responsible for completing Steps 3A), B), and C)
- **Participants 5 & 6:**
 - Responsible for completing Steps 4 and 5

Overhead 21:

Other Advance Polling Day Scenarios

- Help from a friend, spouse, common-law partner or relative
- Handling situations involving the list of electors
- An elector asks to be removed from the *National Register of Electors*
- Elector's name and address do not appear on the list of electors
- An elector's name is inadvertently struck off the list

Overhead 22:

Other Advance Polling Day Scenarios (Cont'd)

- Correcting errors on the list of electors
- Managing the registration process (no registration officer)
- Challenging an elector's residence or qualification to vote
- Managing situations involving ballots

Overhead 23:

Closing the Advance Poll After the Ballots are Counted

The DRO:

- Follows the *Closing Instructions for the Deputy Returning Officer* (EC 50020) up to step 3C.
- Returns the ballot box and related materials to the RO or CPS as instructed after the ballots are counted and the results have been sent to the RO office.

The Poll Clerk:

- Signs the *Advance Poll Book* at the close of the poll.
- **Follows the *Closing Instructions for the Deputy Returning Officer* (EC 50020) to assemble all materials to close the poll.**

Appendix B – Return of Election Materials Activity

Objectives	Trainer Notes	Materials	Time
<p>This activity should be done as a review of the training session. It covers:</p> <ul style="list-style-type: none"> ▪ Closing procedures according to the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) document. <p>The purpose of the activity is to provide all trainees with the opportunity to practise handling situations they will encounter on polling day.</p> <p>We strongly encourage EVERY individual in your training session to take a role and participate actively. For this reason, we encourage you to divide your classes into groups for this activity and to avoid the temptation to save time by asking just one group to do the activity while the rest of the class observes.</p>	<p>All the materials required for this activity is found in the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) document.</p> <p>The materials must be assembled and distributed to each group comprised of <u>six</u> participants.</p> <p>Please note that the steps must be carried out sequentially, not simultaneously, so that participants can observe the succession of events.</p> <ul style="list-style-type: none"> ▪ Participants 1 & 2: Responsible for completing Steps 1 and 2. ▪ Participants 3 & 4: Responsible for completing Steps 3 A) and B). ▪ Participants 5 & 6: Responsible for completing Steps 4 and 5. 	<p><i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020)</p>	<p>40 minutes</p>

Appendix C – Role Play – ID at the Poll

Objectives	Methodology	Trainer Notes	Materials	References	Time																		
<p>To ensure efficient service for electors when they show proof of identification at polling sites.</p>	<p>Voters 1, 2 and 3 arrive at Hope Public School located at 22465 Wood Street where polls 59, 60, 61, 62 and 63 are located.</p> <p>Voter 1 received a VIC at his home with someone else's name. He has his driver's licence. He vaguely remembers the VIC said that the person whose name is on the card should vote at the Citizen Community Center.</p> <p>Voter 2 has his VIC and knows he is supposed to vote at poll 60. He has his SIN.</p> <p>Voter 3 did not receive a VIC. She has her birth certificate and electricity bill. She is new to the area and assumed that since she lives close to the school that is where she should go.</p> <p>What are the steps to follow for each voter?</p>	<p>This role play should be done as a review of the training session. It covers:</p> <p>asking for proof of ID by information officer and DRO poll keys procedure for folding the ballot once removed from the book.</p> <p>The purpose of the role play is to provide all participants in training the opportunity to practise handling situations they will encounter on polling day. We strongly encourage that EVERY individual in your training session take a role and actively participate. For this reason, we encourage you to divide your classes into groups for each role play and avoid the temptation to save time by having just one group conduct the role play while the rest of the class observes.</p> <p>Always ask the person if assistance is required to vote before you provide it: ASK if someone requires assistance LISTEN to what the elector is requesting DO what the elector has requested.</p> <p>Points to remember for the role play:</p> <p>Voter 1: No VIC but has driver's licence with correct address</p> <p>DRO:</p> <ol style="list-style-type: none"> 1. Greets elector. 2. Asks elector to state name and address. 3. Verifies ID document referring to acceptable ID. <p>Poll Clerk:</p> <ol style="list-style-type: none"> 1. Crosses name off list. 2. Circles the sequence number of the elector who has voted. <ul style="list-style-type: none"> ➤ Ballot delivered to Voter 1 ➤ Vote cast 	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #ccc;"> <th colspan="2" style="text-align: center;">8 Participants</th> </tr> </thead> <tbody> <tr><td style="width: 70%;">Voter 1</td><td></td></tr> <tr><td>Voter 2</td><td></td></tr> <tr><td>Voter 3</td><td></td></tr> <tr><td>Deputy Returning Officer (DRO)</td><td></td></tr> <tr><td>Poll Clerk (PC)</td><td></td></tr> </tbody> </table> <p><i>Statement of the electors who voted on polling day (EC 50111)</i></p> <p><i>New identification rules to vote! poster (EC 94036)</i></p> <p><i>New identification rules to vote! pamphlet (EC 90189) folder which includes the pieces of identification authorized by the Chief Electoral Officer of Canada</i></p> <p>Sample ballots <i>Poll Key</i> <i>Poll Book</i> <i>VIC Collection Box</i> Pretend ID: * Voter 1: Driver's licence * Voter 2: VIC SIN card * Voter 3: Birth certificate Electricity bill</p>	8 Participants		Voter 1		Voter 2		Voter 3		Deputy Returning Officer (DRO)		Poll Clerk (PC)		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #ccc;"> <th colspan="2" style="text-align: center;">English</th> </tr> </thead> <tbody> <tr> <td style="width: 70%;"><i>Ordinary Poll DRO/Poll Clerk</i></td> <td>EC 50340</td> </tr> <tr> <td><i>Central Poll Supervisor</i></td> <td>EC 50355</td> </tr> </tbody> </table>	English		<i>Ordinary Poll DRO/Poll Clerk</i>	EC 50340	<i>Central Poll Supervisor</i>	EC 50355	<p>40 minutes</p>
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Section 4 - Lesson Plan for Deputy Returning Officers and Poll Clerks (Mobile Polls)

Lesson Plan Deputy Returning Officers and Poll Clerks – Mobile Polls

Time	Activity	Content
20 min	<p>1. Welcome and Introduction Welcome participants.</p> <p>Introduce yourself and members of the office of the returning officer (RO) who are present.</p> <p>Review the “Important Information” page in the <i>Deputy Returning Officer’s and Poll Clerk’s (Mobile Poll) Manual</i> (EC 50320) using the flip chart you have posted on the wall.</p>	<p>Introduction</p> <ul style="list-style-type: none"> • You must be at the polling station at least 45 minutes before the poll opens. You must notify the RO if the Central Poll Supervisor (CPS) has not yet arrived. • You are required to bring your own election materials (i.e. your manual and quick reference guide), meals, water and anything else you may need.
	<p>Explain the agenda using: Overhead 1</p> <p>Note: Some ROs prefer to do the swearing-in at the start of the training session, rather than at the end; discuss the best time to do so with the RO.</p> <p>Explain that DROs and poll clerks have responsibilities:</p> <ul style="list-style-type: none"> • Before the polls open, During polling day and on closing the polls 	<p>Key Points</p> <ul style="list-style-type: none"> • You will receive your election materials immediately after taking your oaths, or at a time specified by the RO. • The manual and quick reference guide that you received, belong to you. You are encouraged to write your names on them and write notes in them during the training session.
	<p>State the objectives of the session using: Overhead 2.</p>	<p>Objectives</p> <p>At the end of this session, you will be able to:</p> <ol style="list-style-type: none"> 1. Perform the tasks that you must accomplish as deputy returning officers (DRO) and poll clerks on polling day. 2. Conduct a mobile poll. 3. Apply the closing and the re-opening procedures at

Lesson Plan Deputy Returning Officers and Poll Clerks – Mobile Polls

Time	Activity	Content
		<p>the mobile poll.</p> <p>4. Apply the instructions for the return of election materials for mobile polls.</p>
30 min	<p>2. Conduct of a Mobile Poll</p> <p>Link to Objective 1: Perform the tasks that you must accomplish as deputy returning officers and poll clerks on polling day.</p> <p>Present the benefit of being a deputy returning officer (DRO) and a poll clerk by asking:</p> <p>Question: Why do you think the deputy returning officer and poll clerk's roles are so important?</p>	<p>Link</p> <ul style="list-style-type: none"> • The first objective is to demonstrate the roles and responsibilities of a DRO and a poll clerk. <p>Expected Answers</p> <ul style="list-style-type: none"> • Providing excellent customer service is our goal. • DROs and poll clerks do everything in their power to ensure that electors are able to vote. • DROs and poll clerks strive to provide excellent customer service. • DROs and poll clerks administer the <i>Canada Elections Act</i> and the procedures in their manual to ensure uniform application of the Act. • DROs and poll clerks ensure that confidentiality is respected and all personal information is kept secret.

Time	Activity	Content
	<p>Explain that before polling day, DROs and poll clerks are required to take an inventory of the supplies they need.</p> <p>Refer participants to the “Before Polling Day” section in their manual.</p>	<p>Important</p> <ul style="list-style-type: none"> • Make sure that you review the manual carefully before polling day. <p>Key points</p> <ul style="list-style-type: none"> • Ensure that the required supplies have been received from the RO.
	<p>Refer participants to the “Conduct of the Mobile Poll” section in their manual, <i>so that they can go over it later.</i></p>	<p>Key Points</p> <ul style="list-style-type: none"> • Remember that voting rules at the federal level differ from those at the provincial, territorial and municipal levels. • Election officials form a very important team, one that ensures the efficient operation of polling stations. The right to vote is a basic Canadian democratic right. • You report only to the RO. You are not responsible to any political party, candidate or candidate’s representative. • Confidentiality must be respected. All personal information must be kept secret.
	<p>Present the DRO and poll clerk roles and responsibilities on polling day by asking:</p> <p>Question: What are the main responsibilities of the DRO on polling day?</p> <p>Overheads 3 and 4</p>	<p>Expected Answers</p> <p>The DRO reports directly to the RO:</p> <ul style="list-style-type: none"> • Responsible for the operation of the specific mobile polling station to which he is assigned; • Travels to various institutions on ordinary polling day;

Lesson Plan Deputy Returning Officers and Poll Clerks – Mobile Polls

Time	Activity	Content
	<p>Question: What are the main responsibilities of the poll clerk on polling day?</p> <p>Click the form on Overheads 5 and 6 to display <i>Poll Book</i> (EC 50060)</p>	<ul style="list-style-type: none"> • Ensures that the poll clerk and candidates' representatives follow the rules and procedures; • Receives <i>Authorization of a Candidate's Representative</i> (EC 20020) forms and administers oaths; • Ensures that voting proceeds in an orderly fashion; • Administers oaths; • Receives <i>Transfer Certificates</i> (EC 10190) • Accepts the acceptable proof of identity and address; • Issues <i>Registration Certificates</i> (EC 50050); • Prepares <i>Correction Certificates</i> (EC 50051); • Process electors who are being vouched for; • Provides assistance to electors with disabilities; • Counts the ballots; • Makes the final decision to approve or reject a ballot; this decision is final • Verifies and signs the <i>Statement of the Vote</i> (EC 50100) and other necessary documentation at the close of the poll; • Carefully follows the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020); • Maintains peace and good order within the mobile polling station; • Reports the results to the RO. <p>Expected answers The poll clerk:</p> <ul style="list-style-type: none"> • Travels to various institutions on ordinary polling day; • Assists the DRO in setting up each mobile polling station and with the conduct of the vote;

Time	Activity	Content
	<p>Go through pages of the <i>Poll Book</i> and explain in which circumstances the pages will be used. Explain that pages 1 to 11 cover appointments and oaths. Pages 1,5 and 9, once completed, need to be torn from the book and put in envelope (EC 50370) Pages 13 to 16 explain different types of oaths. Flip quickly through list from page 17 to 27 Explain that page 31 is the one to be filled out and then returned with the Statement of the Vote.</p>	<ul style="list-style-type: none"> • Assists the DRO in allowing electors to cast their ballots in an orderly fashion; • When an elector has voted, crosses out his or her name on the list of electors and adds a checkmark in the “Voted” column; • Locates elector’s name on list of electors, reads out the elector’s sequence number and crosses out the elector’s name; • Complete the <i>Poll Book</i> (EC 50060) by indicating the type of oaths taken; • Records in the <i>Poll Book</i> the name, address and <i>Transfer Certificate</i> (EC 10190) number, allowing an elector to vote; • Records in the <i>Poll Book</i> the name and address of electors who voted by a <i>Registration Certificate</i> (EC 50050); • Completes <i>Correction Certificates</i> (EC 50051) for electors wishing to make corrections to their information on the list of electors; • Acts as a witness when the DRO assists an elector with a physical disability; • Tallies the results as the DRO processes and counts the ballots after the poll closes; • Helps the DRO open and close each mobile polling station.

Lesson Plan Deputy Returning Officers and Poll Clerks – Mobile Polls

Time	Activity	Content
	<p>Question: What are some of the other responsibilities that you have on polling day?</p> <p>Setting up a mobile polling station:</p> <p>Overhead 7</p>	<p>Expected answers</p> <ul style="list-style-type: none"> • Make sure that the mobile polling station is set up to facilitate the voting process for electors. • Ensure that chairs are available for candidate’s representatives.
	<p><i>Authorization of a Candidate’s Representative</i> (EC 20020)</p> <p>Click on Overhead 8 to display <i>Authorization of a Candidate’s Representative</i> (EC 20020) and <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111)</p> <p>Show the forms and explain to participants how to use them.</p> <p>Refer participants to the “Candidate’s Representative” section in their manual.</p> <p>Refer poll clerks to the “Conduct of the Poll” section for completing the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111).</p>	<p>Highlights</p> <ul style="list-style-type: none"> • The DRO makes sure representatives follow the <i>Guidelines for Candidates’ Representatives</i> (EC 20045) document found in the DRO kit of election materials. • The DRO administers the <i>Oath of Representative of Elector Representing a Candidate on the Authorization of a Candidate’s Representative</i> (EC 20020) form. • The poll clerk completes the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111) form.
	<p>Link to Objective 2: Conduct a mobile poll Show participants the <i>Remember: To vote you need to prove your identity and address</i> poster (EC 94036) and pamphlet (EC 90189).</p> <p>Explain that electors can prove their identity in three ways.</p>	<p>There are three options that allow an elector to vote:</p> <p>Option 1: An original piece of identification issued by a government or a government agency showing the elector's photo, name and address (e.g. driver's licence).</p> <p>Option 2:</p>

Time	Activity	Content
	<p>Click on Overhead 9.- to display <i>Remember: To vote you need to prove your identity and address</i> (EC 94036)</p> <p>Show participants the 3 options and emphasize option #2 and the different pieces of ID authorized by the CEO.</p> <p>Voter Information Card as ID</p> <p>If you are training DROs and poll clerks who will be working at pre-identified polling sites where the Voter Information Card (VIC) is accepted as ID:</p> <ul style="list-style-type: none"> • Ensure that they understand that this initiative was developed to assist specific groups of electors who experience difficulties providing proof of identity and address at the polls. <p>If you are not training DROs and poll clerks who will be working at these polling sites, skip this section to avoid confusion.</p>	<p>One piece of Identification showing the elector’s name AND the second piece showing the elector’s name and address. You must ensure that one document contains the elector’s name and the other contains the elector’s name and address (e.g. health card and electricity bill).</p> <p>Option 3: Swear an oath and be vouched for by an elector who is on the list of electors in the same polling division and who has an acceptable piece or pieces of identification (e.g. a neighbour, a roommate).</p> <p>Key Points</p> <p>The VIC will be accepted as ID only if it:</p> <ul style="list-style-type: none"> • is used on election day, at pre-identified polling sites; • displays the elector’s correct name and address; is used with another proof of identity authorized by the Chief Electoral Officer.

Time	Activity	Content
	<p>Explain the policy behind the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111) .</p> <p>Explain the steps required to complete the tasks associated with the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111).</p> <p>Demonstrate how to detach the document and place it in sample file folders.</p>	<p>Policy</p> <ul style="list-style-type: none"> • According to the <i>Canada Elections Act</i>, the poll clerk will provide a candidate’s representative with the identity of electors who have voted on polling day. To obtain this information, a candidate must appoint a representative to collect the form designated for this purpose. <p>Highlight</p> <ul style="list-style-type: none"> • Explain that the procedure for a mobile poll is different from the procedure in ordinary polls.
	<p>Folding the ballots</p> <p>Ask participants to take their sample ballot. Show them how to fold a ballot and detach the counterfoil, and ask them to fold it correctly. Help those demonstrating difficulty.</p> <p>Explain that candidates and up to two candidate’s representatives (or two electors representing a candidate) may observe the counting process.</p> <p>Question: How do you know if a ballot should be counted or not?</p> <p>Explain to participants that the following ballots must not be rejected:</p> <ul style="list-style-type: none"> • Ballots marked in some way by the DRO. • Ballots marked with a symbol other than an “x”. 	<p>Important</p> <ul style="list-style-type: none"> • Avoid all distractions when counting the ballots • Register the results of rejected ballots on the <i>Statement of the Vote</i> (EC 50100). <p>Expected answers</p> <ul style="list-style-type: none"> • If the mark on the ballot (in the circle) clearly indicates for whom the voter wanted to vote and that there is one single vote indicated, the ballot for the candidate must be counted. • Otherwise, it must be rejected.

Time	Activity	Content
	<ul style="list-style-type: none"> • Ballots marked with a pen or pencil other than a lead pencil. • Ballots on which the mark goes beyond the circle. • Ballots on which the circle is completely filled-in. • Ballots which clearly indicate for which candidate the elector wanted to vote. <p>Show participants a copy of the <i>Samples of Marked Ballot Papers</i> (EC 50130) and pass it around.</p> <p>Explain that registration, correction and transfer certificates must be placed in the correct envelopes.</p>	<p>Highlight</p> <ul style="list-style-type: none"> • Use the <i>Samples of Marked Ballot Papers</i> (EC 50130) document to help you establish if a ballot is acceptable or not. • It is up to the DRO to accept or to reject a ballot, and this decision is final. <p>Reminder The DRO is responsible for all activities related to the ballots.</p> <p>Important Confidentiality regarding personal information must be protected</p>
30 min	<p>Counting the Ballots Review the “Counting the Ballots” section in the manual.</p> <p>Link to Objective 3: Apply the closing and the re-opening procedures at the mobile poll.</p> <p>Demonstrate how to record and calculate the totals on the form using the flipchart page with the <i>Statement of the Vote</i> (EC 50100).</p>	<p>Highlights The DRO :</p> <ul style="list-style-type: none"> • Handles the ballot papers. • Gives the <i>Tally Sheet</i> to the poll clerk. • Opens the ballot box, and empties it carefully onto the table. <p>Highlights</p> <ul style="list-style-type: none"> • As DROs and Poll Clerks, you must make sure that all steps are well understood. Candidates and no more than one candidates’ representative may observe the counting process.

Time	Activity	Content
	<p>Hand out a copy of the <i>Statement of the Vote</i> (EC 50100) to each participant and ask them to complete it using the numbers you prepared.</p> <p>Use the numbers from the sample form found in the “Counting of the Ballots” section in their manual. Follow all the instructions, from A to O.</p>	<ul style="list-style-type: none"> The DRO is responsible for all activities related to the ballots.
	<p>Statement of the Vote (EC 50100)</p> <p>Inform participants it is now time to introduce one of the most important elements of polling day: how to complete the <i>Statement of the Vote</i>.</p> <p>Explain why it is absolutely necessary to complete the <i>Statement of the Vote</i> thoroughly and accurately.</p> <p>Question: Can anyone explain why it is so important to complete the <i>Statement of the Vote</i>?</p> <p>Show them a sample of:</p> <ul style="list-style-type: none"> <i>Tally Sheet</i> (EC 50090) <i>Statement of the Vote</i> (EC 50100) <p>Demonstrate how to use the <i>Tally Sheet</i> (EC 50090).</p> <p>Demonstrate how to calculate and record the totals on the form using the flipchart page with the <i>Statement of the Vote</i> (EC 50100).</p>	<p>Policy</p> <ul style="list-style-type: none"> The DRO must prepare a <i>Statement of the Vote</i> that sets out the number of votes in favour of each candidate and the number of rejected ballots, spoiled ballots and unused ballots. The completed original white and yellow copies of the <i>Statement of the Vote</i> must be returned in separate envelopes supplied for this purpose. The DRO must keep the pink copy of the statement for 60 days. <p>Expected answer</p> <p>The <i>Statement of the Vote</i> is used to report the preliminary results on election night and for validation of the results by the RO to officially declare the winning candidate.</p> <p>Important</p> <p>Ensure that participants understand this process.</p>

Time	Activity	Content
	<p>Hand out a copy of the <i>Statement of the Vote</i> (EC 50100) to each participant and ask them to complete it using the data you have prepared.</p> <p>Use the numbers from the sample form found in the “Counting of the Ballots” section in their manual. Follow all the instructions from A to O.</p> <p><i>Copy of Statement of the Vote for Candidates and Representatives</i> (EC 50110)</p> <p>Show them a sample and explain that it contains much of the same information as does the <i>Statement of the Vote</i> (EC 50100). Time permitting, have them quickly complete the <i>Copy of Statement of the Vote for Candidates and Representatives</i> (EC 50110)</p> <p><i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020)</p> <p>Link to Objective 4: Apply the instructions on the closing of a mobile poll.</p> <p>Show them a sample of the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) document and demonstrate how the checklist corresponds to the flowchart to ensure that the process is followed, in accordance to the Act.</p>	<p>Policy The DRO must provide the <i>Copy of Statement of the Vote for Candidates and Representatives</i> (EC 50110) to each candidate’s representative present at the count.</p> <p>Important The <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) document is used only after the ballots have been counted and the results have been forwarded to the RO office.</p>

Time	Activity	Content
	<p>Explain the quality check process and the reason for it:</p> <ul style="list-style-type: none"> • Materials must be returned in accordance to the Act; • Ensure that confidentiality of elector information is secured. 	<p>The DRO is solely responsible for the assembly and return of all election materials. Ensure that all documents, in particular the list of electors and poll book, are placed in the appropriate envelopes. Follow the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020), which is a combination of a checklist and an illustrated flowchart, to assemble all materials to close the poll successfully.</p> <p>Reminder The DROs and poll clerks must sign the form once the quality check has been performed and the material is ready to be returned to the RO office.</p>
<p>40 min</p>	<p>Practice Exercise – Elector ID (Appendix C) Closing and Re-opening of a Mobile Poll and Return of Election Materials Activity (Appendix B)</p> <p>Overheads 10, 11 and 12</p> <p>Divide the class into three groups. Group one is assigned to the elector’s ID at the poll. Group two is assigned to the closing and re-opening exercise, while group three is assigned to the return of materials at the mobile poll exercise.</p> <p>The steps must be carried out sequentially, not simultaneously, so that participants can observe the succession of events.</p> <p>Assign roles.</p> <p>Distribute the practice exercise tools and material.</p>	<p>Instructions</p> <ul style="list-style-type: none"> • You will now practice the regular voting and closing procedures. • For this exercise, you will work in groups of six (more or less, depending on the number of participants in the session). • Your role is described on the cards (DRO, poll clerk, electors 1, 2, 3 and 4). • Group one will do the practice exercise on ID at the poll. • Group two will take a <i>Large Purple Plastic Envelope for the Mobile Poll Material</i> (EC 50490) and follow instructions for the closing and re-opening procedures. • Group three will also take a <i>Large Purple Plastic Envelope for the Mobile Poll Material</i> (EC 50490) and follow the return of material procedures.

Time	Activity	Content
	<p>Distribute the <i>Large Purple Plastic Envelope for the Mobile Poll Material</i> (EC 50490) to groups two and three and explain that they must follow instructions for the “closing” and “re-opening”.</p> <p>Start the exercise.</p> <p>Monitor performance, watching for any areas of difficulty.</p> <p>Be available to answer questions and to guide them but be sure not to get too involved in the activity.</p> <p>Notify participants that time will be up in 5 minutes.</p> <p>Notify participants when time is up.</p>	
	<p>Refer participants to the “Election Officials” section in their manual.</p> <p>Explain briefly the roles and responsibilities of election officials during polling day.</p> <p>Question: Who is responsible to administer oaths and maintain peace and good order during a polling day?</p> <p>Question: Who collects Voter Information Cards?</p>	<p>Expected answer</p> <ul style="list-style-type: none"> • The DRO <p>Expected answer</p> <ul style="list-style-type: none"> • The DRO or poll clerk

Lesson Plan Deputy Returning Officers and Poll Clerks – Mobile Polls

Time	Activity	Content
	<p>Question: Who makes all required entries on the list of electors and in the <i>Poll Book</i> (EC50060)</p> <p>You may pick more questions if you wish.</p>	<p>Expected answer</p> <ul style="list-style-type: none"> • Poll clerk
	<p>A summary of the Hughes case can be found in the DRO/Poll Clerk manual. Tell participants to read this case summary when they are reviewing their manuals.</p> <p>Explain the three important steps that should be taken when assisting electors with a disability by asking:</p> <p>Question: What are the three main things to remember when offering assistance?</p> <p>Overhead 13.</p> <p>Overhead 14</p>	<p>As a result of a case between Rev. James Peter Hughes and Elections Canada before the Canadian Human Rights Tribunal, several new processes have been implemented to help ensure the accessibility of polling sites for all electors. A summary of this case can be found in the <i>Deputy Returning Officers' and Poll Clerks' Manual</i> (EC 50320).</p> <p>Expected Answer: Assisting an elector (A-L-D):</p> <ul style="list-style-type: none"> • Ask the elector if he or she needs help : “Can I be of assistance?” • Listen attentively • Do as he or she asks <p><i>Studies have shown that offering assistance will generate a more positive response than simply asking if the elector requires assistance.</i></p> <p>Important</p> <ul style="list-style-type: none"> • You must recognize the steps that you should take when providing assistance to an elector with a disability

Time	Activity	Content
	<p>Question: Name some types of disabilities that you might encounter on polling day.</p>	<p>Key Point</p> <ul style="list-style-type: none"> • Always use the ALD concept when assisting electors with a disability. <p>Important</p> <ul style="list-style-type: none"> • Recognize the steps that you should take when providing assistance to electors with a disability <p>Assisting a Bedridden Elector DRO and poll clerk :</p> <ul style="list-style-type: none"> • May have to go to several locations within the institution (from room to room, from bed to bed); • Must avoid disrupting or upsetting the electors and other residents of the institution; • Keep in mind that many electors may require extra assistance. <p>Expected Answers</p> <ul style="list-style-type: none"> • Visually impaired electors • Electors with reduced mobility • Electors with a disability • Illiterate electors • Elderly people • Electors with a hearing deficiency • Bedridden electors <p>In the above situations, you must remain calm and responsive.</p>

Time	Activity	Content
	<p>Elector’s Rights Question: Electors have 5 rights. What are they?</p> <p>Overhead 15</p> <p>Bilingual Services Overhead 16 Explain to participants that Elections Canada is obliged by law to ensure that each Canadian is served in the official language of their choice, French or English.</p> <p>Give each participant a <i>Bilingual Services Card</i> (EC 50140).</p> <p>Ask one participant to read the text on the card.</p> <p>Explain that they must ensure that all posters displayed at a polling place are in both official languages.</p> <p>Confidentiality Question: What should you do with confidential information?</p> <p>Click image on Overhead 17 to display the <i>VIC Collection Box</i> (EC 50255).</p>	<p>Expected Answers</p> <ul style="list-style-type: none"> • Bilingual service • Non-smoking environment • Use of communication devices • Assistance for an elector with a disability • Confidentiality <p>Expected Answer</p> <ul style="list-style-type: none"> • Ensure that all lists of electors are returned. • Make sure that electoral officials do not throw out VICs or other documents showing private information. • Place VICs in the <i>VIC Collection Box</i> (EC 50255). • Keep all personal information out of public view.

Time	Activity	Content
	<p>Explain to participants that Elections Canada is obliged by law to ensure that each Canadian is served in the official language of their choice, English or French.</p> <p>Give each participants a <i>Bilingual Services Card</i> (EC 50140)</p> <p>Ask one participant to read the text on the card.</p> <p>Explain to participants that they must ensure that all posters in a polling site are displayed in both official languages.</p>	<p>Highlight</p> <ul style="list-style-type: none"> • You must greet electors in the two official languages (ex: “Hello! / Bonjour!”). • Use the <i>Bilingual Services Card</i> (EC 50140) if there is no bilingual personnel available on site. • You must always protect the secrecy of the vote. • Partisan posters are not authorized in any polling station. • Follow the instructions in the manual and refer to the quick reference guide.
<p>10 min</p>	<p>5. Other Polling Day Scenarios</p> <p>Inform participants that few electors are affected by exceptional voting situations, but that they should still be aware of these situations in order to help these electors to vote.</p> <p>Summarize the key elements by referring participants to the “Other Scenarios” section from their manual.</p> <p>Overheads 18 and 19 Explain to participants that problems with the list of electors may occur and can easily be solved.</p> <p>Demonstrate how and when the <i>Correction Certificates</i> (EC 50051), the <i>Registration Certificate</i> (EC 50050) and the <i>Transfer Certificates</i> (EC 10190) may be used. Refer participants to their manual</p>	<p>Reminder</p> <ul style="list-style-type: none"> • Codes on the list of electors indicate why the name of a person has been crossed off. • The DRO, poll clerk and candidates’ representatives have the right to dispute the eligibility of an elector (age, citizenship and residence). <p>Reminder</p> <ul style="list-style-type: none"> • If the schedule in the <i>Notice of Mobile Poll</i> (EC 10160) cannot be met, the DRO must contact the RO immediately and follow his directives.

Time	Activity	Content
	<p>Closing and Re-opening Mobile Polling Stations</p> <p>Link to Objective 3: Apply the closing and the re-opening procedures at the mobile poll.</p> <p>Refer participants to the “Closing and Re-opening Mobile Polling Stations” section in their manual</p> <p>Show participants the <i>Notice of Mobile Poll</i> (EC 10160)</p> <p>Closing a Mobile Poll</p> <p>Refer participants to the “Recording and Filing Documents for Transportation to the Next Location” section in their manual.</p> <p>Overhead 20</p>	
	<p>Question: What are the main tasks that a DRO must perform to close a mobile poll at one institution and prepare to open a mobile poll at another?</p>	<p>Expected answers:</p> <p>The DRO:</p> <ul style="list-style-type: none"> • Follows the “Recording and Filing Documents for Transportation to the Next Location” procedure; • Places the certificates into the <i>Registration and/or Correction Certificates Envelope</i> (EC 50390); • Follows the instructions for used, unused and spoiled ballots; • Places all envelopes and the large purple plastic envelope into the ballot box and seals the latter as per instructions.

Time	Activity	Content
	<p>Question: What are the main tasks that a poll clerk must perform to close one mobile poll, travel to another and open the next mobile poll open?</p>	<p>Expected answers: The DRO and poll clerk must:</p> <ul style="list-style-type: none"> • Take all election materials and travel together to the next polling location to be ready to open the mobile poll at the next location at the time indicated on the <i>Notice of Mobile Poll</i> (EC 10160).
	<p>Question: What should the DRO do if the time schedule on the <i>Notice of Mobile Poll</i> (EC 10160) cannot be met?</p> <p>Re-opening of a mobile polling station</p> <p>Refer participants to the “Re-opening of a Mobile Polling Station” section of the manual.</p> <p>Demonstrate the procedures for opening of a mobile poll.</p>	<p>Expected answer:</p> <ul style="list-style-type: none"> • The DRO must immediately contact the RO.
<p>20 min</p>	<p>6. Review, Swearing-In and Wrap-Up List the tools available for dealing with exceptional situations.</p> <p>Ask participants the following questions:</p>	<p>Tools</p> <ul style="list-style-type: none"> • If you are not sure how to proceed, refer first to your manual. • If this does not help solve the problem, consult your RO.

Lesson Plan Deputy Returning Officers and Poll Clerks – Mobile Polls

Time	Activity	Content
	<p>Question: What are the voting hours? What is the date of the election?</p> <p>Question: What time must you arrive at the polling site on election day? What must you bring with you?</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • Refer them to flip chart 1 or the “Important Information” page in their manuals. <p>Expected Answers</p> <ul style="list-style-type: none"> • At least 45 minutes before the polls open. • They must bring their own election materials, meals, water and anything else they may need.
	<p>Review the course objectives established at the beginning of the training session and make sure that all the objectives have been achieved by asking:</p> <p>Question: Who verifies the elector’s proof of identity and address?</p>	<p>Reminder</p> <ul style="list-style-type: none"> • Codes on the list of electors indicate why the name of a person has been crossed off. • The DRO, poll clerk and candidates’ representatives have the right to dispute the eligibility of an elector (age, citizenship and residence). <p>Expected Answer</p> <ul style="list-style-type: none"> • The DRO is the only person responsible for accepting or rejecting elector identification.
	<p>Question: What should you do if there are any unilingual signs posted in your polling place?</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • Advise the RO and have a sign posted in the other official language.

Time	Activity	Content
	<p>Question: An elector asks you to explain the elector identification rules and validate his ID. What should you do?</p> <p>Question: What should you do with confidential information?</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • Explain the options available by offering the elector the <i>Remember to vote your need to prove your identity and address</i> (EC 90189) pamphlet. <p>Expected Answer</p> <ul style="list-style-type: none"> • Ensure that all lists of electors are returned. • Make sure that electoral officials do not throw out VICs or other documents showing private information. • Place VICs in the <i>VIC Collection Box</i> (EC 50255). • Keep all personal information out of public view.
	<p>Distribute the rate of pay form to all participants and explain how these rates are determined.</p> <p>Answer any questions participants may have about the rates of pay.</p>	
	<p>Quiz / Polling Day / Mobile Poll / Deputy Returning Officer and Poll Clerk (EC 10602) (10 minutes)</p> <p>Distribute the quiz to participants</p> <p>Optional: Explain and distribute the <i>Training Session Evaluation</i> (EC 10516).</p> <p>Optional: Explain and distribute the <i>Quiz / Matching /</i></p>	<p>Instructions</p> <ol style="list-style-type: none"> 1) Complete the evaluation individually. 2) Hand out the evaluation answer sheet to participants on their way out.

Lesson Plan Deputy Returning Officers and Poll Clerks – Mobile Polls

Time	Activity	Content
	<p><i>Polling Day</i> (EC 10604), time permitting.</p>	
	<p>Swear in election officials, and distribute election materials, if this is what you and the RO have decided.</p> <p>Wrap-up the lesson. Give the RO the list of participants and indicate who attended the session.</p> <p>Note: Do not forget to gather up and store all the equipment and prepare the materials for the next training session.</p>	<p>Wrap-up</p> <ul style="list-style-type: none"> • Thank you for attending the session. Remember to read your manuals before polling day.

Appendix A – Overheads for Training

This appendix includes the overheads that you will need during training.

Overhead 1:

Agenda

Welcome and Introduction	20 min.
Conduct of a Mobile Poll	30 min.
Counting of Ballots	30 min.
<ul style="list-style-type: none">• Practice Exercise – Elector ID (Appendix C)• Return of Election Materials Activity (Appendix B)	40 min.
Other Polling Day Scenarios	10 min.
Review, Swearing-In and Wrap-Up	20 min.
Duration: 2 hours 30 minutes	

Overhead 2:

Training Objectives

By the end of this training session, you will be able to:

1. Perform the tasks that you must accomplish as deputy returning officers and poll clerks on polling day.
2. Conduct a mobile poll.
3. Apply the closing and the re-opening procedures at the mobile poll.
4. Apply the instructions for the return of election materials.

Overhead 3:

Deputy Returning Officer's Role

Reports directly to the returning officer

- Responsible for the operation of the specific mobile polling station to which he or she is assigned.
- Travels to various institutions on ordinary polling day.
- Ensures that the poll clerk and candidates' representatives follow the rules and procedures.
- Receives **Authorization of a Candidate's Representative (EC20020)** forms and administers oaths.
- Ensures that voting takes place in an orderly fashion.
- Administers oaths, accepts acceptable proof of identity and address.

Overhead 4:

Deputy Returning Officer's Role (cont'd)

- Issues *Registration Certificates* (EC 50050) and prepares *Correction Certificates* (EC 50051).
- Process electors who are being vouched for and provides assistance to electors with disabilities.
- Counts the ballots: makes the final decision to approve or reject a ballot (the DRO's decision is final).
- Verifies and signs the ***Statement of the Vote (EC 50100)*** and other necessary documents at the close of the poll.
- Carefully follows the ***Closing Instructions for the Deputy Returning Officer (EC 50020)*** document.
- Maintains peace and good order within a specific polling station.

Overhead 5:

Poll Clerk's Role

Reports to the deputy returning officer (DRO)

- Travels to various institutions on ordinary polling day.
- Assists the DRO in setting up each mobile polling station and with the conduct of the vote.
- Assists the DRO in allowing electors to cast their ballots in an orderly fashion.
- Once an elector has voted, crosses out the elector's name on the list of electors and adds a checkmark in the "Voted" column.

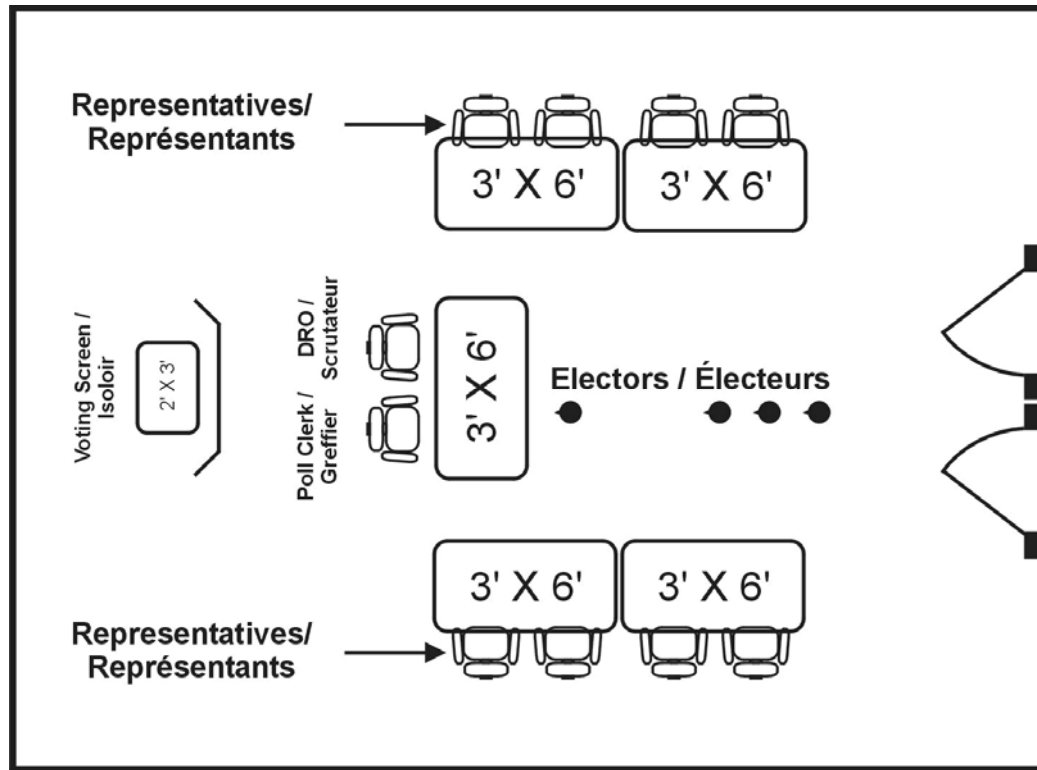
Overhead 6:

Poll Clerk's Role (cont'd)

- Completes the ***Statement of the Electors Who Voted on Polling Day*** (EC 50111).
- Makes all required entries on the list of electors and in the ***Poll Book*** (EC 50060).
- Assists the DRO with the ***Closing Instructions for the Returning Officer*** (EC 50020).

Overhead 7:

Layout for a Mobile Single Polling Station



Overhead 8:

Authorization of a Candidate's Representative

The DRO:

- Admits candidate's representative.
- Completes the *Authorization of a Candidate's Representative* (EC 20020).
- Officially admits a candidate's representative by accepting a duly completed ***Authorization of a Candidate's Representative (EC 20020)*** and making them swear an oath or solemnly affirm an oath.

The Poll Clerk:

- Completes the *Statement of Electors Who Voted on Polling Day* (EC 50111) after the elector has placed his ballot into the ballot box.

Overhead 9:

Identification rules to vote

Option 1:

An original piece of identification issued by a government or a government agency containing the elector's **photo, name and address** (e.g. driver's license).

Option 2:

Two pieces of original ID showing: one piece of ID with the elector's **name AND** the second piece showing the elector's **name and address**.

You must ensure that one document shows the elector's **name** and the other the elector's **name and address** (e.g. health card and electricity bill).

Option 3:

Have the elector swear an oath and be vouched for by an elector who is on the list of electors in the same polling division and who has an acceptable piece or pieces of identification.

Remember: To vote, you must prove your Identity and address (poster) (EC 94036)

Overhead 10:

Practice Exercise – Elector ID

Voters 1, 2 and 3 arrive at Hope Public School located at 22465 Wood Street where polls 59, 60, 61, 62 and 63 are located.

- Voter 1 received a VIC with someone else's name. He has his driver's license. He vaguely remembers the VIC said that the person whose name is on the card should vote at the Citizen Community Centre.
- Voter 2 has his VIC and knows he is supposed to vote at poll 60. He has his SIN.
- Voter 3 did not receive a VIC. He has his birth certificate and electricity bill. He is new to the area and assumed that since he lives close to the school that is where he should go.

What are the steps to follow for each voter?

Overhead 11:

Closing and Re-opening of a Mobile Poll

Distribute a *Large Purple Plastic Envelope for the Mobile Poll Material* (EC 50490) to the second and third group.

- **Participants 1 & 2:**
 - Responsible for completing Steps 1 and 2

- **Participants 3 & 4:**
 - Responsible for completing Steps 3A), B) and C)

Overhead 12:

Return of Election Materials Activity

All the materials required for this activity are found in the *Closing Instructions for the Deputy Returning Officer (EC 50020)*.

The materials must be assembled and distributed to each group comprised of six participants.

- **Participants 1 & 2:**
 - Responsible for completing Steps 1 and 2

- **Participants 3 & 4:**
 - Responsible for completing Steps 3A) and B)

- **Participants 5 & 6:**
 - Responsible for completing Steps 4 and 5

Overhead 13:

Assisting an Elector with a Disability

Always remember to use the ALD concept

"Ask, Listen and Do"

- If an elector appears to require assistance:
 - **Ask** him if he requires assistance, or better yet, offer your services: “Can I be of assistance?”
 - If he says yes, ask him what type of assistance he requires.

- **Listen** attentively.

- Speak directly, calmly and slowly.

- Give him your undivided attention. **Do** what he asks you to.

Overhead 14:

Three Types of Disabilities

1. Physical
2. Intellectual
3. Learning

Overhead 15:

Electors' Rights

- Bilingual service
- Non-smoking environments
- Use of communication devices
- Assistance for electors with a disability
- Confidentiality

Overhead 16:

Bilingual Services

Bilingual Welcome Card (EC 50145)

- Handed to an elector to ask for identification that will enable you to determine his polling station.
- States that the elector must provide acceptable proof of identity and address.

Bilingual Services Card (EC 50140)

- Explains, in both official languages, the steps that the elector follows to vote.

Overhead 17:

Confidential Information

- Ensure that all lists of electors are returned.
- Make sure that election officials do not throw out VICs or other documents showing private information.
- Place VICs in the ***VIC Collection Box (EC 50255)***.
- Keep all personal information out of public view.

Overhead 18:

Other Polling Day Scenarios

- Assisting from a friend, spouse, common-law partner or relative
- Handling situations involving the list of electors
- An elector asks to be removed from the National Register of Electors
- Elector's name and address does not appear on the list of electors
- An elector's name is inadvertently struck off the list

Overhead 19:

Other Polling Day Scenarios (Cont'd)

- Correcting errors on the list of electors
- Managing the registration process (no registration officer)
- Challenging an elector's residence or qualification to vote
- Managing situations involving ballots

Overhead 20:

Closing the Poll

The DRO:

- Follows the ***Closing Instructions for the Deputy Returning Officer (EC 50020)*** to step 3B.
- Returns the ballot box and related materials to the RO, as instructed, at the end of voting.

The Poll Clerk:

- Signs the *Poll Book* at the close of the poll.
- Follows the ***Closing Instructions for the Deputy Returning Officer (EC 50020)*** to assemble all materials to close the poll.

Appendix B – Return of Election Materials Activity

Objectives	Trainer Notes	Materials	Time
<p>This activity should be done as a review of the training session. It covers:</p> <ul style="list-style-type: none"> ▪ Closing procedures according to the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) document. <p>The purpose of the activity is to provide all trainees with the opportunity to practise handling situations they will encounter on polling day.</p> <p>We strongly encourage EVERY individual in your training session to take a role and participate actively. For this reason, we encourage you to divide your classes into groups for this activity and to avoid the temptation to save time by asking just one group to do the activity while the rest of the class observes.</p>	<p>All the materials required for this activity is found in the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) document.</p> <p>The materials must be assembled and distributed to each group comprised of <u>six</u> participants.</p> <p>Please note that the steps must be carried out sequentially, not simultaneously, so that participants can observe the succession of events.</p> <ul style="list-style-type: none"> ▪ Participants 1 & 2: Responsible for completing Steps 1 and 2. ▪ Participants 3 & 4: Responsible for completing Steps 3 A) and B). ▪ Participants 5 & 6: Responsible for completing Steps 4 and 5. 	<p><i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020)</p>	<p>40 minutes</p>

Appendix C – Role Play – ID at the Poll

Objectives	Methodology	Trainer Notes	Materials	References	Time																		
<p>To ensure efficient service for electors when they show proof of identification at polling sites.</p>	<p>Voters 1, 2 and 3 arrive at Hope Public School located at 22465 Wood Street where polls 59, 60, 61, 62 and 63 are located.</p> <p>Voter 1 received a VIC at his home with someone else's name. He has his driver's licence. He vaguely remembers the VIC said that the person whose name is on the card should vote at the Citizen Community Center.</p> <p>Voter 2 has his VIC and knows he is supposed to vote at poll 60. He has his SIN.</p> <p>Voter 3 did not receive a VIC. She has her birth certificate and electricity bill. She is new to the area and assumed that since she lives close to the school that is where she should go.</p> <p>What are the steps to follow for each voter?</p>	<p>This role play should be done as a review of the training session. It covers:</p> <p>asking for proof of ID by information officer and DRO poll keys procedure for folding the ballot once removed from the book.</p> <p>The purpose of the role play is to provide all participants in training the opportunity to practise handling situations they will encounter on polling day. We strongly encourage that EVERY individual in your training session take a role and actively participate. For this reason, we encourage you to divide your classes into groups for each role play and avoid the temptation to save time by having just one group conduct the role play while the rest of the class observes.</p> <p>Always ask the person if assistance is required to vote before you provide it:</p> <p>ASK if someone requires assistance LISTEN to what the elector is requesting DO what the elector has requested.</p> <p>Points to remember for the role play:</p> <p>Voter 1: No VIC but has driver's licence with correct address</p> <p>DRO:</p> <ol style="list-style-type: none"> 1. Greets elector. 2. Asks elector to state name and address. 3. Verifies ID document referring to acceptable ID. <p>Poll Clerk:</p> <ol style="list-style-type: none"> 1. Crosses name off list. 2. Circles the sequence number of the elector who has voted. <ul style="list-style-type: none"> ➤ Ballot delivered to Voter 1 ➤ Vote cast 	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d3d3d3;"> <th colspan="2" style="text-align: center;">8 Participants</th> </tr> </thead> <tbody> <tr><td style="width: 50%;">Voter 1</td><td style="width: 50%;"></td></tr> <tr><td>Voter 2</td><td></td></tr> <tr><td>Voter 3</td><td></td></tr> <tr><td>Deputy Returning Officer (DRO)</td><td></td></tr> <tr><td>Poll Clerk (PC)</td><td></td></tr> </tbody> </table> <p><i>Statement of the electors who voted on polling day (EC 50111)</i></p> <p><i>New identification rules to vote! poster (EC 94036)</i></p> <p><i>New identification rules to vote! pamphlet (EC 90189) folder which includes the pieces of identification authorized by the Chief Electoral Officer of Canada</i></p> <p>Sample ballots <i>Poll Key</i> <i>Poll Book</i> <i>VIC Collection Box</i> Pretend ID: * Voter 1: Driver's licence * Voter 2: VIC SIN card * Voter 3: Birth certificate Electricity bill</p>	8 Participants		Voter 1		Voter 2		Voter 3		Deputy Returning Officer (DRO)		Poll Clerk (PC)		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d3d3d3;"> <th colspan="2" style="text-align: center;">English</th> </tr> </thead> <tbody> <tr> <td style="width: 50%;"><i>Ordinary Poll DRO/Poll Clerk</i></td> <td style="width: 50%;">EC 50340</td> </tr> <tr> <td><i>Central Poll Supervisor</i></td> <td>EC 50355</td> </tr> </tbody> </table>	English		<i>Ordinary Poll DRO/Poll Clerk</i>	EC 50340	<i>Central Poll Supervisor</i>	EC 50355	<p>40 minutes</p>
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Section 5 - Lesson Plan for Information Officers

Lesson Plan – Information Officers

Time	Activity	Content
10 min	<p>Welcome and Introduction</p> <p>Welcome participants.</p> <p>Introduce yourself and members of the office of the returning officer (RO).</p> <p>Review the “Important Information” page in the <i>Information Officer’s Manual</i> (EC 50356) using the flip chart you have posted on the wall.</p> <p>Explain the agenda using: Overhead 1</p> <p>Note: Some ROs prefer to do the swearing-in at the start of the training session rather than at the end; discuss the best time to do so with the RO.</p> <p>State the objectives of the session using: Overhead 2</p>	<p>Introduction</p> <ul style="list-style-type: none"> • You must be at the polling station at least 45 minutes before the poll opens. • You must bring your own election materials (i.e. your manual and quick reference guide), meals, water and anything else you may need. <p>Key Points</p> <ul style="list-style-type: none"> • You will receive your election materials immediately after taking your oaths, or at a time specified by the RO. • The manual and quick reference guide that you received, belong to you. You are encouraged to write your names on them and write notes in them during the training session. <p>Objectives</p> <p>At the end of this session, you will be able to:</p> <ol style="list-style-type: none"> 1. Demonstrate the roles and responsibilities of the information officer on polling day. 2. Define your responsibilities with regards to accessibility of polling sites and electors’ rights. 3. Explain the steps required to complete the tasks associated with the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111). 4. Provide bilingual services. 5. Ensure that elector information is kept confidential.

Time	Activity	Content
<p>30 min</p>	<p>Explain the benefit of being an information officer by asking:</p> <p>Question: Why do you think the information officer’s role is so important?</p> <p>Conduct of a Poll</p> <p>Link to objective 1: Demonstrate the roles and responsibilities of the information officer on polling day</p> <p>Explain that information officers have responsibilities:</p> <ul style="list-style-type: none"> • before the polls open • on polling day • after the polls close <p>Refer participants to the “Election Officials” section in their manual so that they can go over it later.</p>	<p>Expected Answers</p> <ul style="list-style-type: none"> • You are the first election officer with whom electors will have contact. • Information officers provide guidance and assistance to electors. • They ensure that people can move freely around the polling place and that there are no obstructions or bottlenecks. <p>Link</p> <ul style="list-style-type: none"> • The first objective is to demonstrate the roles and responsibilities of an information officer. <p>Key Points</p> <ul style="list-style-type: none"> • Our goal is to provide excellent customer service. • It is important to remember that voting rules at the federal level differ from those at the provincial, territorial and municipal levels. • Election officials form a very important team, one that ensures that the poll functions properly. The right to vote is a basic Canadian democratic right. • You must apply the law and the procedures outlined in the manual to ensure uniformity across Canada. This is essential to the integrity of the democratic process in our country. • You report only to the CPS, DRO or RO. You do not report to any political party, candidate or candidate’s

Time	Activity	Content
		<p>representative.</p> <ul style="list-style-type: none"> Confidentiality must be respected. All personal information must be kept secret.
	<p>Explain that before polling day, the information officer is required to take an inventory of the supplies he will need.</p> <p>Refer participants to the list provided in their manuals. Present the information officer’s roles and responsibilities on polling day by asking:</p> <p>Question: What do you think are your main responsibilities on polling day?</p> <p>Link to their task using:</p> <p>Overhead 3 Show participants the <i>Remember: To vote you need to prove your identity and address</i> poster (EC 94036) and pamphlet (EC 90189).</p> <p>Click on Overhead 4 – Click on image to display <i>Remember: To vote you need to prove your identity and address</i> (EC 94036).</p> <p>Explain that electors can prove their identity in three ways.</p> <p>Review elector information by asking:</p>	<p>Expected Answers</p> <ul style="list-style-type: none"> Facilitate the voting process. Greet electors and candidate’s representatives. Provide bilingual services. Assist electors with disabilities. Collect VICs. Other questions. <p>Link Your first task is to greet electors.</p>

Time	Activity	Content
	<p>Question: When would an elector use a voucher and what is required in this situation?</p> <p>Voter Information Card as ID</p> <p>If you are training Information Officers who will be working at pre-identified polling sites where the Voter Information Card (VIC) is accepted as ID:</p> <ul style="list-style-type: none"> • Ensure that they understand that this initiative was developed to assist specific groups of electors who experience difficulties providing proof of identity and address at the polls. <p>If you are not training Information Officers who will be working at these polling sites, skip this section to avoid confusion.</p>	<p>Expected Answers</p> <ul style="list-style-type: none"> • When the elector cannot provide the required proof of identity and address. • An elector from the same polling division, whose name is on the list of electors and who has the required proof of identity, can vouch for the elector. <p>Key Points</p> <p>The VIC will be accepted as ID only if it:</p> <ul style="list-style-type: none"> • is used on election day, at pre-identified polling sites; • displays the elector’s correct name and address; • is used with another proof of identity authorized by the Chief Electoral Officer.
	<p>Show participants the <i>Poll Key</i> using:</p> <p>Overhead 5</p> <p>Explain how to use the <i>Poll Key</i>.</p> <p>Explain the <i>Poll Key</i> activity.</p> <p>Assign each group a <i>Poll Key</i>-related activity.</p> <p>Monitor performance, watching for any areas of difficulty.</p>	<p>Instructions</p> <ol style="list-style-type: none"> (1) As a group, locate the three polls of the electors in your envelope. (2) When done, each group should begin the activity. (3) Time allotted: 5 minutes

Time	Activity	Content
	<p>Obtain feedback from each group by asking:</p> <p>Question: Did you face any challenges in identifying the polls using the <i>Poll Key</i>?</p> <p>Provide feedback, clarifying areas of difficulty.</p>	
	<p>Review the key points of greeting electors by asking:</p> <p>Question: What are the three most important aspects of greeting electors?</p>	<p>Expected Answers</p> <ul style="list-style-type: none"> • Always be polite. • Direct them to the appropriate location. • Ask them whether they have brought acceptable proof of identity and address. DO NOT verify elector identification.
	<p>Link to the next task:</p> <p>Click on Overhead 6 – to display <i>VIC Collection Box</i> (EC 0255).</p> <p>Review the key points of other polling day tasks by asking:</p> <p>Question: For what three other polling day tasks are you responsible?</p> <p>Link to next task using:</p> <p>Overhead 7</p>	<p>Link</p> <p>The next tasks are various duties you must perform on polling day.</p> <p>Expected Answers / Key points</p> <ul style="list-style-type: none"> • Limit the number of electors present at the same time at the polling station. • Make sure that people are able to move freely around the polling place. • Manage the <i>VIC Collection Box</i> (EC 50255). <p>Link</p> <p>Your next task is to greet candidate’s representatives.</p>

Time	Activity	Content
	<p>Refer participants to their manuals.</p> <p>Show participants the <i>Authorization of a Candidate's Representative</i> (EC 20020) and <i>Authorization of a Candidate's Representative at a Registration Desk</i> (EC 20030).</p>	
	<p>Review the key points of greeting candidate's representatives by asking:</p> <p>Question: What are the most important aspects of greeting candidate's representatives?</p>	<p>Expected Answers</p> <ul style="list-style-type: none"> • Always be polite. • Direct candidate's representatives to the appropriate poll or registration desk, depending on the forms they provide. • Candidates' representatives are NOT permitted to use communication devices in the polling place.
	<p>Link with the next link by asking:</p> <p>Question: What are some of the other responsibilities you have on polling day?</p> <p>Go over the tasks of closing the poll using:</p> <p>Overhead 8</p> <p>Question: At what time does the polling station close?</p> <p>Explain the quiz.</p> <p>Hand out the quiz and monitor performance watching for any areas of difficulty.</p> <p>Have participants check their answers against the answer</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • Closing the poll. <p>Link</p> <p>Your next task is to close the poll.</p> <p>Expected Answer</p> <ul style="list-style-type: none"> • Refer to the flip chart you used in your introduction. <p>Instructions</p> <ol style="list-style-type: none"> (1) Complete the <i>Quiz / Polling Day / Ordinary Poll / Information Officer</i> (EC 10534) individually. (2) When you are done, I will give you an answer key against which you can check your answers. (3) Time allotted: 5 minutes

Time	Activity	Content
	<p>Section 2 of the <i>Canadian Human Rights Act</i></p> <p>Overhead 10</p> <p>A summary of the Hughes case can be found in the Information Officer’s manual. Tell participants to read this case summary when they are reviewing their manuals.</p> <p>Question: Name 3 types of disabilities that you may encounter on polling day.</p> <p>Overhead 11</p> <p>Explain that there are three (3) key principles to follow when assisting an elector with a disability.</p>	<p><i>s. 3 Every citizen of Canada has the right to vote in an election of members of the House of Commons or of a legislative assembly and to be qualified for membership therein.</i></p> <p>The CHRA s. 2: <i>all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated...without being hindered in or prevented from doing so by discriminatory practices based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted.</i></p> <p>As a result of a case between Rev. James Peter Hughes and Elections Canada before the Canadian Human Rights Tribunal, several new processes have been implemented to help ensure the accessibility of polling sites for all electors. A summary of this case can be found in the <i>Information Officers’ Manual</i> (EC 50356).</p> <p>Expected Answers</p> <ul style="list-style-type: none"> • Physical • Intellectual • Learning <p>Important</p> <p>It is important to note that some disabilities are more difficult to identify than others. Always be vigilant in your interactions with electors.</p>

Time	Activity	Content
	<p>What is the best approach to take when someone with limited mobility enters a polling site?</p> <p>Overhead 12</p> <p>Explain that polling site accessibility can change throughout the day (e.g. wind blowing over garbage cans, accessible entrances that become locked, etc.)</p> <p>Distribute a few copies of the <i>Polling Site Accessibility Feedback Form</i> (EC 50119) to the participants.</p> <p>Show the “Accessible Voting” poster and explain that it will be on display in every polling site.</p> <p>Mention all the different methods by which an elector can obtain the form (they are listed on the back of the form).</p> <p>The flowchart demonstrating the systematic process in which the forms will be handled is available at the office of the RO.</p>	<p>Key Points</p> <p>Assisting an elector (A-L-D)</p> <ul style="list-style-type: none"> • Ask if he requires assistance, or better still, ask: “Can I be of assistance?” • Listen attentively. • Do what the elector asks of you. <p>Important</p> <p><i>Studies have shown that offering assistance will generate more positive response than simply asking if the elector requires assistance.</i></p> <p>Key Point</p> <ul style="list-style-type: none"> • Emphasize that accessible sites may not be available throughout the course of the day. <p>Key Points</p> <ul style="list-style-type: none"> • The CPS must complete the form and submit it to the RO in the <i>Accessibility Envelope</i> (EC 50122). • Whenever possible, the CPS will act to correct the accessibility issue. <p>Important</p> <p>The CPS will be responsible for these forms after they have been collected. He must keep in a safe location and submit them to the RO at the end of the day so that the latter can log them.</p>

Time	Activity	Content
	<p>Question: What should you do if an elector complains about the lengthy wait to vote?</p> <p>Question: Name some of the ways to obtain the <i>Polling Site Accessibility Feedback Form</i> (EC 50119).</p> <p>Question: What does the L stand for in the three-step process for assisting an elector with a disability?</p> <p>Question: What is the best attitude to take with a dissatisfied elector?</p> <p>Question: Electors have 5 rights. What are they?</p> <p>Overhead 13</p>	<p>Expected Answers</p> <ul style="list-style-type: none"> • Listen attentively to the elector (often the simple act of listening can ease the tension). • Apologize for any lengthy wait time. • Try to find a solution to the problem. • Be empathic. <p>Expected Answer</p> <ul style="list-style-type: none"> • In person, by mail, by phone, by fax, by TTY, online. <p>Expected Answer</p> <ul style="list-style-type: none"> • Listen (Ask – Listen – Do) <p>Expected Answers</p> <ul style="list-style-type: none"> • Take the time to listen attentively. • Be patient, polite, and respectful. • Be empathetic. <p>Key Point</p> <ul style="list-style-type: none"> • Ensure that the members of your team make the voting process as simple as possible for your electors. <p>Expected Answers</p> <ul style="list-style-type: none"> • Bilingual service • Non-smoking environment • Use of communication devices • Assistance for an elector with a disability • Confidentiality

Time	Activity	Content
	<p>Supplementary Information</p> <p>Explain that the Central Poll Supervisor (CPS) must visit all polling locations one week before the election, on advance polling days and on election day.</p> <p>At each visit, the CPS will annotate all accessibility criteria using the <i>Verification of Accessible Facilities Booklet</i>. Show a copy of the booklet to the participants and ensure that it is filled according to the schedule indicated therein.</p> <p>In the absence of a CPS, the instructions regarding the verification of accessible facilities must be transmitted to the election officials taking over, either a deputy returning officer (DRO) or an information officer.</p>	
30 min	<p>Practice Exercise – Greeting Electors</p> <p>Let the participants know that this exercise is a particularly important part of the training. It will reinforce what they have learned so far and enable them to properly carry out their tasks on polling day.</p>	
	<p>Explain the practice exercise.</p> <p>Overhead 14</p> <p>Assign roles.</p> <p>Distribute the practice exercise tools and materials.</p>	<p>Instructions</p> <ol style="list-style-type: none"> (1) For this exercise, you will work in groups of six (or more, depending on the number of participants in the session). (2) You will each have role to play as described on the cards (voters 1, 2, 3 and 4, candidate’s representative 1 and information officer). (3) Your role will be assigned to you. (4) Time allotted: 20 minutes

Time	Activity	Content
	<p>Start the exercise. Monitor performance, watching for any areas of difficulty.</p> <p>Notify participants when time is up.</p>	
	<p>Review (in 10 minutes) the practice exercise by asking each group the following questions:</p> <p>Questions: How did your group handle each scenario? Did you encounter any difficulties? Is there anything that requires clarification?</p> <p>Thank everyone for participating in the exercise.</p>	
<p>15 min</p>	<p>Statement of Electors Who Voted on Polling Day (EC 50111)</p> <p>Explain the policy behind the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111)</p>	<p>Policy</p> <ul style="list-style-type: none"> • According to the <i>Canada Elections Act</i>, every 30 minutes, the poll clerk will provide a candidate's representative with the name of electors who have voted on polling day. To obtain this information, a candidate must appoint a representative to collect the form designated for this purpose.
	<p>Link to objective 3: Explain the steps required to complete the tasks associated with the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111).</p> <p>Show participants a sample of the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111).</p> <p>Explain their role.</p> <p>Click on Overheads 15 and 16 – to display <i>Statement of</i></p>	

Time	Activity	Content
	<p><i>Electors Who Voted on Polling Day</i> (EC 50111).</p> <p>Demonstrate how you would separate the document every half hour and place it in file folders.</p>	
	<p>Explain the Buzz Group Activity.</p>	<p>Instructions</p> <ol style="list-style-type: none"> (1) For this activity, you will work in groups of six (or more, depending on the number of participants in the session). (2) Each group will be asked to list the actions or steps that should be taken for the scenario that will be provided. (3) Time allotted: 5–10 minutes
	<p>Provide the scenario using: Overhead 17</p> <p>Monitor performance watching for any areas of difficulty.</p> <p>Have participants check their answers using: Overhead 18</p> <p>Provide feedback, clarifying areas of difficulty.</p>	
<p>10 min</p>	<p>Bilingual Services and Confidentiality</p> <p>Question: What are Canada’s two official languages?</p> <p>Link to objective 4: Provide bilingual services</p> <p>Explain the importance of greeting electors in a bilingual manner (e.g. “Hello, Bonjour”).</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • English and French <p>Providing bilingual services.</p>

Time	Activity	Content
	<p>Give each participant a <i>Bilingual Welcome Card</i> (EC 50145) and a <i>Bilingual Services Card</i> (EC 50140).</p> <p>Ask two participants to read the text on each card. Explain when these cards should be used using Overhead 19</p>	
	<p>Explain that the cards ensure that all posters displayed at a polling place are in both official languages. Ask participants whether there are any questions about bilingual services.</p> <p>Review key points.</p> <p>Link to objective 5: Ensure that elector information is kept confidential.</p> <p>Click on Overhead 20 to display the <i>VIC Collection Box</i> (EC 50255).</p> <p>Reiterate the fact that all personal information must be kept confidential.</p> <p>Ask participants whether there are any questions about confidentiality.</p> <p>Review the key point.</p>	<p>Key Points</p> <ul style="list-style-type: none"> • We must provide services in both official languages. • The cards will help you offer this service even if you do not speak both official languages. <p>Key Point</p> <ul style="list-style-type: none"> • Anything showing elector information must be kept out of public view.
	<p>Review the last two objectives by asking:</p> <p>Question: Is it mandatory to provide bilingual services to electors?</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • Yes

Time	Activity	Content
	<p>Question: When should you use the <i>Bilingual Welcome Card</i> (EC 50145)?</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> When you do not speak the official language of the elector.
<p>10 min</p>	<p>Question: Where should VICs left behind by electors be placed?</p> <p>Review, Swearing-In and Wrap-Up</p> <p>List the tools available for dealing with exceptional situations.</p> <p>Ask participants the following questions: Question: What are the voting hours? What is the date of the election?</p> <p>Question: What time must you arrive at the polling place on election day? What must you bring with you?</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> In the <i>VIC Collection Box</i> (EC 50255). <p>Tools</p> <ul style="list-style-type: none"> If you are not sure how to proceed, first refer to your manual. If this does not help resolve the problem, ask your CPS or DRO. <p>Expected Answers</p> <ul style="list-style-type: none"> Refer them to flip chart 1 or the “Important Information” page in their manuals. <p>Expected Answers</p> <ul style="list-style-type: none"> At least 45 minutes before the polls open. They must bring their own election materials, meals, water and anything else they may need.
	<p>Review the course objectives established at the beginning of the training session and make sure that all objectives have been achieved by asking:</p> <p>Question: Must you verify electors’ proof of identity and address?</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> No. The DRO is the only person authorized to accept or reject elector identification.

Time	Activity	Content
	<p>Question: If a candidate’s representative wants to go to more than one polling station, how many authorization forms does he need?</p> <p>Question: If there are unilingual signs posted in your polling place, what should you do?</p> <p>Question: You notice that a DRO has just put a VIC left behind by an elector in the garbage. What should you do?</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • He needs a separate authorization form for each polling station. <p>Expected Answer</p> <ul style="list-style-type: none"> • Advise the CPS or DRO and request that a sign in the other official language be posted. <p>Expected Answer</p> <ul style="list-style-type: none"> • When there are no electors in line at that polling station, go over to the DRO and remind him that all VICs should be placed in the <i>VIC Collection Box</i> (EC 50255).
	<p>Question: An elector asks you to explain the elector identification rules and validate his ID. What should you do?</p> <p>Question: How often do you collect the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111)?</p>	<p>Expected Answer</p> <ul style="list-style-type: none"> • Explain the options available by handing the elector the <i>New identification rules to vote!</i> pamphlet (EC 90189). Explain that you cannot validate his ID but that the DRO at the polling station will be able to do so. <p>Expected Answer</p> <ul style="list-style-type: none"> • Every 30 minutes.
	<p>Distribute the rate of pay form to all participants and explain how the rates of pay work.</p> <p>Answer any questions participants may have about the rates of pay.</p>	

Time	Activity	Content
	<p>Optional: Explain and distribute the <i>Training Course Evaluation</i> (EC 10516).</p>	<p>Instructions</p> <ul style="list-style-type: none"> (1) Complete the evaluation individually. (2) Hand the evaluation to participants on their way out. (3) Time allotted: 5 minutes
	<p>Swear in election officials and distribute election materials, if this is what you and the RO have decided. Wrap-up the lesson.</p> <p>Give the RO the list of participants and the attendance sheets.</p> <p>Note: Do not forget to gather up and store all the class material and prepare the equipment the next training session.</p>	<p>Wrap-up</p> <ul style="list-style-type: none"> • Thank you for attending the session. Remember to read your manuals before polling day. Good luck!

Appendix A – Overheads for Training

This appendix includes the overheads that you will need during training.

Overhead 1:

Agenda

Welcome and Introduction	10 min.
Conduct of a Poll	30 min.
Accessibility and Electors' rights	15 min
Practice Exercise – Greeting Electors	30 min.
<i>Statement of Electors Who Voted on Polling Day</i> (EC 50111)	15 min.
Bilingual Services and Confidentiality	10 min.
Review, Swearing-In and Wrap-Up	10 min.
Duration: 2 hours	

Overhead 2:

Training Objectives

By the end of this training session, you will be able to:

1. Demonstrate the roles and responsibilities of the information officer on polling day.
2. Define your responsibilities with regards to accessibility of polling sites and electors' rights.
3. Explain the steps required to complete the *Statement of Electors Who Voted on Polling Day* (EC 50111).
4. Provide bilingual services.
5. Ensure that elector information is kept confidential.

Overhead 3:

Greeting Electors

- State your name and position title. Always be polite.
- Answer any questions that they may have.
- Ask them whether they have brought their VIC.
 - **If yes**, direct them to the correct polling station.
 - **If not**, direct them to a registration officer.
 - **If not**, consult the *Poll Key*.

Overhead 4:

Elector Identification

- Ask electors whether they have brought acceptable proof of identity and address.
 - If yes, they can proceed.
 - If no, but they wish to go and come back with ID, give them the *Remember: To vote you need to prove your name and address* pamphlet (EC 90189).
 - **If no**, explain how they can use a voucher.
- **DO NOT** verify elector identification.

Overhead 5:

Poll Key

ELECTIONS CANADA / ÉLECTIONS CANADA

ELECTORAL DISTRICT POLL KEY / INDICATEUR DES SECTIONS DE VOTE DE LA CIRCONSCRIPTION

REPRESENTATION ORDER OF 2003 / DÉCRET DE REPRÉSENTATION DE 2003

ONTARIO

Toronto Centre/Toronto-Centre

35093

STREET NAME / NOM DE RUE	FROM / DE	TO / A	FROM / DE	TO / A	SIDE / CÔTÉ	PD / SV	APD / DVA
696 Station P	City / Ville : Toronto UNCERTIFIED/NON CERTIFIÉ		727	727	Unknown/Inconnu	67-0	602
Abbey LANE	City / Ville : Toronto		—	2	All/en entier	111-0	612
Aberdeen AVE	City / Ville : Toronto		1	74	All/en entier	78-0	604
Adelaide ST E	City / Ville : Toronto MOZO		333	—	Odd/Impair	485-0	611
	King ST E	Bayview AVE	—	—	Both sides/deux côtés	140-0	612
	Parliament ST	King ST E	—	—	Both sides/deux côtés	141-0	610
	Yonge ST	Victoria ST	1	25	Odd/Impair	105-0	611
	Yonge ST	Victoria ST	6	20	Even/pair	105-0	611
	Victoria ST	Adelaide ST E	30	142	Even/pair	106-0	611
	Victoria ST	Adelaide ST E	31	145	Odd/Impair	106-0	611
	Jarvis ST	Adelaide ST E	199	331	Odd/Impair	109-0	611
	Jarvis ST	Sherbourne ST	234	330	Even/pair	110-0	611
	Adelaide ST E	Sherbourne ST	335	339	Odd/Impair	109-0	611
	Sherbourne ST	Parliament ST	363	571	Odd/Impair	111-0	612
	Sherbourne ST	Parliament ST	366	566	Even/pair	111-0	612

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Polling divisions: November 2006 / Sections de vote : Novembre 2006

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Overhead 6:

Other Polling Day Tasks

- Limit the number of electors in the polling place at one time.
- Make sure that no traffic obstructions occur outside the polling place.
- Ask electors whether they wish to relinquish their VICs. Place these VICs in the **VIC Collection Box** (EC 50255).

Overhead 7:

Greeting Candidate's Representatives

- State your name and position title. Always be polite.

- Ask them for their completed authorization forms. If they present an:
 - *Authorization of a Candidate's Representative* (EC 20020), direct them to the DRO of that polling station.
 - *Authorization of a Candidate's Representative at a Registration Desk* (EC 20030), direct them to the registration desk of the polling place.

- Make sure that they present a separate authorization form for each polling station.

- Remind them that they are not permitted to use any communication devices inside the polling place.

Overhead 8:

Closing the Polls

- Close the polling place at the specified time.
- Carry out any additional tasks that the CPS or DRO asks you to complete.
- Assist the CPS to perform the quality control measures listed in the *Closing Instructions for the Deputy Returning Officer* (EC 50020) if you have been instructed to do so.
- If there is no CPS, give the *VIC Collection Box* (EC 50255), the *Statement of Electors Who Voted on Polling Day* (EC 50111) and any other election materials to the DRO.

Overhead 9:

Canadian Charter of Rights and Freedoms (s. 15 and s.3)

s. 15 (1): *Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, **without discrimination** based on race, national or ethnic origin, colour, religion, sex, **age**, or **mental** or **physical disability**.*

s. 3: *Every citizen of Canada has the right to vote in an election of members of the House of Commons or of a legislative assembly and to be qualified for membership therein.*

Overhead 10:

Canadian Human Rights Act (s.2)

s. 2: all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated...without being hindered in or prevented from doing so by discriminatory practices based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted.

Overhead 11:

Three Types of Disabilities

1. Physical
2. Intellectual
3. Learning

Overhead 12:

Assisting an Elector with a Disability

**Always remember to use the ALD concept
"Ask, Listen and Do"**

If an elector appears to require assistance:

- **Ask** him if he requires assistance, or better still, offer your services:
“Can I be of assistance?”
- If he says yes, ask him what type of assistance he requires.
- **Listen** attentively.
- Speak directly, calmly and slowly.
- Give him your undivided attention.
- **Do** what the elector asks of you.

Overhead 13:

Electors' Rights

- Bilingual service
- Non-smoking environments
- Use of communication devices
- Assistance for electors with a disability
- Confidentiality

Overhead 14:

Practice Exercise – Greeting Electors

Electors 1, 2, 3 and 4, as well as candidate's representative 1, arrive at Hope Public School, located at 22465 Wood Street. This is where polls 59, 60, 61, 62 and 63 are located.


- **Elector 1** does not have his VIC, but he does have acceptable proof of identity and address.
- **Elector 2** has her VIC, does not have acceptable proof of identity and address.
- **Elector 3** arrives in a wheelchair and is having difficulty entering the polling place.
- **Elector 4** is visually impaired. She has her VIC as well as acceptable proof of identity and address.
- **Candidate's representative 1** has his authorization form and would like you to direct him to the correct poll.

What steps should you follow to assist each of these electors and the candidate's representative?

Overhead 15:

Statement of Electors Who Voted on Polling Day **(EC 50111)**

If you are the designated information officer, complete the following tasks:

- Set up one or two tables at the entrance and place file folders on them.
 - Ask each DRO for the *Authorization of a Candidate's Representative* (EC 20020 and EC 20030) so that you know who is entitled to receive one.
 - **Every 30 minutes**, collect the completed ***Statement of Electors Who Voted on Polling Day (EC 50111)*** forms from the poll clerks.
- 
- Separate the forms and place a copy of each in the folders.
 - Give the forms to the candidates' representatives on request

Overhead 16:

Statement of Electors Who Voted on Polling Day **(EC 50111), cont'd**

At the end of polling day:

- Hand over all the *Authorization of a Candidate's Representative* (EC 20020 and EC 20030) to the appropriate DRO.
- Ensure that all the completed *Statement of Electors Who Voted on Polling Day* (EC 50111) that have not been claimed are returned to the RO.

Overhead 17:

Buzz Group Activity

There is a line-up at the entrance and 30 minutes have elapsed since the last time that you picked up the *Statement of Electors Who Voted on Polling Day* (EC 50111). The next elector in line is in a wheelchair and requires your assistance.

What steps should you take to ensure that you fulfill your roles and responsibilities?

Overhead 18:

Buzz Group Activity – Answer Sheet

1. Greet the next elector.
2. Request assistance from another information officer or the CPS.
3. Follow the procedures for assisting an elector with a disability.
4. Once you have helped the elector, collect the *Statement of Electors Who Voted on Polling Day* (EC 50111).
5. Return to your post and greet the next elector.

Overhead 19:

Bilingual Services

Bilingual Welcome Card (EC 50145)

- Handed to an elector to ask for identification that will enable you to determine his polling station.
- States that the elector must provide acceptable proof of identity and address.

Bilingual Services Card (EC 50140)

- Explains, in both official languages, the steps that the elector follows to vote.

Overhead 20:

Confidential Information

- Ensure that all lists of electors are returned.
- Make sure that election officials do not throw out VICs or other documents showing private information.
- Place VICs in the ***VIC Collection Box (EC 50255)***.
- Keep all personal information out of public view.

Section 6- Lesson Plan for Registration Officers

Lesson Plan – Registration Officers

Time	Activities	Content
10 min	<p>Welcome and Introduction</p> <p>Welcome everyone.</p> <p>Introduce yourself and any other members of the office of the returning officer (RO) who are with you.</p> <p>Review the “Important Information” on page iii of the <i>Registration Officer’s Manual</i> (EC 50357), using the flip chart you have posted on the wall.</p>	<p>Introduction</p> <ul style="list-style-type: none"> • You must arrive at the polling station at least 30 minutes before the polls open. • Put up the <i>Voter Registration Desk</i> (EC 50155) sign to identify your area as a registration desk. • Make sure that your desk is visible and accessible to all. • You must bring your election materials with you (i.e. your manual), as well as food, water and anything else you might need.
	<p>Present the agenda using:</p> <p>Overhead 1</p> <p>Note: Some ROs will prefer to administer the official oath at the start of the training, while others will choose to do it at the end. Discuss the best time for swearing-in with your RO.</p>	<p>Key points</p> <ul style="list-style-type: none"> • You will receive your election materials immediately after taking the oath, or as specified by the returning officer. • The manual belongs to you. You can write your name in it, as well as any notes you find useful during the training session.

Time	Activities	Content
	<p>Present the session’s objectives using: Overhead 2</p>	<p>Objectives At the end of the training, you will be able to:</p> <ol style="list-style-type: none"> 1. Determine qualification as an elector; 2. Define “place of ordinary residence;” 3. Recognize acceptable proof of identity and address; 4. Identify the steps to be followed for completing a <i>Registration Certificate</i> (EC 50050); 5. Define your responsibilities with regards to accessibility of polling sites and elector’s rights; 6. Ensure bilingual service and the confidentiality of electors’ personal information. <p>The people at your registration desk may observe the process but cannot take part in it. Each candidate’s representative must provide you with a copy of the <i>Authorization of a Candidate’s Representative at a Registration Desk</i> (EC 20030) form, duly signed by the candidate or the candidate’s official agent.</p>
	<p>Introduce the duties associated with the registration officer’s position and ask the following question:</p> <p>Question: What are the main duties of the registration officer?</p> <p>Overhead 3</p>	<p>Expected answers</p> <ul style="list-style-type: none"> • Receive applications for registration from electors on polling day and add their names to the list of electors. • Determine whether applications for registration will be accepted or refused. • Obtain appropriate proof of identity and address. • Issue a registration certificate for each application accepted. • Complete a <i>Registration Certificate</i> (EC 50050). Hand the <i>Registration Certificate</i> (EC 50050) to the elector for presentation to the deputy returning officer at the elector’s polling station before voting.

Time	Activities	Content
15min	<p>Qualification as an Elector</p> <p>Conduct of a poll</p> <p>Link to objective 1:</p> <p>Determine qualification as an elector</p> <p>Explain that the registration officer must determine what is meant by “qualification as an elector.”</p> <p>Question: What is meant by “qualification as an elector”? Use:</p> <p>Overhead 4 Refer to Chapter 8, “Qualification as an elector.”</p> <p>Link to objective 2:</p> <p>Define place of ordinary residence</p> <p>Refer to Chapter 9, “Place of Residence,” so that trainees may consult it later.</p> <p>Briefly discuss the following terms:</p> <ul style="list-style-type: none"> • seasonal residence • electors who are temporarily absent from home • electors without a permanent residence • Canadian Forces electors • spouse or dependant of a Canadian Forces elector student away from home 	<p>Link</p> <ul style="list-style-type: none"> • The first objective involves determining what is meant by “qualification as an elector.” <p>Expected answers:</p> <ul style="list-style-type: none"> • Canadian citizenship • age 18 years or over • presentation of one or two pieces of identification as stipulated in the list of acceptable pieces of identification (show the list to the elector) <p>Key points</p> <ul style="list-style-type: none"> • Make sure that registration officers are familiar with these terms and can differentiate between them. • Also make sure that they know how to find the reference in their manual, if necessary.

Time	Activities	Content
15min	<p>Proof of Identity and Address</p> <p>Link to objective 3: Recognize acceptable pieces of identification</p> <p>Show trainees the <i>Remember: To vote you need to prove your identity and address</i> poster (EC 94036) and pamphlet (EC 90189).</p> <p>Question: What three options do electors have for proving their identity and address?</p> <p>Explain that electors have three ways of proving their identity.</p> <p>Click image on Overhead 5 to display poster <i>Remember: To vote you need to prove your identity and address</i> Poster (EC 94036).</p> <p>Show participants the <i>Attestation of Residence</i> (EC 50053) form and briefly explain the circumstances when it should be used.</p>	<p>Highlights:</p> <ul style="list-style-type: none"> • Make sure that you properly understand these measures. • Have the <i>Remember to vote you need to prove your identity and address</i> Poster (EC 94036) on hand. <p>Carefully read the three options, especially option 2.</p> <p>Expected answers</p> <p>Option 1: One piece of identification issued by a government or a government agency containing the elector’s photo, name and address (e.g. driver’s license).</p> <p>Option 2: One piece of identification containing the elector’s name and another is containing the elector’s name and address. You must ensure that one document contains the elector’s name and the other contains the elector’s name and address.</p> <p>Option 3: An elector may swear an oath and be vouched for by another elector who is on the list of electors in the same polling division and who has an acceptable piece or pieces of identification (e.g. a neighbour or roommate).</p>

Time	Activities	Content
	<p>Link to objective 4: Identify the steps to follow to complete the <i>Registration Certificate (EC 50050)</i>.</p> <p>Refer to the <i>Registration Certificate (EC 50050)</i> and explain which boxes must be filled in. Refer to page 17 of the manual. Review each box and emphasize box 4 "Previous Home Address" and box 6 "Vouching".</p> <p>Explain that the registration officer must draw up an inventory of all required material before election day.</p> <p>Refer participants to the list on page 7 of the manual.</p> <p>Question: What do you need to do before proceeding to register an elector?</p>	<p>Key point You may register only electors who provide acceptable proof of identity and address as detailed in the list of acceptable pieces of identification.</p> <p>Highlights</p> <ul style="list-style-type: none"> • To shorten waiting times at polling stations, you are authorized to complete a <i>Registration Certificate (EC 50050)</i> for an elector who is being vouched for by another elector. • Remember to not sign the <i>Registration Certificate (EC 50050)</i>. • Give the completed <i>Registration Certificate (EC 50050)</i> to the elector and direct him to the appropriate polling station. <p>Important You are not authorized to accept a registration by vouching.</p> <p>However, you may complete the section concerning the vouching elector on the back of the form, referring to the <i>Alphabetical List of Electors by Polling Site</i>.</p> <p>Remember to not sign the form.</p> <p>Expected answer</p> <ul style="list-style-type: none"> • Make sure that the elector is not already registered by referring to the <i>Alphabetical List of Electors by Polling Site</i>.

Time	Activities	Content
	<p>Question: What do you do if an elector is already registered?</p> <p>Question: What must you do if an elector who is already registered wishes to modify his personal information (because of legal change of name, additional information related to his address, spelling mistake or typo in his name or address) as it appears on the list?</p>	<p>Expected answer Direct him to his polling station. The list indicates the polling station where the elector needs to vote.</p> <p>Expected answer Direct him to his polling station and ask him to notify the DRO that he wants to make a correction to the list of electors.</p> <p>The elector wishes to correct his registration record.</p>
<p>15 min</p>	<p>Accessibility of Polling Sites and Electors' rights Link to objective 5: Define your responsibilities with regards to accessibility of polling sites and elector's rights.</p> <p>Explain that legal grounds exist governing the <i>duty to accommodate</i> as outlined in sections 15 (1) and 3 of the <i>Canadian Charter of Rights and Freedoms</i>.</p> <p>Question: What is accessibility?</p>	<p>Expected answers</p> <ul style="list-style-type: none"> • A statutory requirement by which easy access to a site must be provided. • It is a right extended to all electors and is in no way an exception. • Everyone has the same right to vote and to be treated with respect and dignity. • The RO's responsibility.

Time	Activities	Content
	<p>Explain that there are legal grounds related to the <i>duty to accommodate</i> as outlined in sections 15 (1) and 3 of the <i>Canadian Charter of Rights and Freedoms</i>.</p> <p>Overhead 6</p> <p>Section 2 of the <i>Canadian Human Rights Act</i></p> <p>Overhead 7</p> <p>A summary of the Hughes case can be found in the registration officer's manual. Tell participants to read this case summary when they are reviewing their manuals.</p>	<p><u><i>Canadian Charter of Rights and Freedoms (s. 15 and s.3)</i></u></p> <p>s. 15 (1) <i>Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability.</i></p> <p>s. 3 <i>Every citizen of Canada has the right to vote in an election of members of the House of Commons or of a legislative assembly and to be qualified for membership therein.</i></p> <p>The CHRA s. 2: <i>all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated...without being hindered in or prevented from doing so by discriminatory practices based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted.</i></p> <p>As a result of a case between Rev. James Peter Hughes and Elections Canada before the Canadian Human Rights Tribunal, several new processes have been implemented to help ensure the accessibility of polling sites for all electors. A summary of this case can be found in the <i>Registration Officers' Manual</i> (EC 50357).</p>

Time	Activities	Content
	<p>Question: Name 3 types of disabilities that you may encounter on polling day.</p> <p>Overhead 8</p> <p>Explain that there are three (3) key principles to follow when assisting an elector with a disability.</p> <p>Overhead 9</p> <p>Explain that polling site accessibility can change throughout the day (e.g. wind blowing over garbage cans, accessible entrances that become locked, etc.)</p> <p>Distribute to participants a few copies of the <i>Polling Site Accessibility Feedback Form</i> (EC 50119).</p> <p>Show the “Accessible Voting” poster, and explain that it will be on display in every polling station.</p>	<p>Expected Answers</p> <ul style="list-style-type: none"> • Physical • Intellectual • Learning <p>Important It is important to note that some disabilities are more difficult to identify than others. Always be vigilant in your interactions with electors.</p> <p>Key Points Assisting an elector (A-L-D)</p> <ul style="list-style-type: none"> • Ask if he requires assistance, or better still, ask: “Can I be of assistance?” • Listen attentively. • Do what the elector asks of you. <p>Important <i>Studies have shown that offering assistance will generate more positive response than simply asking if the elector requires assistance.</i></p> <p>Key Point</p> <ul style="list-style-type: none"> • It is important to remain vigilant throughout the day, as the accessibility of a polling site may change due to circumstance. <p>Key Points</p> <ul style="list-style-type: none"> • The CPS must complete the form and submit it to the RO in the <i>Accessibility Envelope</i> (EC 50122). • Whenever possible, the CPS will act to correct

Time	Activities	Content
	<p>Mention all the different methods that the elector can obtain the form (they are listed on the back of the form).</p> <p>Question: What should you do if an elector complains about the lengthy wait to vote?</p> <p>Question: Name some of the ways that the elector can obtain the <i>Polling Site Accessibility Feedback Form</i> (EC 50119).</p> <p>Question: What does the L stand for in the three-step process for assisting an elector with a disability?</p> <p>Question: What is the best attitude to take with a dissatisfied elector?</p>	<p>the accessibility issue.</p> <p>Important The CPS will be responsible for these forms after they have been collected. He must keep in a safe location and submit them to the RO at the end of the day so that the latter can log them.</p> <p>Expected Answers</p> <ul style="list-style-type: none"> • Listen attentively to the elector (often the simple act of listening can ease the tension). • Apologize for any lengthy wait time. • Try to find a solution to the problem. • Be empathic. <p>Expected Answers</p> <ul style="list-style-type: none"> • In person, by mail, by phone, by fax, by TTY, online. <p>Expected Answer</p> <ul style="list-style-type: none"> • Listen (Ask – Listen – Do) <p>Expected Answers</p> <ul style="list-style-type: none"> • Take the time to listen attentively. • Be patient, polite, and respectful. • Be empathic. <p>Key Point</p> <ul style="list-style-type: none"> • Ensure that the members of your team make the voting process as simple as possible for your electors.

Time	Activities	Content
	<p>Question: Electors have 5 rights. What are they?</p> <p>Overhead 10</p> <p>Link to objective 6: Ensure bilingual service and the confidentiality of electors' personal information</p> <p>Explain the importance of welcoming electors in both of Canada's official languages (e.g. "Hello, Bonjour").</p> <p>Ask trainees whether they have any questions about bilingual services.</p> <p>Repeat that confidentiality must be maintained and that all personal information must be kept secret.</p> <p>Ask trainees whether they have any questions about confidentiality.</p>	<p>Expected Answers</p> <ul style="list-style-type: none"> • Bilingual service • Non-smoking environment • Use of communication devices • Assistance for an elector with a disability • Confidentiality <p>Highlights</p> <ul style="list-style-type: none"> • Welcome the elector in both official languages: "Hello / Bonjour." • If the elector speaks a language other than English or French and you cannot complete the transaction, contact your CPS or your RO. Elections Canada has interpreters available on polling day. • Do not share information about an elector with other electors, family or friends. • When verifying information on the <i>List of Electors</i> to see whether the elector is registered at a particular address, be careful not to mention to that elector the name of any other elector who may be registered at his current or previous address. <p>Key point</p> <ul style="list-style-type: none"> • Documents containing elector information must not in public view. (for example, the <i>List of Electors</i> should never be left on the registration desk while registration officers are away, even for a few minutes).

Time	Activities	Content
15 min	<p>Registration Activity</p> <p>Overhead 11</p> <p>Tell trainees that this exercise is an important part of the training. The activity will reinforce what they have learned to this point and will help them do their work properly on polling day.</p> <p>Practical exercise – Activity on proof of identity and the <i>Registration Certificate</i> (EC 50050) (15 minutes)</p> <p>Before starting exercise, you must prepare envelopes for the following documents:</p> <ul style="list-style-type: none"> • Elector 1: <i>Driver's License</i> (EC 10518-A) (1 copy per trainee) <i>Registration Certificate</i> (EC 50050) (2 copies per trainee) • Elector 2: <i>Hydro bill</i> (EC 10520-A) (1 copy per trainee) <i>Birth certificate</i> (EC 10519-A) (1 copy per trainee) <i>Registration Certificate</i> (EC 50050) (2 copies per trainee) • Elector 3: 1 <i>Driver's License</i> (EC 10518-B) <p>Note: Since you will use the pieces of identification for several training sessions, you may laminate them if you wish.</p>	<p>Instructions</p> <ul style="list-style-type: none"> • Form three groups. • Each group has an envelope that contains all the material for electors 1, 2 and 3. • Name three registration officers and three electors at each table. Registration officer 1 will respond to elector 1, registration officer 2 will respond to elector 2 and registration officer 3 will respond to elector 3. • The registration officer must first verify whether the elector is already on the list. Then the registration officer must complete a <i>Registration Certificate</i> (EC 50050), using the information appearing on the proof of identity and address provided for each scenario. • You will use the <i>Alphabetical List of Electors by Polling Site</i> and the <i>Large All-Purpose Envelope</i> (EC 11520) for closing. • The other trainees will carefully watch the activity and comment on it afterwards. <p>Allotted time: 15 minutes</p> <p>Review: 5 minutes</p>

Time	Activities	Content
	<p>You will also need a <i>Large All-Purpose Envelope</i> (EC 11520) and an <i>Alphabetical List of Electors by Polling Site</i>. You must then explain their use.</p> <p>Supervise the activity, paying attention to anything that causes difficulties.</p> <p>Obtain feedback from participants by asking the following question:</p> <p>Question: Do you feel that this activity helped you to better understand the role of the registration officer?</p> <p>Comment on the activity and clarify any problem areas.</p>	
10min	<p>Closing</p> <p>Review the duties associated with closing the registration desk.</p> <p>Refer participants to the “Closing Instructions” section in their manual.</p>	<p>Key points</p> <ul style="list-style-type: none"> • Insert the <i>Alphabetical List of Electors by Polling Site</i> into the <i>Large All-Purpose Envelope</i> (EC 11520). • Give it to the CPS with the rest of your election materials. • If there is no CPS, you must give it to a DRO who will ensure that it is returned.
10min	<p>Review, Swearing-In and Wrap-Up</p> <p>Distribute and supervise the <i>Quiz / Polling Day / Ordinary Poll / Registration Officer</i> (EC 10551). Pay attention to anything that causes difficulties.</p> <p>Once the quiz is over, collect the quiz sheets and hand out the answer sheet.</p> <p>Comment on the quiz and clarify any problem areas.</p> <p>Review key points.</p>	<p>Instructions</p> <ul style="list-style-type: none"> • Complete the <i>Quiz / Polling Day / Ordinary Poll / Registration Officer</i> (EC 10551) individually. • When you are finished, I will give you an answer sheet so that you can check your answers. • Allotted time: 5 minutes <p>Key points</p> <ul style="list-style-type: none"> • Provide services in both official languages. • Ensure the confidentiality of electors’ personal information. • Help electors requiring assistance.

Time	Activities	Content
	<p>Wrap-up:</p> <p>Question: What time must you arrive at the polling place on election day? What must you bring with you?</p> <p>Optional: Explain and distribute the <i>Training Course Evaluation</i> (EC 10516).</p> <p>Swear in election officials, and distribute election materials, if this is what you and the RO have decided.</p> <p>Give the list of participants and attendance sheets to the RO.</p> <p>Note: <i>Do not forget to gather up and store all the equipment, and prepare the materials for the next training session.</i></p>	<p>Tools</p> <ul style="list-style-type: none"> • If you are not sure how to proceed, first refer to your manual. • If this does not help resolve the problem, ask your CPS or DRO. <p>Expected Answers</p> <ul style="list-style-type: none"> • At least 30 minutes before the polls open. • They must bring their own election materials, meals, water and anything else they may need. <p>Instructions</p> <ul style="list-style-type: none"> • Complete the evaluation individually. • Hand out the evaluation to participants on their way out. • Time allotted: 5 minutes <p>Wrap-up</p> <ul style="list-style-type: none"> • Thank you for attending the session. Remember to read your manuals before polling day. Good luck!

Appendix A – Overheads for Training

This appendix contains the overheads that you will need to conduct training.

Overhead 1:

Agenda

Welcome and Introduction	10 min
Determining Qualification as an Elector	15 min
Proof of Identity and Address	15 min
Accessibility and Elector's right	15 min
Registration Activity	15 min
Closing	10 min
Review, Swearing-in and Wrap-up	10 min
Duration: 1 hour 30 minutes	

Overhead 2:

Training Objectives

By the end of this training session, you will be able to:

1. Determine qualification as an elector
2. Define “place of ordinary residence”
3. Recognize acceptable proof of identity and address
4. Explain the steps to be followed for completing a *Registration Certificate* (EC 50050)
5. Ensure bilingual service and the confidentiality of electors’ personal information, and help electors requiring assistance
6. Define your responsibilities with regards to accessibility of polling sites and elector’s rights.

Overhead 3:

Role of the Registration Officer

- Receive applications for registration from electors on polling day and add their names to the list of electors.
- Determine whether the applications for registration will be accepted or refused.
- Obtain acceptable proof of identity and address.
- Complete a *Registration Certificate* (EC 50050).
- Hand the *Registration Certificate* (EC 50050) to the elector for presentation to the DRO at the elector's polling station before voting.

Overhead 4:

Defining “qualification as an elector”

- Age 18
- Canadian citizenship
- Residence in the electoral district in which the elector wants to vote

Overhead 5:

Identification rules to vote

Option 1:

- An original piece of identification issued by a government or a government agency containing the elector's photo, name and address (e.g. driver's license).

Option 2:

- Two original pieces of identification: one containing the elector's **name and** another containing the elector's **name and address**.
- You must ensure that one document contains the elector's **name** and the other contains the elector's **name and address** (e.g. health card and electricity bill).

Option 3:

- Swear an oath and be vouched for by an elector who is on the list of electors in the same polling division and who has an acceptable piece or pieces of identification

Remember: To vote, you must prove your identity and address (poster) (EC 94036)

Overhead 6:

Canadian Charter of Rights and Freedoms

s. 15 (1): *Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, **without discrimination** based on race, national or ethnic origin, colour, religion, sex, **age**, or **mental** or **physical disability**.*

s. 3: *Every citizen of Canada has the right to vote in an election of members of the House of Commons or of a legislative assembly and to be qualified for membership therein.*

Overhead 7:

Canadian Human Rights Act

s. 2: all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated...without being hindered in or prevented from doing so by discriminatory practices based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted.

Overhead 8:

Three Types of Disabilities

1. Physical
2. Intellectual
3. Learning

Overhead 9:

Assisting an Elector with a Disability

Always remember to use the ALD concept

"Ask, Listen and Do"

- If an elector appears to require assistance:
 - **Ask** him if he requires assistance, or better still, offer your services: “Can I be of assistance?”
 - If he says yes, ask him what type of assistance he requires.

- **Listen** attentively.

- Speak directly, calmly and slowly.

- Give him your undivided attention. **Do** what he asks of you.

Overhead 10:

Electors' Rights

- Bilingual service
- Non-smoking environment
- Use of communication devices
- Assistance for electors with a disability
- Confidentiality

Overhead 11:

Activity

Practical exercise – Activity on proof of identity and the *Registration Certificate* (EC 50050)

Instructions

- Form three (3) groups.
- Each group has an envelope containing all the materials for electors 1, 2 and 3.
- Name three (3) registration officers and three (3) electors for each table. Registration officer 1 will respond to elector 1, registration officer 2 will respond to elector 2 and registration officer 3 will respond to elector 3.
- Registration officers must complete the following documents: *Registration Certificates* (EC 50050), *Correction Certificate* (EC 50051) as required, according to the proof of identity and address supplied under each of the proposed scenarios.
- You will use the *Alphabetical List of Electors by Polling Site* and the *Large All-Purpose Envelope* (EC 11520) for closing.
- The other participants will carefully watch the activity and comment on it afterwards.

