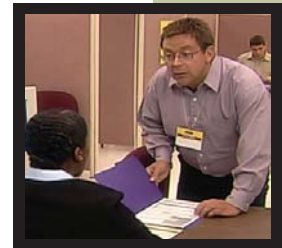


# PROCEDURES FOR THE REVISION OF THE LISTS OF ELECTORS Election



## A MANUAL FOR Revising Agents Using the REVISE System



# A Manual for Revising Agents Using the REVISE System



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## Message from Elections Canada

The purpose of this manual is to describe and document the current procedures required for a revising agent to complete tasks associated with the revision process. This manual also explains the parts of the *Canada Elections Act* that apply to a revising agent.

This manual is your main source of reference for all aspects of revision. Please read it carefully before you begin your revision duties. While you work, keep your manual at hand and refer to it whenever you need to clarify a procedure, complete a task, or answer a question from an elector or from another election official.

The manual is yours to keep. Although it emphasizes the key elements of the revising agent's job, you may choose to make notes in it about things you particularly want to remember once you begin your job.

Voting is an important part of our democratic society. Revising the lists of electors is a key step in making the voting process an easy and pleasant experience for the elector.

Your role in updating the lists of electors and in ensuring the accuracy and integrity of this process is essential to our success. Please try your best to make this happen.

A new section entitled **Reference Material** has been added to this manual. It includes: a summary of the decision taken by the Canadian Human Rights Tribunal in the case of Reverend Hughes, a corresponding case study, and pertinent sections of the Canadian Charter of Rights and Freedoms and the Canadian Human Rights Act. This material is mandatory reading.



## Important Information About Revision

Returning officer's name	
Address of the office of the returning officer	
Phone number of the office of the returning officer	
Revision supervisor's name	
Revision supervisor's office phone number	
First day of revision period	
Last day of revision period	
Advance poll days	
Polling day	
Your partners' names and phone numbers	





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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 will help you carry out your duties and responsibilities as a revising agent for Elections Canada. Read and review the manual several times before you begin your job. Keep it on hand as a reference tool to help you follow correct procedures and to solve problems.

One way to register electors is by using a computer software called REVISE. With REVISE, revising agents who work in the office of the returning officer can process elector requests using the computer, while those working outside of the office will use paper forms. Either way, the revision process using forms and the computer-based revision process are similar.

### **Objectives**

In this chapter, you will learn how to use this manual.

### **Note to Those Who Served in Previous Electoral Events**

It is very important that you follow the procedures in this manual as outlined. If you served as a revising agent before, please note that there may have been legislative amendments or changes to procedures since the last electoral event or since you last held this position. Any new procedures are included in this manual.

For those of you who have served in an electoral event at the territorial, provincial or municipal level, please be aware that procedures and legislation are different at the federal level.

## 1.1 How to Use This Manual

This manual is a multi-purpose document designed to be used as:

- a training workbook, and
- a job aid to help you complete your revision duties.

The manual is divided into seven instructional chapters. Each contains information about a specific topic or task. Chapters 1 to 6 end with questions to help you evaluate your understanding of the content.

The answers to the questions are in the [Answer Key](#) near the back of the manual. You will also find definitions of terms, descriptions of revision tools, and the index to this manual. Please familiarize yourself with all parts of this manual before you begin your revision activities.

### **Styles Used In This Manual**

This manual uses several layout elements to draw your attention to items of interest:



Special notes that you should review carefully.

***Bolded and italicized text with a grey background indicates content that is particularly important.***

Within text, underlined and italicized text indicates hyperlinked cross-references (for example, see [section 1.3, Chapter Checkpoint](#)).

## **1.2 Key Points from This Chapter**

- This manual will be your main source of reference during the revision period. Please read it carefully before you begin your duties.
- It is very important that you follow the current procedures described in this manual.

## **1.3 Chapter Checkpoint**

To test yourself on the content in this chapter, answer the following multiple-choice questions. (The answers are provided in the [Answer Key](#) near the back of this manual.)

1. This manual is:
  - a) A job aid to help you conduct your revision duties
  - b) Divided into seven instructional chapters, each focusing on a specific topic
  - c) Your main reference for your job as a revising agent
  - d) All of the above
2. This manual:
  - a) Is the property of Elections Canada and should not be marked or defaced in any way
  - b) Is yours to keep
  - c) Should be returned to the returning officer once the election is over
3. This manual highlights the differences between provincial/territorial and federal revision practices.
  - a) True
  - b) False

## Chapter 2 – About Revising Agents

### **Objectives**

In this chapter, you will learn about:

- the roles and responsibilities of revising agents,
- where and when revising agents work, and
- other election staff who support revision activities.

### **2.1 Roles and Responsibilities of Revising Agents**

Revising agents play a crucial role in updating the *Preliminary List of Electors* by receiving applications for registration or revision through the mail, by fax, by telephone, or in person.

Your activities include:

- receiving, completing and processing revision forms, and
- securing revision documents.

***Revising agents are required to work in pairs to ensure the integrity of the revision process and to verify each other's work at the end of their shift.***

### **2.2 Non-partisanship**

You are responsible only to your returning officer. You are not responsible to any political party or candidate.

As a revising agent, you must not participate in partisan political activities from the beginning of your appointment until the end of your term, which may extend until polling day.

This means, for example, that you:

- answer only questions that relate to the electoral process,
- must not provide opinions or display material that supports or opposes a political party or candidate while performing your duties, and
- must not work for any candidate or political party or attend any political functions or meetings, even in your off-duty hours.

***Some people might try to take advantage of a revising agent who is unsure of his duties. Learn the rules so you are not pressured into making the wrong decisions.***

## 2.3 Oath of Office

Before you begin working, the returning officer, the assistant returning officer or a person delegated by the returning officer will administer the *Appointment and Oath (for election or referendum officers)* form (EC 10130). This form establishes your authority to act in an impartial manner as a revising agent. You should keep it with you at all times while you are working. Please do not lose it!

Personal information from this form is also used to process your wages. Make sure this information is accurate.



A consent box is included on the *Appointment and Oath (for election or referendum officers)* form (EC 10130). Select this box if you would like to give Elections Canada permission to share your information with other electoral agencies.

## 2.4 Guidelines for Greeting and Serving Electors

Treat every elector as a customer. Be polite and pleasant. Your goal is to have the elector leave with a positive impression of you and the office of the returning officer.

Each time you speak with an elector:

- in order to respect the bilingual offer of service, greet the elector in both official languages,
- smile, make eye contact and say “Bonjour,” “Good morning,” “Good afternoon” or “Good evening”; speak with a pleasant, positive tone of voice; if speaking on the telephone, identify yourself as a revising agent with Elections Canada,
- stop what you are doing and focus on the discussion,
- ask how you may be of assistance,
- listen attentively,
- ask questions to clarify,
- ask for help from a colleague or the revision supervisor if you need it, and
- make sure that the elector has been offered all available options.

***Occasionally, an elector may become angry or upset. Do not take the situation personally. Allow the elector to vent. Let him know that you appreciate his situation. Try to resolve the situation quickly and efficiently. If necessary, refer the matter to your revision supervisor.***

## Courtesy and Rules of Conduct

As a representative of Elections Canada, you are expected to conduct yourself this way:

- be polite at all times,
- dress appropriately,
- wear your *Election Personnel Identification Card* (EC 50210), and
- carry your *Appointment and Oath (for election or referendum officers)* form (EC 10130).



Keeping a customer-service mindset and making the experience a positive one for the elector is an important part of your job. Practise by treating other Elections Canada personnel as though they were customers.

## 2.5 When Revising Agents Work

Revising agents work during the revision period, which usually begins on Day 33 of the electoral calendar. By law, revision ends on Day 6 at 6:00 p.m. This means that revision activities usually last 28 days.

It is important to know the actual calendar dates that correspond to the revision period so you can advise electors that they need to return forms or provide identification before the deadline.

The revision supervisor establishes hours of work. These may involve daytime and/or evening hours. The specific revision task and location of work also influence work schedules.

## 2.6 Where Revising Agents Work

The nature of revision activities means that you could be asked to work in a number of different locations. These locations could include one or more of the following:

- office of the returning officer,
- additional (or satellite) office of the returning officer,
- revisal sites, such as malls or student residences,
- newly developed and high mobility areas, and
- institutions, nursing homes and chronic care facilities.

## 2.7 Who Revising Agents Work With

Revising agents work in pairs. However, you will not always work with the same person. You may work individually only when performing clerical duties such as:

- processing of targeted revision forms or registration certificates completed at the polls into REVISE,
- filing forms, and
- sorting *Voter Information Cards* that Canada Post has returned as undeliverable.

### Other Staff who Support Revision

It takes the efforts of many people to update the *Preliminary List of Electors* (PLE). Other positions that support revision include the following:

- Returning officer: Responsible for the administration of the electoral process within the electoral district
- Assistant returning officer: Assists the returning officer
- Revision centre clerk: Works during peak period of data entry
- Revision supervisor: Manages and controls revision activities; revising agents report to the revision supervisor
- Automation coordinator: Provides technical support for all automated systems in the returning office
- Special ballot coordinator: Is responsible for the management of the special voting rules process in the office of the returning officer

## 2.8 Key Points from This Chapter

- Revising agents update the *Preliminary List of Electors* by adding, correcting or removing elector information.
- The *Appointment and Oath (for election or referendum officers)* form (EC 10130) establishes your authority and acts as a payment form. Make sure it is accurate, and keep it with you while you are working.
- Apply a customer service mindset. Treat electors and other election personnel with courtesy and respect.
- Know the calendar dates of the revision period and the location(s) where you will be working.
- Positions that support revision include revising agents, revision supervisors, revision centre clerks, automation coordinators, assistant returning officers, returning officers and special ballot coordinators.

## 2.9 Chapter Checkpoint

To test yourself on the content in this chapter, answer the following multiple-choice questions. (The answers are provided in the [Answer Key](#) near the back of this manual.)

1. What do revising agents update when they conduct revision activities?
  - a) The *Preliminary List of Electors*
  - b) The National Register of Electors
  - c) The *Poll Key Report*
  - d) The GEO list
2. What is the *Appointment and Oath (for election or referendum officers)* form (EC 10130)?
  - a) A legal document that establishes the authority of the revising agent to do his job
  - b) The form the revision supervisor uses to swear in revising agents
  - c) The form given to electors to complete if they want to vote in the election
  - d) All of the above
3. Revising agents should carry their *Appointment and Oath (for election or referendum officers)* form (EC 10130) with them when working.
  - a) True
  - b) False
4. The revision period ends on:
  - a) Day 24 at 5:00 p.m. when the *Voter Information Cards* have been mailed
  - b) Day 6 at 6:00 p.m.
  - c) Day 7 at 9:00 p.m.
  - d) When the returning officer declares revision to be over
5. Election personnel who support revision include:
  - a) Returning officers, poll clerks and revising agents
  - b) Revising agents, revision supervisors and deputy returning officers
  - c) Revising agents, revision supervisors, poll clerks and revision centre clerks
  - d) Returning officers, assistant returning officers, revision centre clerks, revision supervisors, revising agents, automation coordinators and special ballot coordinators





## Chapter 3 – Elector Rights and Qualifications

### Objectives

In this chapter, you will learn about:

- electors' rights,
- the role of the revising agent in maintaining confidentiality,
- the qualifications electors must meet to be eligible to vote,
- how to determine electors' residency status, and
- acceptable forms of identification and proof of address.

### 3.1 Elector Rights

Electors have the right to be treated with courtesy and respect by all Elections Canada personnel. You are responsible for upholding electors' rights when conducting revision activities.

#### Bilingual Service

Elections Canada is obligated by law to ensure that electors receive service in either of the official languages. In all cases:

- In person, greet the elector in both official languages: "Good morning/Bonjour."
- Over the telephone, greet the elector in both official languages: "Elections Canada [your electoral district] Hello/Bonjour."

If you are unable to provide service in French, say: "Un moment, s'il-vous-plaît" and:

- ask if there is someone in the office who can assist you, or
- the revision supervisor or returning officer will arrange for service.



If an elector does not speak French or English and you are therefore unable to complete the transaction, contact your revision supervisor or the returning officer.

#### Smoke-free Environment

Revising agents, though they may work in a variety of locations, are responsible for providing a smoke-free environment for electors at all times.

## **Electors Who Require Special Assistance**

Elections Canada supports respectful assistance to electors with a disability, electors who are senior citizens, electors who are unable to read, and any other elector who requires special assistance.

You should offer these types of respectful assistance to electors who may benefit from help:

- If a person appears to require assistance in understanding the process, ask the person if he needs help. If the person agrees to assistance, ask what kind of assistance he needs.
- Always speak directly to the elector, rather than to his companion. You should give your undivided attention to assisting an elector with a disability.
- Each elector is an individual who may require different levels of assistance. It may take more time for an elector with a disability or an elderly person to communicate.
- Speak calmly, slowly and directly to a person who is deaf or hard of hearing. Your natural facial expressions, gestures and body movements will help the person understand. If communicating with this person remains difficult, try writing down your instructions. Do not shout or speak in the person's ear.
- Greet a person who has a visual impairment by saying who you are and what you do. Explain the process to the elector. If this person has to sign a form, provide a guiding device, such as a ruler or card, to help the person place his signature. You must ensure that the elector fully understands what he is signing.
- If an elector requires assistance to walk, offer your arm and warn him of any steps or obstacles he may encounter.



Service dogs that assist an elector with seeing or for another physical or other disability **must be** admitted to any building. The dog must not be disturbed while carrying out its duties.

### Confidentiality of Information

Elector information is confidential and is protected through legislation. It can be used solely for the purposes of an electoral event.

Forms signed by electors contain the following paragraph:

“The personal information you provide is used for federal and provincial electoral purposes only. It is protected under the *Canada Elections Act* and the *Privacy Act*. The information is retained in Personal Information Banks CEO PPU 005 and CEO PPU 037.”

This tells the elector that any personal information he has provided will not be communicated to other government agencies or other types of organizations, private or public, except for electoral purposes (information can be communicated to provincial elections agencies to update their lists). The data banks mentioned are the National Register of Electors and the *Preliminary Lists of Electors*.

Follow these guidelines:

- Keep all lists and completed forms out of public view.
- Do not share elector information with other electors, family or friends.
- Do not search for any elector for a purpose that is not related to revision, including out of curiosity.
- When you are trying to determine who is or is not registered at the address of an elector, do not share names of people who have previously lived at that address.
- Secure revision documents in locked cabinets or offices when they are not being processed.
- Secure all revision documents at the end of the day as directed by the revision supervisor.
- Secure photocopied identification documents at all times. Identification documents containing personal information **are not to be disposed of by the elector or electoral personnel but must be included to lot 11 (shredding) at the end of the event.**

### 3.2 Elector Qualifications

Electors may vote if they are:

- at least 18 years old on polling day,
- a Canadian citizen, and
- ordinarily resident in the electoral district in which they wish to vote.

## **Age**

A person must be at least 18 years of age on polling day to vote. You may register someone who is not currently 18, provided that he will be 18 years of age on or before polling day.

## **Citizenship**

A person must already be a Canadian citizen to register to vote. A person who is in the process of becoming a citizen may not register to vote, even if the date on which he will officially become a Canadian citizen will precede or coincide with polling day.

## **Place of Residence**

A qualified elector must be registered on the list of electors for the electoral district where he is “ordinarily resident.” This is the district in which he must vote.

### ***Defining “ordinarily resident”***

A person is “ordinarily resident” at the place he calls home: this is the place where he resides and intends to return to when away. A person can be ordinarily resident in only one place at a time.

### ***Residence at a by-election***

To be qualified to vote, an elector must reside in the electoral district on the first day of the revision period, and he must continue to reside there until polling day. This means that:

- an elector who has moved from another electoral district to yours **after the first day of the revision period** is **not** entitled to vote at the by-election, even if he is still residing in the electoral district on polling day,
- an elector who has moved from one polling division to **another within your electoral district** since the start of revision is entitled to vote, and
- an elector who is planning to move out of the electoral district **before polling day** is not entitled to vote.

To confirm the elector’s period of residency, ask him on what date he moved to that address and if he intends to stay there until after polling day.

- If the date when he moved into the electoral district precedes or corresponds to the first day of revision, and if he confirms that he intends to remain at that address until polling day, proceed with registering or transferring the elector.
- If the date when he moved follows the first day of revision, and if his previous address was not in the electoral district, inform the elector that he cannot vote in this by-election and that his information cannot be updated at this time.

**1. Seasonal Residents**

A person is not ordinarily resident in a secondary residence, such as a cottage that is generally used during only part of the year, unless the person staying there has no other place that he considers to be his residence.

**2. Electors Who Are Temporarily Absent from Home**

During a period of temporary absence from home, an elector may not register in the polling division where he is staying temporarily. He must vote in the polling division of his place of ordinary residence.

**3. Electors Who Do Not Have a Permanent Residence**

When a person has no permanent residence or dwelling, his temporary quarters at registration time are considered to be the place where he is ordinarily resident.

Temporary quarters include soup kitchens, shelters, hostels and other similar facilities that provide food, lodging or other social services.

**4. Canadian Forces Electors**

A member of the Canadian Forces normally votes under a separate procedure set out in the Special Voting Rules. However, if at the time of an electoral event the Canadian Forces elector is actually living in the electoral district indicated on his *Statement of Ordinary Residence* that is filed with the Department of National Defence, the elector has the right to be registered at the address where he is living. The elector can vote as a civilian elector, provided that he has not already voted by special ballot.

**5. Spouse or Dependant of a Canadian Forces Elector in Canada**

Spouses and dependants of Canadian Forces electors living in Canada must vote as civilians if they are qualified. They must be registered at their Canadian address if that is their place of ordinary residence.

**6. Student Away from Home**

A student's residence can be considered a place of ordinary residence if the student does not intend to return to his previous home. However, students who leave their place of ordinary residence for the duration of their studies but do intend to return are eligible to vote only in the electoral district of their place of ordinary residence.

**7. Persons Under Tutorship or Curatorship**

Under the *Canada Elections Act*, every person has the right to vote as long as he is able to acknowledge that he is 18 years of age, is a Canadian citizen, ordinarily resides in the electoral district, and can provide satisfactory proof of identification. **During an event**, an elector **cannot** be removed from the list of electors because he is under the tutorship or curatorship of another person.

**However, between events**, anyone who has tutorship or curatorship over another individual (including civil rights by a court of law) can request that the name of the individual for whom he has tutorship or curatorship be deleted from the National Register of Electors (NRoE) by contacting the NRoE to obtain the *Request to Opt Out* form. This application must be accompanied by a copy of the legal document giving him tutorship or curatorship, along with copies to establish the identity of the person making the request.



According to the *Canada Elections Act*, an elector suffering from mental illness or a degenerative disease has the right to vote. The request for removal from the list of electors must come from the individual.

### 3.3 Proof of Identity and Address

A returning officer may approve a registration or revision request only if the elector applying has been properly identified. You are responsible for ensuring that the elector provides acceptable proof of identification and address.

Always begin by asking for the elector's name, current and/or previous address and date of birth:

- If the elector's name, current or previous address and date of birth **are on** the *Preliminary List of Electors* or the National Register of Electors, this is considered sufficient proof of identity, and no document needs to be presented. This is why an elector's identity may be established over the telephone.
- If the elector's name **is not on** the *Preliminary List of Electors* or the National Register of Electors, he must provide satisfactory documentation for proof of identity and address.

***It is important that you confirm the acceptability of identity documents. However, it is also important that eligible electors do not lose the right to vote.***

#### ***Date of Birth***

- The date of birth information is a requirement for a name to appear on the National Register of Electors. If a date of birth is not provided, the elector will be added to the list of electors for the current election but will not be added to the National Register of Electors.
- Dates of birth are used in the National Register of Electors to distinguish between electors who have the same name.
- Dates of birth will not appear on the lists of electors prepared for candidates, members of Parliament or political parties.
- Dates of birth will be matched with the same information that the elector has already provided to other agencies (such as provincial or territorial departments issuing driver's licences) so that electors can be automatically registered at their

new residences without the inconvenience of having to re-register every time they move.

Any one of the following four identification options can provide the necessary information to prove identity and address:

1. one document showing the **name, current address of ordinary residence** and **signature** of the elector (see Table 1, Examples of Acceptable Documents, below);

**OR**

2. two documents:
  - one showing the **name** and **current address of ordinary residence** of the elector (see [Table 1 Examples of Acceptable Documents](#)), and
  - one showing the **name** and **signature** of the elector (see [Table 1 Examples of Acceptable Documents](#)),

**OR**

3. an affidavit signed before a person authorized to receive oaths in the province or territory and showing the **name, current address of ordinary residence** and **signature** of the elector;

**OR**

4. when the elector cannot provide any of these documents, a document showing the **name** and **current address of ordinary residence** of the elector's spouse or of the person on whom the elector is dependent. **Both the elector to be registered and the person whose name appears on this document must be present at the time it is offered, and they must reside at the same address.**

**Table 1 Examples of Acceptable Documents**

Documents with name, current address and signature	OR	Documents with name and current address	AND	Documents with name and signature
<ul style="list-style-type: none"> <li>• Driver's licence</li> <li>• Mortgage or land transfer document</li> <li>• A completed and signed personalized processed cheque for payment of an account</li> <li>• Vehicle registration (some provinces)</li> <li>• <i>Attestation of Residence</i> (EC 50053)</li> </ul>		<ul style="list-style-type: none"> <li>• Statement of account from telephone, public utilities or credit cards from major commercial undertakings</li> <li>• Automobile insurance policy certificate</li> <li>• Income tax notice of assessment</li> <li>• Hospital card</li> <li>• Proof of subscription to a magazine or periodical or a magazine with a mailing label affixed</li> <li>• Statement of RRSP or mutual fund</li> </ul>		<ul style="list-style-type: none"> <li>• Health insurance card</li> <li>• Canadian passport</li> <li>• Canadian citizenship card</li> <li>• Old age security card</li> <li>• Social Insurance Number card</li> <li>• Automated teller machine card</li> <li>• Credit card</li> <li>• Automobile club card</li> <li>• Library card</li> <li>• Student card</li> <li>• Certificate of Indian Status card</li> </ul>



Once you have examined the documents and have verified identity and residency, return the documents to the elector.

Electors applying by mail must send photocopies of identification and address documents.

### ***Attestation of Residence (EC 50053)***

Certain electors may have difficulty in providing proof of identity and address to register and to vote. For that reason, the Chief Electoral Officer has authorized the use of the *Attestation of Residence* (EC 50053).

Printed copies of this electronic document may be signed by the administrator of a shelter, soup kitchen, student or senior residence, long-term care facility or Aboriginal reserve, and be used by the elector as proof of address for registration and voting purposes.



The elector must provide a second piece of identification along with the *Attestation of Residence* (EC 50053).



The *List of Signatures – Attestation of Residence* document (EC 50054), is an electronic form. Printed copies must be signed by administrators of concerned institutions. A copy of this form will be given to each concerned electoral officer and should validate the *Attestation of Residence* (EC 50053) used by the elector to register or to vote.

### 3.4 Acting in the Best Interests of the Elector

The way in which you respond to an elector's request depends on several factors. The most important is the elector's status on the *Preliminary List of Electors*. In responding, you should always try to meet the standard of the best interests of the elector, keeping in mind what your duties are under the *Canada Elections Act*.

This means that:

- the elector should be confident that the process for adding his name to the list of electors is easy and straightforward,
- the elector should be offered every available option to take part in the electoral process,
- you must inform the elector where and when to register on polling day, if he has been offered all options and is unwilling to take any of the steps required to revise his elector record,
- you must take **all** revision requests, despite your personal judgment of the validity of the requests, and
- **no one** except the returning officer or the assistant returning officer can make a decision about the validity of a revision request.



If you have any doubts about the validity of identification documents an elector presents, report the situation to your revision supervisor.

### 3.5 Key Points from This Chapter

- Electors have rights that must be respected.
- Revising agents must ensure that elector information remains confidential.
- Electors must be at least 18 years old on polling day, Canadian citizens, and ordinarily resident in the electoral district where they wish to register.
- To be added to the National Register of Electors, electors must provide a complete date of birth. If an elector does not, explain to him that he will be registered to vote during the current event, but his name will not be added to the National Register of Electors.
- Electors must provide satisfactory proof of identity and address to register.

- Electors who are on the *Preliminary List of Electors* are not required to provide identification.

### **3.6 Chapter Checkpoint**

To test yourself on the content in this chapter, answer the following multiple-choice questions. (The answers are provided in the [Answer Key](#) near the back of this manual.)

1. The first step the revising agent should take when he does not speak the elector's choice of official language is to:
  - a) Send the elector to another returning office
  - b) Immediately contact the revision supervisor or returning officer
  - c) Ask if there is someone in the office who can assist
  - d) Ask the elector to come back later
2. To maintain the confidentiality of elector records, revising agents should:
  - a) Keep lists and completed forms out of public view.
  - b) Not share the names of electors who have previously lived at the address of the elector the agent is serving.
  - c) Secure revision documents in locked cabinets.
  - d) All of the above
3. "Ordinarily resident" means:
  - a) The elector has a choice about where he can register to vote
  - b) Electors living in shelters or hostels cannot register to vote
  - c) Canadian Forces electors cannot vote in their electoral district
  - d) The person calls that place home and returns there after being away
4. A signed void personalized cheque and a utility (such as hydro) bill are acceptable proof of identification and address.
  - a) True
  - b) False
5. When the elector's name is on the *Preliminary List of Electors*, he:
  - a) Needs to provide only proof of address
  - b) Does not need to provide proof of identity or address
  - c) Needs to provide only identification that shows his name, address and signature
  - d) Should contact the revising agent to make sure he can vote

## Chapter 4 – Introduction to Revision

### **Objectives**

In this chapter, you will learn about:

- the difference between revision and targeted revision,
- how and when revision is triggered, and
- how electors make contact with revising agents.

### **4.1 What Is Revision?**

Revision is a period of approximately four weeks during which revising agents respond to electors' requests to have their names added to, corrected on, or deleted from the *Preliminary List of Electors*.

### **4.2 What Is Targeted Revision?**

Targeted revision is an outreach initiative aimed at extending service to sectors of the electorate who are at risk of not being on the *Preliminary List of Electors*. Elections Canada offers them a variety of methods for registration.

Targeted revision is directed at electors living in:

- new residential developments,
- areas where people move frequently, and
- institutions, nursing homes and chronic care facilities.

Through targeted revision, the returning officer ensures that electors in these high mobility areas are offered the opportunity to register or make requests for revision.

### **4.3 How Do Electors Communicate with Revising Agents?**

There are three ways that electors make contact with revising agents:

- in person,
- over the telephone, or
- by mail.

### **4.4 How Is the Public Informed of the Beginning of an Event?**

Elections Canada informs electors of an electoral event in four ways:

- *Voter Information Cards*
- Advertising
- Reminder cards
- Targeted revision

## 4.5 How Long Does Revision Last?

The revision period usually lasts 28 days, ending on Day 6 at 6:00 p.m.

## 4.6 The Revision Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
36	35	34	33 Revision starts	32	31	30
29	28	27	26	25	24	23
Cards are mailed to electors						
Targeted revision in newly developed and high mobility areas (Time may be extended based on requirements)						
22	21	20	19	18	17	16
Targeted revision in institutions						
15 <i>Revised List of Electors printed</i>	14	13	12	11	10	9
Advance polls						
8	7 Advance polls	6 Revision ends	5 <i>Official List of Electors printed</i>	4	3	2
1	0 Polling day	-1	-2	-3	-4	-5

***Always tell electors that all forms and satisfactory identification must arrive at the office of the returning officer before the end of the revision period. Provide the calendar date for clarity.***

## 4.7 When the Applicant Is Not the Elector

Sometimes the person making the request is doing so on behalf of someone else. Whatever the circumstances, a specific section of the form needs to be filled out and certain requirements may have to be met. Whether or not the applicant needs to show identification for himself, he has to provide identification for the person he is applying for if registration is needed.

If ...	and ...	Then ...
The applicant is listed on the <i>Preliminary List of Electors</i>	He is registered at the same address as the elector	<ol style="list-style-type: none"> <li>1. No identification required for the applicant.</li> <li>2. No authorization required.</li> </ol>
	He is not registered at the same address as the elector	<ol style="list-style-type: none"> <li>1. No identification required for the applicant.</li> <li>2. Ask the applicant for a letter of authorization signed by the elector.</li> <li>3. Complete transaction and print the form (if not automatically printed).</li> <li>4. Ask identification for the elector, if this is a registration.</li> <li>5. Enter applicant's information in section 6 (EC 40110) or section 7 (EC 40111) of the printed form.</li> <li>6. In the same section of the printed form, tick the "Letter of authorization provided by elector(s) requesting ..." box.</li> </ol>

If ...	and ...	Then ...
The applicant is not listed on the <i>Preliminary List of Electors</i>	He wants someone registered or moved	<ol style="list-style-type: none"> <li>1. Ask the applicant for identification.</li> <li>2. Ask the applicant for a letter of authorization signed by the elector.</li> <li>3. Complete transaction and print the form (if not automatically printed).</li> <li>4. Ask identification for the elector if this is a registration.</li> <li>5. Enter applicant's information in section 6 (EC 40110) or section 7 (EC 40111) of the printed form.</li> <li>6. In the same section of the printed form, tick the "Letter of authorization provided by elector(s) requesting ..." and "Identification of applicant provided" boxes.</li> </ol>
	He has received a VIC for an elector who no longer lives at his address	<ol style="list-style-type: none"> <li>1. Ask the applicant for identification.</li> <li>2. Complete transaction and print the form (if not automatically printed).</li> <li>3. Enter applicant's information in section 7 (EC 40111) of the printed form.</li> <li>4. In the same section of the printed form, tick the "Identification of applicant provided" box.</li> </ol>

**Exception: Removal of a Deceased Elector**

In the case of a deceased elector, the proof of death replaces the letter of authorization.

If ...	Then ...
The applicant does not reside at the same address as the deceased elector	Ask the applicant for a proof of death.
The applicant resides at the same address as the deceased elector	No proof of death is required.

## 4.8 Avoiding Duplication

Frequently, a search will indicate that there is more than one person with the same name on the list of electors. To choose the correct record to work with or to ensure that you do not duplicate an existing record, confirm the elector's identity with his date of birth. If the elector is reluctant to provide this information, explain that the date of birth:

- allows you to distinguish between electors who have the same name and keeps you from creating duplicate records,
- allows you to proceed with the transaction (transfer, move, correction) without asking to see proof of identity,
- will not appear on the lists of electors prepared for candidates, members of Parliament or political parties, and
- is matched with the same information that the elector has already provided to other agencies (such as provincial or territorial departments issuing driver's licences). This allows electors to automatically be registered at their new residences without the inconvenience of having to re-register every time they move.

## 4.9 Key Points from This Chapter

- Revision allows electors to add their names to, correct, or delete their names from the *Preliminary List of Electors*.
- Targeted revision involves making contact with electors in new residential developments, areas of high mobility, institutions, nursing homes or chronic care facilities.
- Elections Canada uses *Voter Information Cards*, reminder cards, advertising and targeted revision to encourage electors to make sure their information on the *Preliminary List of Electors* is accurate.
- Revision usually lasts 28 days.
- Revision can take place in person, over the telephone or by mail.

## 4.10 Chapter Checkpoint

To test yourself on the content in this chapter, answer the following multiple-choice questions. (The answers are provided in the [Answer Key](#) near the back of this manual.)

1. Revision is:
  - a) Adding electors to the *Preliminary List of Electors*
  - b) Deleting electors from the *Preliminary List of Electors*
  - c) Correcting elector information on the *Preliminary List of Electors*
  - d) All of the above
2. Targeted revision takes place only in new residential developments.
  - a) True
  - b) False
3. Revising agents make contact with electors:
  - a) By telephone and fax
  - b) By electronic mail
  - c) In person, over the telephone and by mail
  - d) By email and in person



## Chapter 5 – Completing Revision Tasks Using the Computer

### **Objectives**

In this chapter, you will learn about the steps for completing revision tasks using the computer.

### **5.1 Introduction to Computer-Based Revision**

The status of the elector on the *Preliminary List of Electors* drives computer-based revision activities. Always begin by conducting a search to determine whether the elector is registered. REVISE software helps you determine the correct transaction to complete.

***Make sure the information you enter is accurate and that you answer validation questions correctly.***



Always record the applicant's telephone number in case a follow-up is needed.

## Revision Process Making Revisions Using the Computer

### Making Revisions Using the Automated Process

This diagram illustrates how to make revisions using the computer.

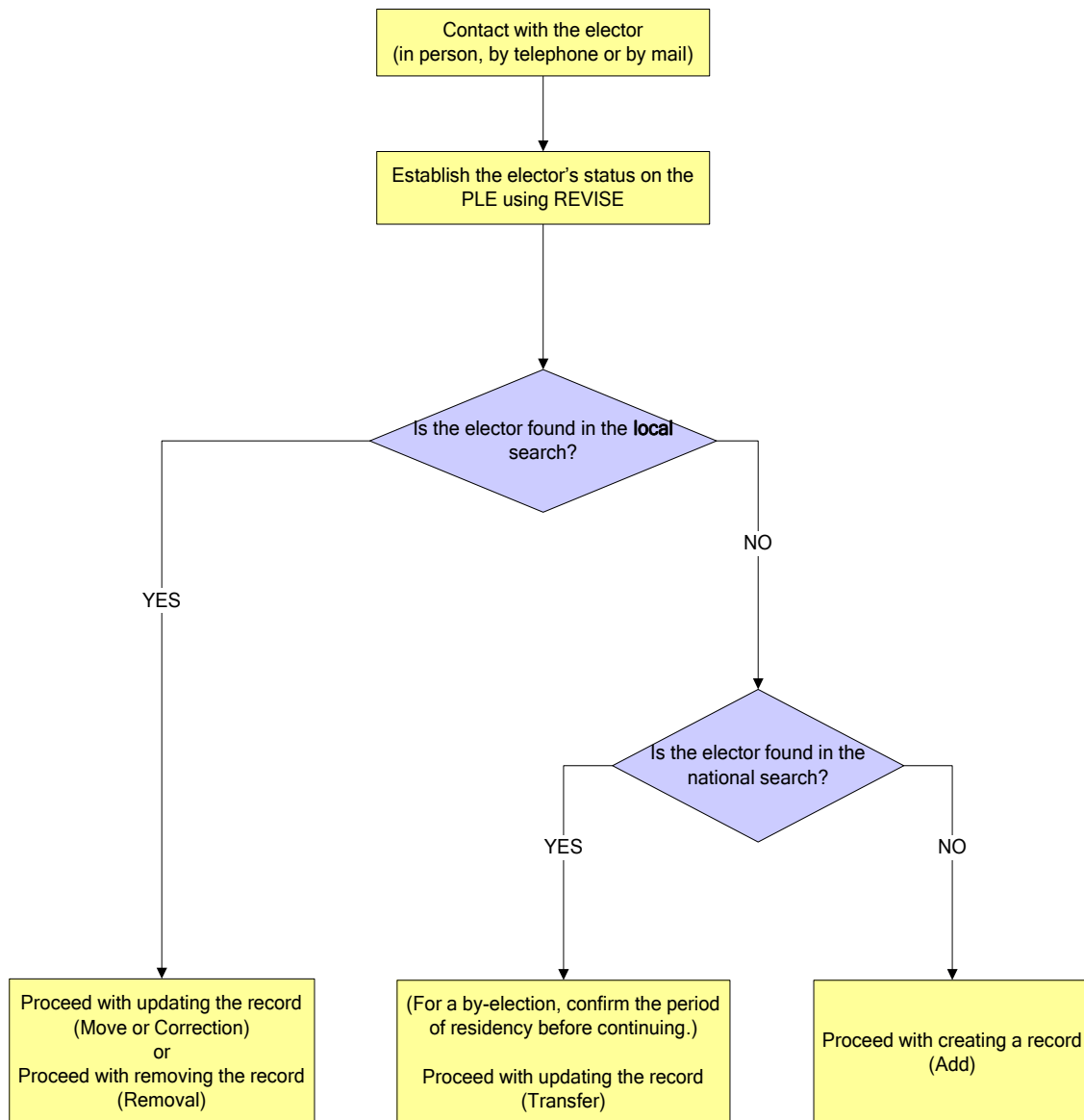


Figure 1 Making Revisions Using the Computer

## 5.2 Tools for Completing Revision Using the Computer

These tools are used to complete computer-based revision tasks:

- *A Guide for REVISE Users* (EC 40238),
- *A Manual for Revising Agents Using the REVISE System* (EC 40230),
- *Transaction Log* (EC 40091), and
- *Journal Report*.



Refer to Chapter 9 for a description of each tool and its use.

## 5.3 Completing Revision Using REVISE

REVISE is a software program that you will use to complete revision tasks. It allows you to enter requests from electors to be registered or have their records revised on the list of electors directly on the screen rather than filling in forms by hand. The returning officer, instead of accepting these requests by signing the paper form, will accept electors' requests using the REVISE system.

This manual describes the procedures to follow for revision activities. It is not a computer manual. For directions on how to use the REVISE program, review *A Guide for REVISE User's*.

The three steps to revision are:

- *Step 1: Conduct the Search*
- *Step 2: Complete the Transaction*
- *Step 3: Validate the Transaction*.



These three steps must be completed whether the elector applies in person, applies over the telephone, or has completed a form and has mailed it to the office.

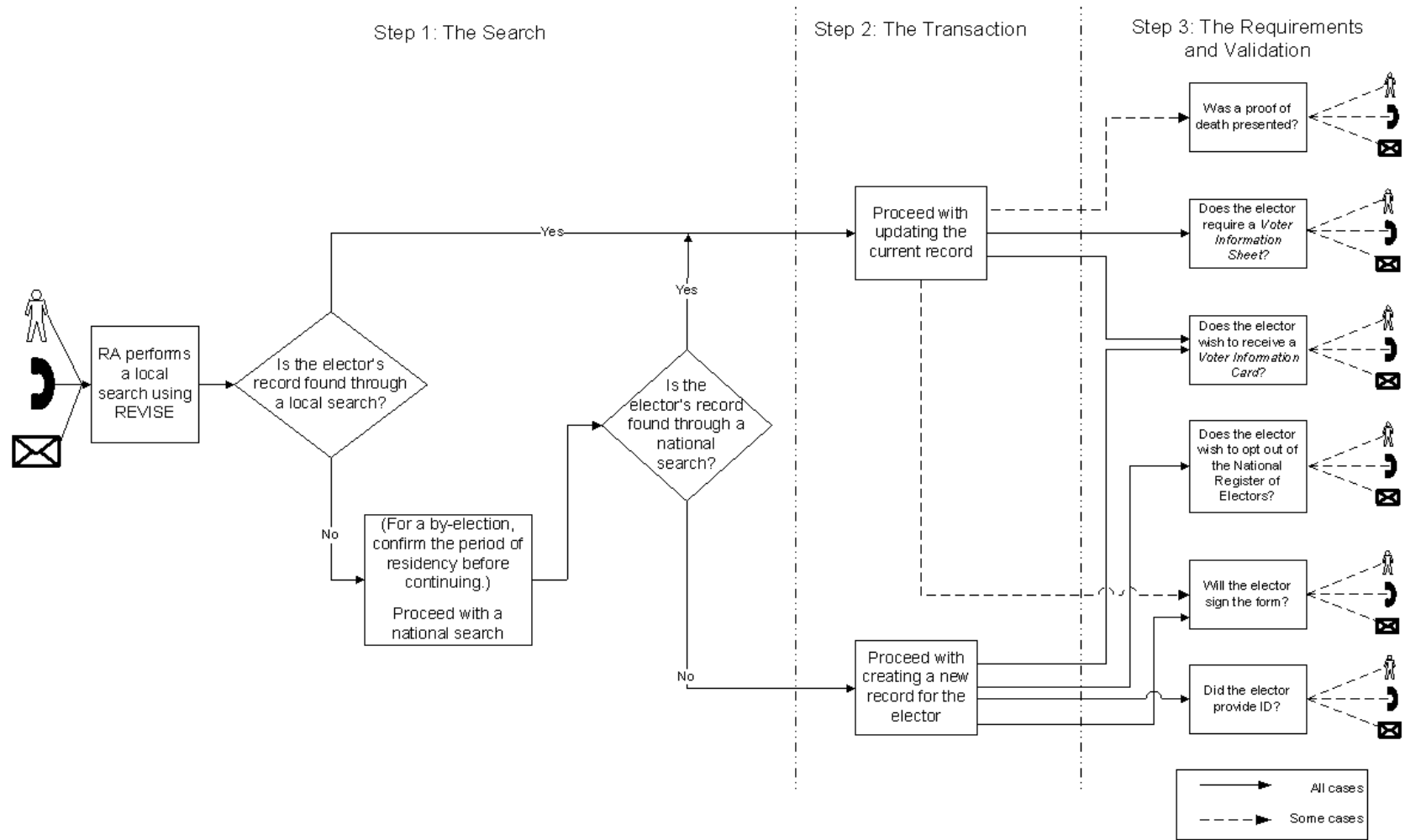


Figure 2 Revising Agents and the Revision Process

## Step 1: Conduct the Search

A search determines if the elector is already on the list, and it avoids creation of a duplicate record.

You will conduct one or two searches:

- a local search, which looks for the elector’s name in your electoral district,
- a national search, which looks for the elector’s name on the National Register of Electors, when the local search was unsuccessful.

### Always complete the local search first.

To conduct a search, ask the elector for his:

- name,
- date of birth, and
- current and previous addresses (always start with the current address).

***Initially, search using only last name and first name to avoid restricting the search and possibly missing a match.***



If the elector is reluctant to provide his date of birth, explain that this information will help to avoid the creation of a duplicate record and will ensure that the right person is found on the list of electors when an existing record is revised.

### Local Search

If ...	Then ...
The system returns <b>one or more</b> matches for the elector following a local search	<ol style="list-style-type: none"> <li>1. Use the elector’s current or previous address and date of birth to ensure this is the same elector and to select the correct record from the list.</li> <li>2. No national search is required.</li> <li>3. Use the <b>At Address</b> function while searching in REVISE to quickly identify and update all electors residing at the same address. Confirm with the elector which electors need to be updated without revealing the name of electors appearing at that address.</li> <li>4. If the elector record requires updating, proceed to <a href="#">Step 2: Complete the Transaction</a> (see <a href="#">Update an Elector’s Record</a>).</li> </ol>
The system <b>does not find a match</b> following a local search	<p>(For a by-election, confirm the <a href="#">Residence at a by-election</a> before continuing.)</p> <p>Complete a national search.</p>

**National Search**

If ...	Then ...
The system returns one or more matches for the elector following a national search	<ol style="list-style-type: none"> <li>1. Use the elector's current or previous address and date of birth to ensure this is the same elector or to select the correct record from the list.</li> <li>2. Proceed to <a href="#"><i>Step 2: Complete the Transaction</i></a> (see <a href="#"><i>Update an Elector's Record</i></a>).</li> </ol>
The system does not find a match following a local or national search	<ol style="list-style-type: none"> <li>1. The elector is not registered.</li> <li>2. Proceed to <a href="#"><i>Step 2: Complete the Transaction</i></a> (see <a href="#"><i>Create a Record</i></a>).</li> </ol>

**When an Address Is Not Listed**

During any transaction, if the civic number the elector provides is not found within the ranges listed in REVISE, you can still complete the transaction.

- Ask the elector to point on a map to where he lives so you can identify the correct polling division.
- Enter the address in the correct polling division in REVISE.
- A message on the screen will tell you that the civic number is out of range and ask if you wish to continue.
- Answer Yes.
- Complete the transaction.
- Save.
- Make a note of the address and place it in the automation coordinator's follow-up basket.

***When the elector's street or civic number does not exist in the system, the transaction cannot be completed. Print the form and complete it manually. Leave the form in the automation coordinator's follow-up basket, and complete the automation coordinator follow-up log.***

**Step 2: Complete the Transaction**

To complete the transaction, you will do one of the following:

- update an existing elector record,
- remove an elector record, or
- create an elector record.

### **Update an Elector's Record**

1. Make the required changes to the elector or address information fields.
2. Save the information.
3. Proceed to [Step 3: Validate the Transaction.](#)

If ...	Then ...
REVISE finds other electors living at the same address when the data is entered	<ol style="list-style-type: none"> <li>1. Ask the elector to provide the names of any other qualified electors living at the same address by asking, "Are there any other electors living at the same address?"</li> <li>2. Remove the electors that are not living at the applicant's address ("No Longer Resident at Address" function).</li> <li>3. Click <b>Cancel</b> if the electors on the screen live at the same address as the elector.</li> </ol>

### **Remove an Elector Record**

1. Conduct a search to ensure that the elector is on the *Preliminary List of Electors*.
2. Remove the elector by selecting the appropriate reason from the menu:
  - R1 [Deceased elector](#)
  - R2 [Elector request](#)
  - R3 [No longer at address](#)
  - R4 [Not qualified](#)
  - R5 [Duplicate](#)
3. Proceed to [Step 3: Validate the Transaction.](#)
4. Once all validation questions have been answered, print the form and enter the applicant's information in the appropriate section (except in the case of R2s). If the removal was requested by the returning officer, write "RO requested" in the section reserved for the applicant's information.

### Deceased elector

If ...	Then ...
The elector is deceased and the applicant <b>is registered</b> at the same address as the deceased	<ol style="list-style-type: none"> <li>1. Conduct a search to ensure that the applicant lives at the same address.</li> <li>2. Using “At Address” function, select the deceased elector.</li> <li>3. Remove the record; no proof of death or signature is needed (See <a href="#">section 4.7, When the Applicant Is Not the Elector.</a>)</li> <li>4. Validate the transaction as outlined in <a href="#">Step 3: Validate the Transaction.</a></li> </ol>
The elector is deceased and the applicant <b>is not registered</b> at the same address as the deceased	<ol style="list-style-type: none"> <li>1. Conduct a search to confirm that the deceased elector is on the <i>Preliminary List of Electors</i>.</li> <li>2. Ask to see proof of death.</li> <li>3. Remove the record; no signature is needed. (See <a href="#">section 4.7, When the Applicant Is Not the Elector.</a>)</li> <li>4. Validate the transaction as outlined in <a href="#">Step 3: Validate the Transaction.</a></li> </ol>

### Elector request

If ...	Then ...
The elector requests that his name be removed from the <i>Preliminary List of Electors</i>	<ol style="list-style-type: none"> <li>1. Remove the record (no reason or supporting documentation is required).</li> <li>2. Mark the removal as “Elector Requested.”</li> <li>3. Proceed to <a href="#">Step 3: Validate the Transaction.</a></li> </ol>
The elector requests that his record be permanently removed from the National Register of Electors (NRoE)	<ol style="list-style-type: none"> <li>1. Explain that you cannot remove the record from the NRoE, but that you can remove him from the <i>Preliminary List of Electors</i> for the current election.</li> <li>2. Direct the elector to make an application to Elections Canada in Ottawa.</li> </ol>



### No longer at address

If ...	Then ...
The applicant has received a <i>Voter Information Card</i> for an elector no longer living at his address, <b>and</b> The applicant <b>is</b> on the list of electors	<ol style="list-style-type: none"> <li>1. Conduct a search to ensure that the applicant does reside at the same address.</li> <li>2. Using the “At Address” function, select the elector you wish to remove.</li> <li>3. Remove the record.</li> <li>4. Validate the transaction as outlined in <a href="#">Step 3: Validate the Transaction</a>.</li> </ol>
The applicant has received a <i>Voter Information Card</i> for an elector no longer living at his address, <b>and</b> The applicant <b>is not on</b> the list of electors	<ol style="list-style-type: none"> <li>1. Ask for the applicant’s identification. (See <a href="#">section 4.7, When the Applicant Is Not the Elector</a>.)</li> <li>2. Remove the record.</li> <li>3. Validate the transaction as outlined in <a href="#">Step 3: Validate the Transaction</a>.</li> </ol>

### Not qualified

If ...	Then ...
The applicant has received a <i>Voter Information Card</i> with his name, but says he is not a Canadian citizen	<ol style="list-style-type: none"> <li>1. Search for the elector, and confirm that you have found the correct record by comparing his date of birth.</li> <li>2. Remove the record.</li> </ol>

### Duplicate

If ...	Then ...
An elector received two <i>Voter Information Cards</i> to his name	<ol style="list-style-type: none"> <li>1. Confirm the accuracy of the information with the elector.</li> <li>2. Ask your revision supervisor which record should be removed.</li> </ol>

### Create a Record

1. Enter the elector’s personal information into REVISE.
2. Confirm the elector’s qualifications. Ask if the elector is at least 18 years old on polling day, if he is a Canadian citizen, and what his place of ordinary residence is in the electoral district. (For a by-election, confirm his period of residency before continuing.)
3. Check the elector’s identification and proof of address.
4. Proceed to [Step 3: Validate the Transaction](#).

If ...	Then ...
A message appears indicating that a similar record was found in REVISE	<ol style="list-style-type: none"> <li>1. If it is the same person, update the record.</li> <li>2. If it is not the same person, close the message and continue to register the elector.</li> </ol>
The applicant is registering someone not living at the same address as himself	<ol style="list-style-type: none"> <li>1. Refer to <a href="#"><i>section 4.7, When the Applicant Is Not the Elector.</i></a></li> <li>2. Complete section 6 of the printed form.</li> </ol>

### Step 3: Validate the Transaction

The purpose of Step 3 is to determine if an elector has met all the requirements for the specific transaction. You will be asked to respond to a series of questions that appear on the screen with a Yes or No response. REVISE determines the appropriate validation questions required for each transaction.

REVISE may ask one or more of the following questions:

- [\*Did the elector show ID?\*](#)
- [\*Print a Voter Information Sheet immediately?\*](#)
- [\*Mail a VIC to the elector?\*](#)
- [\*Does the elector wish to be excluded from the NRoE?\*](#)
- [\*Was proof of death presented?\*](#)

#### ***Will the elector sign the form in your presence?***

By signing the form, the applicant confirms that the information on the form is valid and that the elector on the form meets the eligibility criteria.

If ...	Then ...
The elector is present	<ol style="list-style-type: none"> <li>1. Answer Yes.</li> <li>2. A form will print once all the requirement questions have been answered.</li> <li>3. Write the elector's previous electoral district and home address on the form.</li> <li>4. Ask the elector to sign the form. Compare the elector's signature with documents provided. If you notice a discrepancy, ask the elector to provide an explanation.</li> <li>5. Place the form in your "Printed Out" folder.</li> </ol>

If ...	Then ...
The elector applies by telephone	<ol style="list-style-type: none"> <li>1. Answer No.</li> <li>2. A form will print, and nothing will be saved.</li> <li>3. Write the elector's previous electoral district and home address on the form.</li> <li>4. Inform the elector that he must sign the form. Offer the option of coming to the office or receiving the form by mail.</li> <li>5. Put the form in the follow-up basket.</li> <li>6. Complete the <i>Transaction Log</i> (EC 40091).</li> </ol>
The elector has applied by mail and has signed the form	<ol style="list-style-type: none"> <li>1. Answer Yes.</li> <li>2. A form will print.</li> <li>3. Attach it to the form returned by the elector.</li> </ol>



Signing the form makes the applicant responsible for the accuracy of all the information about the electors appearing on the form.

**Did the elector show ID?**

Any elector added to the list of electors must provide satisfactory identification documents.

If ...	Then ...
The elector has provided satisfactory identification in person or by mail	Answer Yes.
The elector is present or on the telephone and cannot provide satisfactory identification	<ol style="list-style-type: none"> <li>1. Answer No.</li> <li>2. A message will appear: "Incomplete registration. No identification was presented. Do you wish to print a form?"</li> <li>3. Answer Yes.</li> <li>4. A form will print.</li> <li>5. Ask the elector to bring satisfactory proof of identity to complete the transaction. Offer the option of bringing the documents to the office or sending photocopies by mail.</li> <li>6. Flag the form and put it in the follow-up basket.</li> <li>7. Complete the <i>Transaction Log</i> (EC 40091).</li> </ol> <p>Note: Nothing will be saved on the computer.</p>

If ...	Then ...
The elector applies by mail and has not provided satisfactory identification	<ol style="list-style-type: none"> <li>1. Answer No.</li> <li>2. A message will appear: "Incomplete registration. No identification was presented. Do you wish to print a form?"</li> <li>3. Answer No.</li> <li>4. Contact the elector and ask him to bring satisfactory proof of identity to complete the transaction. Offer the option of bringing the documents to the office or sending photocopies by mail.</li> <li>5. Put the mailed-in form with the batch in the follow-up basket.</li> <li>6. Complete the <i>Transaction Log</i> (EC 40091).</li> </ol> <p>Note: Nothing will be saved on the computer.</p>

***Print a Voter Information Sheet immediately?***

REVISE will ask this question when the elector has met the requirements necessary to sign the form and has provided identification.

If ...	Then ...
The elector is present	<ol style="list-style-type: none"> <li>1. Answer Yes.</li> <li>2. A <i>Voter Information Sheet</i> will print.</li> <li>3. Give the sheet to the elector.</li> </ol>
The elector is on the phone or has sent an application by mail	Answer No.

***Mail a VIC to the elector?***

REVISE will ask this question once the elector has met the requirements necessary to sign the form and has provided identification.

If ...	Then ...
The elector is present	Answer No. (The answer to the previous question was Yes, meaning that the elector has received a <i>Voter Information Sheet</i> instead.)
The elector is on the phone or has sent an application by mail	<ol style="list-style-type: none"> <li>1. Answer Yes.</li> <li>2. A <i>Voter Information Card</i> will be sent to the elector.</li> </ol>

**Does the elector wish to be excluded from the NRoE?**

REVISE will ask this question when you are creating a record.

**Do not answer Yes unless you asked the elector this question and he specifically said he would like to opt out of the register.**

If ...	Then ...
The elector is present and answers Yes to the question	<ol style="list-style-type: none"> <li>1. Answer Yes. Explain that his name will appear on the list for this event, but not for a future event. This means that he will need to register again if he wishes to vote in the future.</li> <li>2. A form will print, which the elector must sign in two places (section 1 and section 7).</li> </ol>
The elector is present and answers No to the question	Answer No.

**Was proof of death presented?**

REVISE will ask this question only in the case of the removal of a deceased elector.

If ...	Then ...
The applicant <b>is not registered</b> at the same address as the deceased elector and <b>did provide</b> proof of death	<ol style="list-style-type: none"> <li>1. Answer Yes.</li> <li>2. Print the form.</li> <li>3. Enter applicant's name, address and other information in section 7.</li> <li>4. Ask the applicant to sign the form.</li> </ol>
The applicant <b>is not registered</b> at the same address as the deceased elector and <b>did not provide</b> proof of death	<ol style="list-style-type: none"> <li>1. Answer No.</li> <li>2. A form will print.</li> <li>3. Enter the applicant's name, address and other information in section 7.</li> <li>4. Ask the applicant to provide proof of death in person, by mail or by fax in order for the transaction to be completed.</li> <li>5. Place the form in the follow-up basket.</li> <li>6. Complete the <i>Transaction Log</i> (EC 40091).</li> </ol>

### At the End of Validation

Once all the requirement questions have been answered, save.

If ...	Then ...
A removal was completed	<ol style="list-style-type: none"><li>1. Print the form.</li><li>2. Enter the applicant's information in the appropriate section (except in the case of R2s). If the removal was requested by the returning officer, write "RO requested" in the section reserved for the applicant's information.</li></ol>
An addition or move was completed	<ol style="list-style-type: none"><li>1. A dialogue box may appear showing a list with other electors registered at the address.</li><li>2. Ask the elector to verify other qualified electors living at the address by asking, "Are there any other electors living at the same address?"</li><li>3. Tick the box by the names of the electors who were not confirmed by the elector as residing at the same address.</li><li>4. Click <b>Cancel</b> if the electors on the screen are confirmed as residing at the same address as the elector.</li></ol>

### 5.4 End-of-Session Responsibilities

Each time you finish using REVISE, you must print a *Journal Report* and have it checked by your partner. End-of-session tools include:

- *Journal Report*: Summary of all the records you have updated, created or removed during that work session, and
- *Journal Report Control Log*: Log used to assign a consecutive number and to track *Journal Reports*.

### 5.5 Journal Report

Journal Report for User: Rapport d'activités pour l'utilisateur: <u>Jlabelle</u>									
Electoral District/ Circonscription 24076 Mont-Plaisir							Journal Report No./ Rapport d'activités N° : 0047_jlabelle_1709_193335		
17/09/2003 19:33:35 page 1 of/de 1									
1	2	3	4	5	6	7	8	9	10
E	V	Jour et heure	N° de RÉVISE	SV	N° de Seq	RNÉ	Ident.	Nom, (Sexe), D. de N.	Adresse physique et adresse postale (si différente)
E	V	Date and time	REVISE No.	PD	Seq. No.	ROE	ID	Name, (Gender), D.O.B.	Physical Address and Mailing Address (if different)
M	17		4033729			N	O	ROY, LÉO (M) 01/05/1967	des Pommiers, Montplaisant, QC J0B
A	17		90007651			N	O	SIMON, MARIE-ANGE (F) 01/05/1967	St, Montplaisant, QC J0B 4Z5
C			5012			N	O	LAVIGNE, PATRICK, CHR	ue Pommier, Montplaisant, QC J0B 9N2
T+		17/09/2003 20:05:23	90007659			N	O	12/05/1970	oulevard des Pinettes, Montplaisant,
A		17/09/2003 20:45:47	90007660	004-0		N	I	ROUSSEAU, JANE (F) 02/05/1970	48, Route 174, Montplaisant, QC J0B 7N1
Les transactions ont été complétées conformément à la Loi électorale du Canada. Transactions completed in accordance with the Canada Elections Act.									
Ag = Agiseur / Revising Agent A = Added / Ajouté C = Corrected / Corrigé M = Move in transaction / Transfert M- = Move in cancelled / Annulé T+ = Transferred from another ED / Transfert d'une autre circonscription UT+ = Transferred from another ED cancelled / Transfert d'une autre circonscription annulé UT- = Transferred to another ED / Transfert à une autre circonscription L = Local SVR transaction / Transaction des RÉÉS L- = Local SVR cancelled / Annulé RÉÉS local N = National SVR transaction / Transaction RÉÉS national N- = National SVR cancelled / Annulé RÉÉS national V = Advance Poll transaction / Transaction bureau de vote par anticipation V- = Advance Poll cancelled / Annulé bureau de vote par anticipation									
Rn = trans 1 n= 1 1 = Deceased elector / Électeur décédé 0 2 = Elector request / Électeur a fait la demande 0 3 = No longer at address / N'habite plus à cette adresse 0 4 = not qualified / Non qualifié 0 5 = Duplicate / Doublon 0 Rn- = Removal cancelled / Annulé radiation 0									

Figure 3 Journal Report

### Checking Your *Journal Report* and Using the *Journal Report Control Log*

1. Print the *Journal Report*.
2. Record the *Journal Report*'s serial number in the first column. The serial number is the first four numbers of the *Journal Report* number.
3. Record the "Journal Report No." (found in the upper right section of the *Journal Report*) under "Journal Report Number" in the *Journal Report Control Log*.
4. Attach all the forms that you printed out during your shift to your *Journal Report*. Check that the number of forms and the number of additions and transfers in the *Journal Report* (column 1) match.
5. Sign all the forms.
6. Sign and date the *Journal Report*.
7. Give everything to your partner.


		<b>Journal Report Control Log</b>		EC 40014 (10/03)
Journal Report Serial Number	Journal Report Number	Revising Agent 1	Revising Agent 2	Revision Supervisor's Signature
0005	Jlabelle_1709_193335	Julie Labelle		
0007	TMcmille_1709_193845	Tad McMillen		
0010	FaHassan_1709_194208	Fatima Hassan		

Figure 4 *Journal Report Control Log*

### Verifying Your Partner's *Journal Report*

1. Sign your partner's *Journal Report*.
2. In the *Journal Report Control Log*, record your name under "Revising Agent 2." The consecutive number on the upper right-hand corner of the report (entered by hand by your partner) will indicate the correct line to sign in the *Journal Report Control Log*.
3. Review the *Journal Report* for errors:
  - Check that the number of forms printed out and number of additions and transfers recorded match (column 1).
  - Confirm the accuracy of spelling and of the address when more than one elector registers at the same address and they have the same last name (columns 9 and 10).



- Ensure that your partner enters the electors' gender and date of birth (columns 9 and 10).
- Confirm that the postal codes listed are in your electoral district (column 10).
- 4. Sign all the forms.
- 5. **If you find a mistake, use REVISE to make the correction:**
  - You may get a message indicating that the file is pending for RO approval.
  - Click **Yes** and correct the record.
  - Once all the necessary corrections are made, print a *Journal Report* that will show those corrections and attach it to the batch.
  - Send it to the "Ready to be checked" basket for the revision supervisor to review.

***Very few electors request that their name not be added to the National Register of Electors. If there are a lot of people listed in column 7 as having given Yes responses, speak with your partner and revision supervisor to ensure that there is not an error.***

## 5.6 Key Points from This Chapter

- REVISE is a software program that is used to complete revision tasks.
- There are three steps to REVISE: search for the elector, complete the transaction, and validate the transaction.
- Always perform a local search first.
- Transactions are completed by updating, removing or creating a record.
- You and your partner must sign all the forms.

## 5.7 Chapter Checkpoint

To test yourself on the content in this chapter, answer the following multiple-choice questions. (The answers are provided in the [Chapter 8 –](#) near the back of this manual.)

1. The REVISE software program:
  - a) Is used only by the returning officer
  - b) Highlights fraudulent claims
  - c) Is used only by revising agents
  - d) Searches for the elector

2. The first thing you must do when an elector's record needs to be changed is:
  - a) Ask for the elector's place of residence and date of birth
  - b) Search for the elector's name
  - c) Conduct a national search
  - d) Delete the incorrect information
3. Completing a transaction involves:
  - a) Registering all electors who live at the same address
  - b) Accepting applications only for people who are not currently on the list of electors
  - c) Updating an existing record or removing or creating a record
  - d) Three revising agents signing the form when it is printed
4. When an applicant signs a form, he is responsible for the accuracy of the information that has been recorded.
  - a) True
  - b) False
5. If an elector applies over the phone to change his address from one electoral district to another, he must:
  - a) Come into the returning office with identification
  - b) Send a photocopy of his identification
  - c) Provide a letter of authorization
  - d) Come into the returning office to sign the form

## Chapter 6 – Follow-up Tasks

### **Objectives**

In this chapter, you will learn about:

- how to complete the *Transaction Log* (EC 40091), and
- what to do at the end of your shift.

### **6.1 Complete Follow-up Tasks**

The revision supervisor will designate a revising agent to check the *Transaction Log* (EC 40091) and use the information on the log to ensure that follow-up is completed. The follow-up can be:

- mailing or faxing forms that need to be sent to electors for completion the same day that the request is made,
- calling electors whose form is pending because of missing information or documents, or
- checking the follow-up basket for forms that are pending.

Remember that the revision period is short, and any requests for registration or revision arriving after Day 6 at 6:00 p.m. cannot be processed. Forms that need action from the elector (signature, ID, etc.) should not remain in the follow-up basket more than a few days. After that, check in REVISE, and if the elector did not come, contact him to remind him that he has a form waiting to be completed. Offer to mail it to him if he would find that more convenient.

### **6.2 Complete the *Transaction Log* (EC 40091)**

Revising agents must complete the *Transaction Log* (EC 40091) for all elector requests made by telephone, mail or fax.

To complete the *Transaction Log* (EC 40091), do the following:

- Enter the elector's name in column 1, date of birth in column 2, address in column 3 and telephone number in column 4.
- In column 5, briefly describe why the form is pending.
- In column 6, enter the action taken (if any).
- Write your initials in column 7.
- In column 8, enter the date you sent any material to the elector.

The *Transaction Log* (EC 40091) is a quality control measure that is used to ensure that the elector is offered every opportunity to register or to revise his information.

Your revision supervisor will use the information on the log to ensure that follow-up is completed with the electors listed.

<b>Transaction Log Registre des transactions</b>							
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
Elector Name Nom de l'électeur	Date of Birth Date de naissance	Address Adresse	Telephone Téléphone	Description of the issue / inquiries Description du problème / demande	Action taken Mesure prise	RA AR	Date sent Date de l'envoi
John Roy	March 23, 1973	526 Willows, St. Albert, BC	521-1234	Elector will come to sign form		DN	
Jane Smith	Sept. 22, 1949	95 Beech Ave St. Albert, BC	523-4567	Elector requested form	Form mailed to Elector	NL	March 4, 2004
Mary Hubert	April 9, 1977	5830 Montcalm St. Albert, BC	534-6789	Elector will send ID		TM	March 5, 2004
Mike Mooney	June 1, 1970	2-10 Deer St. Albert, BC	567-9876	Elector requested a registration form by phone	Form sent	JL	March 8, 2004
Joseph White	December 2, 1950	364 River Road St. Albert, BC	543-7390	Letter of authorization needed. Elector will come		NL	
Verified by the Revision Supervisor: Vérifié par le superviseur de la révision : _____							

**Figure 5 Transaction Log**

### 6.3 At the End of Your Shift

Ensure that both you and your partner have reviewed each other's work and have signed the forms. Give these forms to your revision supervisor.

Check the follow-up basket for forms that are pending and for mail or fax forms that need to be sent to electors for completion on the same day that the request is made.

### 6.4 Key Points from This Chapter

- The *Transaction Log* (EC 40091) is a quality control measure to make sure that electors have every opportunity to register or to revise their information.
- It is very important that you and your partner verify each other's work and sign the forms.
- Ensure that forms requested by electors are mailed to them.

### 6.5 Chapter Checkpoint

To test yourself on the content in this chapter, answer the following multiple-choice questions. (The answers are provided in the [Answer Key](#) near the back of this manual.)

1. The information you record on the *Transaction Log* (EC 40091) is used to:
  - a) Follow up with the automation coordinator
  - b) Check batches of forms for errors
  - c) Ensure the elector has every opportunity to register or to revise his information
  - d) None of the above
2. The revision supervisor must sign revision forms before the returning officer reviews and signs the forms.
  - a) True
  - b) False
3. You are required to mail or fax forms at the end of:
  - a) Each week
  - b) Each day
  - c) Each shift
  - d) Each hour



## Chapter 7 – Processing Forms

### 7.1 Processing Forms That Have Been Completed by Hand and Forwarded to the Office of the Returning Officer for Entry into REVISE

1. Process the batch of applications using REVISE.
2. Use the information on the application to establish the status of the elector.
3. Conduct the search.
4. Complete the transaction.
5. Validate the transaction.



Before answering Yes or No to the validation questions, check the form; if ID is necessary, make sure that the box is ticked, etc. In all cases, however, answer Yes to the VIC question and No to the VIS question.


6. Save. If the “previous residents” box pops up, check section 5 of the *Application for Registration on the List of Electors* (EC 40110 or EC 40115) or section 6 of the *Application for Revision* (EC 40111 or EC 40116). If the answer to the question is Yes, remove all previous residents listed. If the answer is No, cancel out of the box without removing any electors.
7. Flag any incomplete forms (signature missing, etc.).
8. Print the *Journal Report*, check for errors, and make corrections.
9. Sign the *Journal Report*.
10. Attach the *Journal Report* to the batch.
11. Complete the *Journal Report Control Log*.
12. Give the batch to your partner to review it and to sign the *Journal Report*.
13. If any forms need follow-up, make sure to mention it to your partner so he puts the whole batch in the follow-up basket after his review.

## **7.2 Processing Applications for Registration – Targeted Revision (EC 40112 and EC 40113 or EC 40117 and EC 40118)**

1. Enter the information in REVISE, as described in 7.1, above.
2. Save. If the “previous residents” box pops up, check box 1, section 7 on the form. If the box is ticked, remove all previous residents listed. If the box is not ticked, cancel out of the box without removing any electors.
3. Tick the ID box in the Admin. column.
4. Record in section 4 the electoral district number or the polling division number in which the revising agent found the elector’s record.

***Batches of applications must be kept together at all times for quality control purposes. If one or more applications require follow-up of any kind, the entire batch must be placed in the follow-up basket. Do not place individual applications in the follow-up basket.***





### Application for Registration - Targeted Revision at Elector's Residence

Section 101(1) (d), *Canada Elections Act*

EC 40113 (10/07)

Français au verso ED #:

**Section 1 Electors requesting registration****Section 2 Current home address for electors listed in section 1****Section 3 Mailing address (if your mail is delivered to another address, such as a post office box or a rural route)****Section 4 Previous address of electors listed in section 1****Section 5 Oath****Section 6 Authorizations (for office use only)**

**Figure 6 Application for Registration – Targeted Revision at Elector's Residence**



## Chapter 8 – Answer Key

Chapter 1 – Introduction	
Question	Answer
1	d
2	b
3	b

Chapter 2 – About Revising Agents	
Question	Answer
1	a
2	a
3	a
4	b
5	d

Chapter 3 – Elector Rights and Qualifications	
Question	Answer
1	c
2	d
3	d
4	b
5	b

Chapter 4 – Introduction to Revision	
Question	Answer
1	d
2	b
3	c

Chapter 5 – Completing Revision Tasks Using the Computer	
Question	Answer
1	d
2	b
3	c
4	a
5	d

Chapter 6 – Follow-up Tasks	
Question	Answer
1	c
2	b
3	b



## Chapter 9 – Appendix

### 9.1 Frequently Asked Questions

#### 1. How do I register a homeless elector?

Homeless electors can register by using an *Attestation of Residence* (EC 50053). The elector may already have one in hand, duly completed. If so, register the elector as usual. The *Attestation of Residence* is to be used as proof of address only; the elector must show separate proof of identification. If the elector does not have an *Attestation of Residence* form, he may obtain one from a facility that provides services to the homeless, such as a soup kitchen or shelter.

#### 2. How do I register an elector who is in danger (for example, an abused spouse)?

An elector who is in danger and does not want to reveal his location can vote with a special ballot. However, he must appear on the list of electors. You must direct this elector to the returning officer or the special ballot coordinator, who will explain how he can apply for a special ballot and keep his current address protected. The elector in danger can also vote on polling days (advance or ordinary) if he wishes. To keep his current address secret, he may register at his previous address and vote in the corresponding polling division, provided that by doing so he does not put himself at risk.

#### 3. In Quebec, there are still women advising us that they appear on the list under their maiden name. Is this an error we can correct over the telephone, or must the elector show ID or sign the revision form?

In Quebec, all women are registered under their maiden name. Under the federal law, however, they have the right to be registered under their married name if they wish. The change would be done through the REVISE system and would be considered a legal change of name. The elector would have to sign the revision form that REVISE would automatically print.

#### 4. Door-to-door targeted revision: Does the elector at the door need to show ID and proof of address? What do we do if no ID document is presented for absent electors?

Since the elector is found at home, proof of address and identity is not needed for the elector at the door or for any other elector at that address. The elector must take the prescribed oath to prove identity and address for all electors at that address, including himself, and sign the *Application for Registration – Targeted Revision at Elector's Residence* form (EC 40113 or EC 40118).

**5. An applicant’s spouse or parent died several years ago, and the applicant cannot find the death certificate.**

First, determine if a proof of death is required using the criteria in Chapter 5 in this manual. If one is needed, the returning officer can accept another type of document, such as the obituary.

**6. An applicant and his spouse live at the same address. He tells me that he has to vote at one location and his spouse at another. Why is this?**

Inconsistencies like this, which are rare, tend to result from the last enumeration. If this occurs, review both elector records and update the one that is incorrect so that both spouses are registered in the same polling division and may vote at the same location.

**7. Where does the data for the list come from?**

The data comes from the National Register of Electors, which is a permanent database maintained at Elections Canada in Ottawa. This database is updated regularly from administrative sources such as the Canada Revenue Agency, driver’s licence information, vital statistics, and provincial and territorial electoral data.

## 9.2 Terms You Should Know

Term	Definition
Address range	A street segment contained within a polling division. Its extremities are usually defined by the lowest and highest civic numbers in that segment. See “poll key” below.
Advance polls	Special polls, open for three days, where an elector can vote before regular polling day. Advance polls are held on Days 10, 9 and 7 of the election calendar.
<i>Alphabetical List of Electors</i> (ALPHA list)	A copy of the list of electors that is sorted alphabetically.
Applicant	Person making a request for revision.
Automation coordinator	A person who provides technical support for all automated systems in the returning office.
Civic address	The elector’s physical address.
<i>Correction Certificate</i> (EC 50051)	Form used at the polls to capture changes in elector information when the elector is already on the list of electors.
EC form number	Inventory control number (for example, EC 40111) printed on the first page of official forms, books and other items to identify them.
Elector	Any Canadian citizen who is at least 18 years of age on polling day.
Electoral district	The basic geographical and administrative unit of the Canadian

Term	Definition
	electoral system.
Electoral event	A general election, by-election or referendum.
<i>Geographical List of Electors</i> (GEO list)	A copy of the list of electors that is sorted first by name of municipality, then alphabetically by street name and addresses.
National Register of Electors	A database of all electors in Canada that is kept at Elections Canada in Ottawa and maintained year-round through updates from various sources.
<i>Official List of Electors</i>	A list of electors produced from the REVISE application that incorporates changes made to the list from the start of revision until the end of revision.
Ordinarily resident	A person is ordinarily resident at the place he calls home. This is the place he intends to return to when away, or the place where he resides.
Poll key	A list that is used to determine the polling division number associated with an address.
Polling division	The basic geographical and administrative unit of the electoral district. There usually is one polling station for each polling division.
Polling station	Established for every polling division in the electoral district. There is one ballot box for each polling station
<i>Preliminary List of Electors</i> (PLE)	A list of electors produced from the National Register of Electors when an election is called. The list is sent to each returning officer.
<i>Registration Certificate</i> (EC 50050)	Form used at the polls to capture information about a qualified elector for registration purposes.
<i>Reminder card</i>	A card sent to each address shortly after the voter information cards have been distributed. It tells electors to check that they have received a <i>Voter Information Card</i> and, if not, to take appropriate action.
Returning officer	Responsible for the administration of the electoral process within the electoral district.
REVISE	Software used to complete revision tasks in the returning office.
<i>Revised List of Electors</i>	A list of electors that incorporates changes made to the list from the start of revision until the advance voting days.
Revising agent	A person who updates the <i>Preliminary List of Electors</i> by receiving applications for registration or revision from electors through the mail, by telephone or in person.
Revision	A four-week period during which revising agents respond to electors' requests to have their names added to, corrected on, or deleted from the <i>Preliminary List of Electors</i> .
Revision centre	Computer centre in the office of the returning officer where electors come to have their record created or updated.

Term	Definition
Revision supervisor	A person who manages and controls revision activities. Revising agents report to the revision supervisor.
Sequence number	A number assigned to every elector on the <i>Preliminary List of Electors</i> .
Targeted revision	An activity directed at electors living in new residential developments, areas where people move frequently, institutions, nursing homes, and chronic care facilities. Targeted revision ensures that these electors are offered the opportunity to register or to request revisions.
Unique identifier number	An eight-digit, unique, randomly generated number assigned to each elector that appears on the <i>Preliminary List of Electors</i> .
<i>Voter Information Card (VIC)</i>	A card mailed to every elector registered on the <i>Preliminary List of Electors</i> . It identifies the elector and tells him where to vote and how to contact the office of the returning officer.

### 9.3 Tools

Tool	Description	Use
<i>Alphabetical List of Electors (ALPHA list)</i>	A copy of the list of electors that is sorted alphabetically.	Used to determine the status of the elector.
<i>Application for Registration on the List of Electors (EC 40110 or EC 40115)</i>	Form used to capture information about a qualified elector for registration purposes.	Used to register electors.
<i>Application for Registration – Targeted Revision (EC 40112 or EC 40117)</i>	Form contained in the brochure <i>Your name may not be on the federal list of electors</i> .	Left at households when revising agents conduct targeted revision.
<i>Application for Registration – Targeted Revision at Elector’s Residence (EC 40113 or EC 40118)</i>	Form used during targeted revision to capture information about a qualified elector for registration purposes.	Used to register electors during door-to-door targeted revision.
<i>Application for Revision (EC 40111 or EC 40116)</i>	Form used to capture changes in elector information when the elector is already on the list of electors.	Used by the revising agent to update elector records (moves/ corrections/ deletions/ legal name changes).
<i>Appointment and Oath (for election or referendum officers) form (EC 10130)</i>	A legal document used to appoint election officials.	Legally authorizes the appointed person to act in the capacity of an election official. The oath must be read and signed by both the returning officer or designate and the appointee.



Tool	Description	Use
<i>Geographical List of Electors</i> (GEO list)	A paper copy of the list of electors that is sorted first by name of municipality, then alphabetically by street name and addresses.	Used to determine the status of the elector.
<i>Journal Report</i>	Report printed by the revising agent when finishing a work session with REVISE.	Details all the transactions the revising agent has performed using REVISE for a work session.
National Register of Electors	A database of all electors in Canada that is kept at Elections Canada in Ottawa and maintained year-round through updates from various sources.	Used to search for electors who are not found on the <i>Preliminary List of Electors</i> .
Poll key	Address ranges sorted by polling divisions.	Used to determine the poll corresponding to an address.
<i>A Guide for REVISE Users</i> (EC 40238)	A manual that explains how to use REVISE	Used to find out how to perform tasks using REVISE.
<i>A Manual for Revising Agents Using the REVISE System</i> (EC 40230)	Procedure manual for revising agents	Used to learn and apply the rules and regulations of the revision of lists of electors. This is your main source of information.
<i>Transaction Log</i> (EC 40091)	Form used with the follow-up basket.	Used to keep track of forms needing follow-up.
<i>Voter Information Card</i> (VIC)	A card sent to all electors registered on the preliminary list or given to electors who get registered during revision.	Confirms that an elector is registered to vote and provides important voting information.



## Chapter 10 – Reference Material

### Sections of Law Related to Accessibility

#### **Canadian Human Rights Act**

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 accommodate...without being hindered in or prevented from doing so by discriminatory practices based on a prohibited ground.”

3.(1) For all purposes of this Act, the prohibited grounds of discrimination are race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability and conviction for which a pardon has been granted.

5. It is a discriminatory practice in the provision of goods, services, facilities or accommodation customarily available to the general public

(a) to deny, or to deny access to, any such good, service, facility or accommodation to any individual, or

(b) to differentiate adversely in relation to any individual, on a prohibited ground of discrimination.

7. It is a discriminatory practice, directly or indirectly,

(a) to refuse to employ or continue to employ any individual, or

(b) in the course of employment, to differentiate adversely in relation to an employee, on a prohibited ground of discrimination.

#### **Canadian Charter of Rights and Freedoms**

15.(1) It is not a discriminatory practice if

(a) any refusal, exclusion, expulsion, suspension, limitation, specification or preference in relation to any employment is established by an employer to be based on a *bona fide* occupational requirement;

## **James Peter Hughes v. Elections Canada – Summary**

Rev. Hughes and his wife lived for many years in the United States. They moved back to Canada upon retirement. Rev. Hughes uses a wheelchair or walker. They live in a condo in downtown Toronto, near St. Basil's Church, the polling location used in the two electoral events at issue in the case. Mr. Hughes testified that the March 2008 by-election was his first time voting in a Canadian election since he lived in Quebec in the 1970s.

### **1) First Electoral Event**

On March 17, 2008, he proceeded using his walker to vote at St. Basil's Church in downtown Toronto. St. Basil's has three entrances: entrance #1 (main one, south side); entrance #2 (back one, north side); and entrance #3 (side one, west side).

From the street, the Complainant walked up a sloped hill on a long, winding path to entrance #1. At the front door was a handicap ramp which Rev. Hughes found to be acceptable. He found some "cryptic, yellow" EC signs, but they pointed away from entrance #1 and toward entrance #3. Entrance #1 was locked. Rev. Hughes proceeded around the building to entrance #3. When he opened the door, he found a flight of stairs leading downward.

Rev. Hughes was not able to get down the stairs without assistance. He called out for assistance, and someone who appeared to be an EC official came over and told him he could either come down the stairs or walk around the building (to entrance #2). Rev. Hughes chose to stay at entrance #3. The official took his walker down the stairs and Rev. Hughes then proceeded to go down the stairs on the seat of his pants. The walker was put back together and Rev. Hughes walked down the hallway to the election polling stations in the basement hall.

However, when he arrived in the hall, he was not able to vote in the polling booth because the tables were placed too close together, blocking his path. EC officials had to re-arrange the tables. While in the Church basement hall, Rev. Hughes told an EC official about his "difficult voting experience." Rev. Hughes recalled that the person replied that the lack of accessibility was for financial reasons.

After Rev. Hughes marked his ballot, his departure was no less difficult. Rather than go back through entrance #3, the EC officials offered to help him leave through the back way, entrance #2, adjacent to the parking lot. Rev. Hughes had to walk up a steep, narrow ramp which caused him great difficulty with his walker. The two doors leading out to the parking lot, which were heavy, steel doors, were not open. There was no automatic opening mechanism and only one of the two doors was openable. Rev. Hughes' walker had to be folded in order to get it through. Outside the doors, there was snow on the ground which had not been sufficiently cleared. The width shovelled looked like it had been done with ambulatory people in mind. It was barely wide enough for his walker's wheels, and not wide enough for a person using a wheelchair. There was a sloped ramp downward which was described by Rev. Hughes as steep and slippery. Rev. Hughes could not have exited through entrance #2 without assistance.

## **2) Written Complaint to EC, Complaint to CHRC, and EC's responses**

In addition to his verbal complaint on the day of the election, Mr. Hughes made a written complaint to EC on March 20, 2008 with the assistance of his counsel. Although it was addressed correctly it was routed to the wrong official at EC. It was then forwarded to the Legal Services Directorate at EC. Rev. Hughes heard nothing from EC regarding his verbal and written complaints to it (other than a letter from the official who had originally received the letter indicating that it had been forwarded to Legal Services) until receiving EC's August 6, 2008 letter to the Commission. On June 5, 2008, Rev. Hughes had filed a CHRA Complaint with the Commission. The August 6th letter was EC's response to the CHRA Complaint. EC had its officials investigate Rev. Hughes' Complaint, although he didn't speak to them directly about it and didn't personally speak to the Toronto Centre Returning Officer or other relevant EC officials at the St. Basil's Church polling stations.

The Tribunal found that EC's response to the written complaint to EC and to the CHRA complaint was not timely, contained inaccuracies, and was dismissive in tone. In the August 6th letter, EC made a number of factual errors including stating that all three entrances were unlocked during voting hours.

## **3) The Second Electoral Event**

On October 14, 2008, Canadians went to the polls in a federal general election. Mr. Hughes received a Voter Information Card, indicating that his polling station would be at St. Basil's Church once again. The Card had the universal accessibility symbol on it. Mr. Hughes was hopeful that things would be different this time, and that EC had addressed his concerns.

However, Rev. Hughes experienced the same lack of accessible voting on October 14th, except for the snow on the ground. When he went to St. Basil's, the front door (entrance #1) with its accessible ramp was again unavailable. This time he proceeded to entrance #2, where he found one of the doors was being held ajar by a broken rock. He could not open the heavy steel door himself. With assistance, he entered via entrance #2, voted and left the same way. Rev. Hughes was quite upset that, notwithstanding his verbal and written complaints to EC some seven months earlier and his June 2008 Complaint to the Commission, EC had not remedied the problem by providing a barrier-free polling facility to exercise his important democratic right to vote.

## **4) Post-Election, Tribunal Hearing and Decision**

Following the election, the Commission referred the subject-matter of the Complaint to the Tribunal on December 29, 2008. EC commissioned architect and accessibility expert Robert Topping to do an on-site inspection of St. Basil's Church and report on certain accessibility issues in March 2009. He outlined some of the problems with the St. Basil's facility from a barrier-free perspective. As a result of Rev. Hughes' Complaint, Mr. Topping's report, the steepness of the incline and better alternative locations in the area, prior to the hearing EC decided that it would no longer use St. Basil's Church as a polling location, notwithstanding some of its "significant advantages" (e.g., parking, community use and prior election use).

The Canadian Human Rights Tribunal held a hearing on Rev. Hughes' complaint in October, 2009 and rendered a decision on February 12, 2010. EC admitted liability at the beginning of the hearing. EC's official at the hearing testified that EC has learned a lot from the negative voting experience of Rev. Hughes, and it has made improvements. EC also agreed to many of the systemic remedies requested by the Complainant. However, EC argued that the evidence did not demonstrate a systemic problem, but rather that it was a case of human error – of people not doing things correctly within the system that was in place.

The Tribunal pointed out that the system is made up of people, and that the “problem is not so much the standards or policies on accessibility, or EC's training in regard to them”, but “[t]he problem is more in the nature of the policies and guidelines and training not being followed or applied by EC officials”. The Tribunal reiterated the importance of the right to vote, and that it is protected in the Charter. The Tribunal also stated that it is arguably a duty of citizens of Canada to vote, and that the State has a legal duty to ensure that all barriers, whenever possible, are removed. The Tribunal also relied upon the evidence of disability rights/accessibility expert Professor Catherine Frazee who explained the barriers that people with disabilities face in society, structurally and attitudinally, including details of “disability disadvantage”.

## 5) Remedies

The Tribunal awarded Rev. Hughes damages for compensation for pain and suffering. The amount was based in part on the fact that “voting is one of the most sacred rights of citizenship and that includes the right to do so in an accessible context.” However, the majority of the remedies are systemic in nature and most are to be completed by EC within either 6 months or 12 months. (The time frames are to be suspended for three months in the event of a general election, other than the time frames for the individual remedies and the cease order.) The Canadian Human Rights Commission has a monitoring role over the implementation of the decision, and EC is to consult with the other parties (the Complainant, the Commission, and the Council of Canadians with Disabilities who intervened as in interested party in the case.) The following list is a summary of the systemic remedies that the Tribunal has ordered Elections Canada to carry out:

- Greater consultation with voters with disabilities and disability groups, with a consultation plan to be formulated within 6 months upon discussion with other parties. (6 months)
- Cease order re situating polling stations in locations that do not provide barrier-free access, subject to standard of bona fide justification and the duty to accommodate to the point of undue hardship, once a prima facie case of discrimination has been established.
- Implement a procedure for verification of accessibility of facilities on the day of an electoral event and consult with other parties regarding same. (6 months)
- Review of Accessible Facilities Guide, Accessibility Checklist, and accessibility sections of the Manuals for ROs and other categories of election workers (CPSs,

DROs, Poll Clerks, Information Officers and Registration Officers), and consult with other parties about same. (12 months)

– Revise standard lease for polling locations to include the requirement that the leased premises provide level access and are barrier-free, and consult with other parties about same. (6 months).

– Provide sufficient and appropriate signage at elections, including the universal accessibility symbol so that voters with disabilities can easily find the shortest and most appropriate route to all accessible entrances at polling stations, and consult with other parties about same.

– Review, revise and update training manuals and programs concerning accessibility issues for ROs and officials below them, and training to be given to every officer or employee who deals with disability and accessibility issues, including the CEO and senior management, the accessibility officers at national headquarters, the ROs and others in the electoral districts. EC officials are to be trained as well on the new public complaints process. The training materials are to include the *Hughes v. Elections Canada* reasons for decision, and a case study made from it for training purposes. EC is to consult with other parties about same. (12 months)

– Implement a procedure for receiving, recording and processing verbal and written complaints about lack of accessibility and suitably publicize same. EC shall execute this reporting requirement for a period of three complete general election cycles. EC is to consult with other parties about same. (6 months)

– Elections Canada is to report to the Tribunal in at least three-month intervals about its progress in implementing the Order, and the Tribunal remains seized in the matter to the later date of the reporting of accessibility complaints by EC after the next general election and the implementation of the other parts of the Order, including any further implementation Orders as required.

### **Case Study – Rev. James Peter Hughes**

In compliance to the orders of the decision by the Canadian Human Rights Tribunal, Elections Canada has put in place several new procedures to ensure polling sites are accessible for all electors. Following the reading of the summary, reflect on the following questions:

- How would you have reacted had you had been in Rev. Hughes' position?
- Remembering what you have learned on the duty to accommodate, how would you have reacted if you had been in the position of the election official who was providing assistance?
- How could the situation have been handled differently? What steps could have been taken to address the obstacles to accessibility?
- With the new accessibility procedures that Elections Canada has put in place, how would this incident be resolved differently if it happened during the next general election?



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