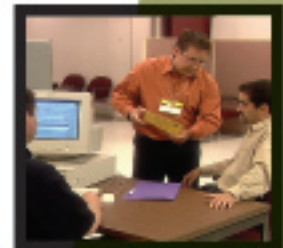


REVISION OF THE LISTS OF ELECTORS Election or Referendum



A MANUAL FOR
Revision Supervisors

A Manual for Revision Supervisors

Revision Record



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

Version	Date Published	Comments
EC 40231 (06/09)	March 2011	Replace the following page: <ul style="list-style-type: none"> • Page iii Add the following pages: <ul style="list-style-type: none"> • Pages 96–103
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Message from Elections Canada

The purpose of this manual is to describe and document the current practices and procedures that are part of a revision supervisor's responsibilities. This manual also explains the parts of the *Canada Elections Act* that apply to revision.

This manual is your main source of reference in carrying out your duties as a revision supervisor. The revising agent manuals are your main source of reference for procedures specific to revision tasks. Please read all manuals carefully before you begin your supervisory duties. While you work, keep the manuals at hand, and refer to them whenever you need to clarify a procedure, complete a task, or answer a question from an elector or another election official.

The manual is yours to keep. Although it already emphasizes key elements of the revision supervisor's job, make additional notes that will be helpful reminders 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 ensuring that revising agents update the list of electors accurately and with integrity 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	
First day of revision period	
Last day of revision period	
Advance poll days	
Polling day	

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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 revision supervisor 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 solve problems.

Objectives

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

Note to Those Who Served in Previous Electoral Events

Although you may have served as a revision supervisor 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 described in the revising agent manuals and this manual.

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

1.1 How to Use This Manual

This manual is designed to be used as:

- a training workbook, and
- a job aid to help you conduct your duties as revision supervisor.

The manual is divided into 10 chapters. Each contains information about a topic, task or group of related tasks that you will carry out during the revision period. Each chapter begins with a heading and is followed by sections of procedures, diagrams, pictures and examples.

Each chapter concludes with questions about the content in that chapter. You can use them to evaluate your understanding of the content. The answers to the questions are in the [Answer Key](#) near the back of the manual.

At the end of the manual you will find an [Appendix](#) that explains revision terms and tools, as well as an index for easy reference. 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 on a grey background indicates content that is particularly important.

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 and the revising agent manuals.

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 supervisory duties.
 - b) Divided into 10 chapters, each focusing on a specific topic.
 - c) Your main reference for your job as a revision supervisor.
 - 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. Procedures in this manual are:
 - a) The same as provincial and municipal procedures.
 - b) The same ones used in the previous federal election.
 - c) The procedures that should be followed for the current electoral event.
 - d) Brand new this year.

Chapter 2 – Revision Supervisor Information

Objectives

In this chapter, you will learn about:

- the roles and responsibilities of a revision supervisor,
- the roles of the people the revision supervisor works with, and
- guidelines for creating a positive working environment.

2.1 Roles and Responsibilities of a Revision Supervisor

Revision supervisors are responsible for the management, control and conduct of activities associated with the revision of the *Preliminary List of Electors*. You will help the returning officer to recruit and train revising agents. With the automation coordinator, you will also assist in the management of the local office.

To provide a positive electoral experience for revising agents and electors, you will need to communicate effectively and handle your job tasks accurately and efficiently.

Your activities include:

- selecting, hiring and training revising agents,
- directing, monitoring and supervising the revising agents as they carry out revision activities,
- managing targeted revision data and implementation,
- maintaining ledgers and logs so that requests can be processed promptly,
- taking all necessary measures to ensure the integrity of the electoral process, and
- ensuring that all revision documents are securely stored at the end of each day.



Your monitoring duties will involve applying quality control procedures to ensure the accuracy of the lists of electors.

2.2 Non-Partisanship

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

As revision supervisor, you must not participate in partisan political activities from the beginning of your appointment, which may extend until polling day.

This means, for example, that you

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

Oath of Office

Before you begin working, the returning officer or a commissioner for taking affidavits will administer the *Appointment and Oath (for office staff)* (EC 10135). This form establishes your authority to act in an impartial manner as a revision supervisor. You should keep it with you at all times while you are working. 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 office staff)* form (EC 10135). Select this box if you would like to give Elections Canada permission to share your information with other electoral agencies. This may lead to other employment opportunities, such as working at a provincial election.

2.3 The Revision Team

In your role as a revision supervisor, you will work closely with the following people:

- Returning officer (RO): Manages the office and oversees electoral activities.
- Assistant returning officer (ARO): Assists the returning officer to carry out his responsibilities.
- Automation coordinator (AC): Supports the technology used in the office of the returning officer.
- Revising agents: Carry out revision tasks to update the *Preliminary List of Electors* (PLE).
- Revision centre clerks: Work during peak periods of data entry.
- Special ballot coordinator (SBC): Allows electors to vote at the office of the returning officer at any time during office hours or by mail. May take registration requests if the special ballot applicant is not on the list of electors.

2.4 Relationship Management

It is important for you to have a positive working relationship with everyone on the electoral event team. It takes the efforts of many people to update the *Preliminary List of Electors*.

As a revision supervisor, you will meet electoral event staff and electors during the revision period. It is important that you be courteous, respectful and polite at all times. The manner in which you do your work and communicate with other electoral event staff and the public influences what they think about the electoral process and the way electoral events are administered.

To manage these key relationships effectively:

- answer revising agents' questions promptly and provide guidance when needed,
- co-operate to quickly resolve problems with electoral event staff,
- see to it that transactions are concluded promptly,
- keep the returning officer informed of potential problems or issues, and
- demonstrate courtesy and a customer-service mindset with members of the electoral event team.

2.5 Resolving Conflict

Occasionally, conflict may arise between revising agents that requires your intervention. When this happens,

- stop what you are doing,
- listen attentively to what is being said,
- ask questions to clarify your understanding of the situation, if necessary,
- communicate the facts and the resolution in a diplomatic manner, and
- if you are unable to resolve the issue, contact your returning officer for guidance.

2.6 Working with the Automation Coordinator

Because your duties involve working on updating the lists of electors, you will work closely with the automation coordinator (AC). Problems encountered when entering data, such as streets not found in the system or inaccurate address ranges, are minor issues that can be quickly resolved with the AC's assistance. The AC will come to you when planning the data entry of *Registration Certificates* (EC 50050) and *Correction Certificates* (EC 50051) completed on polling day and when removing duplicate electors.

2.7 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 in a pleasant, positive tone of voice; if speaking on the telephone, identify yourself as a revision supervisor 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 returning officer 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, and let him know that you appreciate his situation. Try to resolve the situation quickly and efficiently. If necessary, refer the matter to your returning officer.

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),
- carry your *Appointment and Oath (for office staff)* form (EC 10135),
- resolve elector issues promptly, and
- act as a role model for revising agents.



Keeping a customer-service mindset and making the experience a positive one for revising agents and electors with whom you come in contact is an important part of your job. Practise by treating all Elections Canada personnel as though they were customers. It will help you maintain a customer-service mindset, provide an example for revising agents and make your job more enjoyable.

Some people might try to take advantage of a revision supervisor who is unsure of his duties. Learn the rules so you are not pressured into making the wrong decisions. A well-informed revision supervisor can resolve difficult situations that may arise.

2.8 When Revision Supervisors Work

Revision supervisors usually begin work on Day 34 of the electoral calendar.

By law, the last day of revision is always on Day 6 of the electoral calendar at 6:00 p.m. This means that revision activities usually take place for 28 days.

You will establish your hours of work in consultation with the returning officer. The work schedule will involve daytime and evening hours as well as weekends.



If the current election is based on a calendar that has more than 36 days, the Chief Electoral Officer may establish that the first day of revision is before Day 33. Ensure that you know what the exact date of the beginning of the revision period is.

You must now undertake your training as revision supervisor. The following *Revision Supervisor Training Schedule* provides the details.

Table 1 Revision Supervisor Training Schedule

	Self-Directed Learning	Returning Office Procedures	REVISE
Instructor	Revision supervisor	Returning officer (RO)	Automation coordinator (AC)
Date in the event	Day 34	Day 33	Day 32
Duration	4–8 hours	2 hours	1.5 hour
Resources Support	<ul style="list-style-type: none"> ✓ <i>A Manual for Revision Supervisors</i> (EC 40231) Secondary sources: <ul style="list-style-type: none"> ✓ <i>A Guide for REVISE Users</i> (EC 40238) ✓ <i>Canada Elections Act</i> ✓ <i>A Manual for Revising Agents Using the REVISE System</i> (EC 40230) ✓ <i>A Manual for Revising Agents Doing Targeted Revision</i> (EC 40232) ✓ <i>A Manual for Revising Agents Using Forms</i> (EC 40233) 	<ul style="list-style-type: none"> ✓ <i>Training Guide for Revision Supervisors</i> (EC 40235) ✓ <i>A Manual for Revision Supervisors</i> (EC 40231) ✓ <i>Canada Elections Act</i> ✓ <i>Training Video for Revising Agents and Revision Supervisors</i> (DVD) (EC 40237) ✓ <i>A Manual for Revising Agents Using the REVISE System</i> (EC 40230) ✓ <i>A Manual for Revising Agents Doing Targeted Revision</i> (EC 40232) ✓ <i>A Manual for Revising Agents Using Forms</i> (EC 40233) ✓ <i>ECDocs</i> 	<ul style="list-style-type: none"> ✓ <i>A Procedure Manual for Automation Coordinators</i> (EC 10500) ✓ <i>A Guide for REVISE Users</i> (EC 40238)
Description	The manuals describe the revision supervisor's responsibilities. They are organized by information, key points to remember, and a short quiz.	The training guide is an instructor's guide for the returning officer. It outlines various revision supervisor's tasks and the steps to fulfilling their responsibilities in the returning office.	Automation coordinators should review the training section (2.4) of the <i>AC Procedure Manual</i> with the revision supervisor for their own information and to prepare for the revising agent training on Days 30 and 29.
Process	<ul style="list-style-type: none"> • The revision supervisor should receive his manuals as soon as he is hired. Copies can be printed from <i>ECDocs</i>. • The revision supervisor should read the manuals and complete the quizzes. 	<ul style="list-style-type: none"> • The returning officer, using the <i>Training Guide for Revision Supervisors</i>, meets with his revision supervisor and answers the quizzes in the <i>Manual for Revision Supervisors</i> and answers questions. • Show the <i>Training Video for Revising Agents and Revision Supervisors</i> (DVD) (EC 40237). • The returning officer walks through the organization, planning, expectations and demands, quality assurance, and staff management needed to fulfill the revision supervisor responsibilities. 	<ul style="list-style-type: none"> • On Day 32, the automation coordinator trains the revision supervisor on REVISE. • If the LAN is not accessible, the automation coordinator can review the screen captures of the application that are provided in the training documentation for revision agents.
Evaluation	<ul style="list-style-type: none"> • The revision supervisor self-evaluates, attempting for 100% accuracy on the quizzes. • The answer key is in the manuals. 	The returning officer should feel confident that the revision supervisor has obtained enough background to know where to find procedure descriptions and when to ask for help from other staff, such as the returning officer, the assistant returning officer, or the automation coordinator.	As soon as the LAN is active, the automation coordinator should assess whether the revision supervisor knows how REVISE manages elector data, and whether he has adequate knowledge about the other applications (UMT, Targeted Revision Management Tool) used by the revision supervisor.

2.9 Where Revision Supervisors Work

Your primary place of work is in the office of the returning officer, which is the centre of activity for compiling and processing forms associated with revision.

Due to the nature of revision activities, however, revising agents may be asked to work in a number of different locations. These could include one or more of the following:

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

2.10 Key Points from This Chapter

- Revision supervisors are responsible for the management, control and conduct of activities associated with the revision of the *Preliminary List of Electors*. This includes supervision of revising agents.
- Electors must be treated with a customer-service mindset.
- Revision supervisors will work primarily in the office of the returning officer. They supervise revising agents, who will work in the office of the returning officer as well as at revisal sites, satellite offices, institutions, nursing homes, chronic care facilities, and new residential and high mobility areas.

2.11 Chapter Checkpoint

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

1. Revision supervisors are responsible only to the returning officer, and not to any political party or candidate.
 - a) True
 - b) False
2. Key activities of a revision supervisor include:
 - a) Directing, monitoring and supervising revising agents.
 - b) Maintaining ledgers and logs to ensure that requests are processed in a timely fashion.
 - c) Neither of the above.
 - d) Both (a) and (b).
3. When conflict arises between revising agents:
 - a) Ask the revising agents to work through their differences on their own.
 - b) Refer the revising agents to the returning officer, because he is technically their employer.
 - c) Listen, ask questions, and communicate the facts and the resolution diplomatically.
 - d) Explain that being able to work together is a condition of employment.
4. The *Appointment and Oath (for office staff)* form (EC 10135):
 - a) Should be carried by you at all times when you are working.
 - b) Must be signed by the Chief Electoral Officer.
 - c) Is issued after you have passed the probation period of five days on the job.
 - d) All of the above.
5. The revision period finishes:
 - a) When the returning officer orders the automation coordinator to print the *Official List of Electors*.
 - b) On Day 6 at 9:00 p.m.
 - c) On Day 6 at 6:00 p.m.
 - d) When the Chief Electoral Officer declares that revision is over.

Chapter 3 – Elector Rights and Qualifications

Objectives

In this chapter, you will learn about

- the electors' rights,
- the revising agent's role 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 residency.

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]. 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. If there isn't,
- the returning officer will arrange for service.



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

Smoke-Free Environment

Revising agents may work in a variety of locations and 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 or in casting a ballot, 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 a seeing, or for another 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 protected through legislation, and it can be used solely for the purposes of an electoral event. Revising agents have access to elector information, and they have a responsibility to uphold the confidentiality and integrity of the electoral process.

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 discuss electors with whom you have been in contact with other electors, family or friends.
- Do not search for an elector record in either your electoral district or elsewhere in Canada for a purpose that is not related to the conduct of 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 agreed with the returning officer.
- Secure photocopied identification documents at all times. Identification documents containing personal information are **not** to be disposed of by the elector or electoral personnel. They must be included in 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 old 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: 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.

1. Seasonal Residents

A person is not ordinarily resident in a secondary residence, such as a cottage which is generally used during 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, the person’s temporary quarters at registration time are considered to be the place where the person 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, and 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 and 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 by contacting the Elections Canada 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 has been properly identified. You are responsible for ensuring that the elector provides satisfactory identification and proof of 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 the reason that 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.

During door-to-door targeted revision, when an elector is visited at his place of residence by revising agents he may provide information about the identity and address of all electors at that residence, including himself, take an oath attesting to the accuracy of that information, and sign the prescribed form. No other proof of identity or address is required.

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).

This electronic document may be signed by the administrator of a shelter, soup kitchen, student or seniors' residence, long-term care facility, or Aboriginal reserve. The elector may use it as proof of identity and 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), another electronic form, must also be signed by administrators of concerned institutions. A copy of this form will be given to each concerned electoral officer and it is used to validate the *Attestation of Residence* (EC 50053) the elector uses to register or vote.

The *Guidelines for Registration and Voting by Homeless Electors* document (EC 10049) has been drafted for returning officers and their staff to guide them in their efforts to help homeless electors exercise their right to vote. This document is found in *ECDocs* under "Election Materials."

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 and 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 residence:

1. one document showing the **name, current address of ordinary residence** and **signature** of the elector (see Table 2, *Examples of Acceptable Documents*, below);

OR

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

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.**



During door-to-door targeted revision, when an elector is visited at his place of residence by revising agents, he may provide information about the identity of all electors at that address, including himself, take an oath attesting to the accuracy of that information, and sign the prescribed form.
No proof of identity or address is required.

Table 2 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"> • Driver's licence • Mortgage or land transfer document • A completed and signed personalized processed cheque for payment of an account • Vehicle registration (some provinces) • Attestation of Residence (EC 50053) 		<ul style="list-style-type: none"> • Statement of account from telephone, public utilities or credit cards from major commercial undertakings • Automobile insurance policy certificate • Income tax notice of assessment • Hospital card • Proof of subscription to a magazine or periodical or a magazine with a mailing label affixed • Statement of RRSP or mutual fund 		<ul style="list-style-type: none"> • Health insurance card • Canadian passport • Canadian citizenship card • Old age security card • Social Insurance Number card • Automated teller machine card • Credit card • Automobile club card • Library card • Student card • Certificate of Indian Status card



Once you have examined the documents and have verified identity and residency, return the documents to the elector.
 Electors applying by mail may send photocopies of identification and address documents.

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 on 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, discuss the matter with the returning officer.

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.
- Electors must provide a complete date of birth. If no date of birth is provided, remind the elector 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 visited at home by revising agents may take an oath instead of providing proof of identity and address for themselves and all the other electors residing at the same address.
- Compare the elector's signature with documents provided. If you notice an obvious discrepancy, ask the elector to provide an explanation.
- 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. Electors who want to participate in the electoral process may make a change to the list of electors by:
 - a) Adding the name of an elector who turns 18 the day after the election.
 - b) Removing their own name, removing the name of another elector, adding their name, or correcting an existing record.
 - c) Adding the name of an elector who will apply to be a Canadian citizen the day of the election.
 - d) Removing a neighbour's name because they want that neighbour to move away.
2. "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.
3. A student who lives somewhere other than at his parents' home is ordinarily resident at the place where he will be living on election day.
 - a) True
 - b) False
4. A telephone bill and a library card with a name and signature are satisfactory documentation for the purposes of identification and proof of address requirements.
 - a) True
 - b) False

Chapter 4 – Managing the Revision Process

Objectives

In this chapter, you will learn:

- how to prepare for revision activities,
- how to manage revision activities, and
- about information important to revision.

4.1 Preparing for Revision

To prepare for revision, you must:

- familiarize yourself with your electoral district,
- read the revising agent manuals:
 - *A Manual for Revising Agents Using the Revise System* (EC 40230)
 - *A Manual for Revising Agents Doing Targeted Revision* (EC 40232)
 - *A Manual for Revising Agents Using Forms* (EC 40233)
- familiarize yourself with the Targeted Revision Management Tool,
- schedule, prepare for, and deliver revising agent training,
- assist the returning officer in grouping revising agents into pairs (each pair should include one revising agent from each of the two political parties involved),
- schedule revising agents for work in the office of the returning officer, at revisal sites, and in targeted revision areas,
- assist the returning officer in identifying areas and institutions where revising agents will conduct targeted revision,
- prepare forms and ledgers that you will use to monitor revision and targeted revision activities,
- prepare and organize the workplace for revising agents, and
- manage revision material.

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

Organizing the Workplace

Before revising agents begin work, gather the supplies they will need to do their jobs. The supplies will be used to organize and manage the revising agents' work and to keep the forms they complete moving forward in a streamlined manner.

Description	Quantity
<i>A Guide for REVISE Users</i> (EC 40238)	One for each revising agent working with REVISE
File folders for completed forms printed by REVISE	One for each revising agent working with REVISE
Ready-to-check basket for the <i>Journal Report Control Log</i> (EC 40014)	One, placed next to the printer used by revising agents
Follow-up basket for the <i>Transaction Log</i> (EC 40091)	One
Follow-up basket for the automation coordinator for the AC follow-up sheet	One
To-be-processed basket for the <i>Revision Batch Control Ledger</i> (EC 40101)	One
Ready-to-file basket	One
Correction basket	One
Pens	Two per revising agent
Note pads	One per revising agent
User ID and passwords for REVISE	One per revising agent
Inbox for the revision supervisor	One for forms to be batched

4.2 Managing Revision Activities

In order to manage revision effectively, your work will normally involve eight main tasks:

1. Monitor the work of revising agents.
2. Manage revision centre telephone calls.
3. Apply quality control measures.
4. Maintain ledgers.
5. Prepare and transmit batches of revision forms to be processed by revising agents.
6. Manage targeted revision.
7. Monitor revision materials.
8. Complete other administrative duties.

1. Monitor the Work of Revising Agents

Ensure that revising agents:

- strictly follow procedures and securely store revision documents, which are highly confidential, at the end of each shift,
- record any pending transactions in the *Transaction Log* (EC 40091), and
- behave in a way that protects the integrity of the electoral process.

Provide guidance to revising agents who have questions or who have difficulty, keeping the best interests of the elector in mind. Resolve disagreements between revising agents, consulting the returning officer when you need support.

2. Manage Revision Centre Telephone Calls

Take into account peak call periods of the electoral calendar. You will need to assign more revising agents at the office to answer those calls, while making sure not to compromise service to electors who come to the office.

These are the peak periods:

- Day 28 to Day 23 (during the targeted revision)
- Day 22 to Day 16 (after *Voter Information Cards* are sent)
- Day 15 to Day 9 (after *Reminder Cards* are sent)

You must also keep in mind that the daily peak period occurs between 9:00 a.m. and 4:00 p.m., with an increase at lunchtime.

3. Apply Quality Control Measures

Check the accuracy and completeness of all revision forms and *Journal Reports* submitted by revising agents.

Inform revising agents when you find mistakes or omissions, and have them make the necessary changes.

4. Maintain Ledgers

Ledgers help revising agents and the returning officer track revision information and protect the integrity of the electoral process by:

- knowing the location of each batch of revision forms, and which revising agent is working on batches at a specific time,
- controlling the workflow by keeping forms organized and moving them toward entry into the REVISE system and approval by the returning officer, and
- ensuring that fraudulent forms are not entered into the system.

Therefore, it is important that you complete ledgers accurately and promptly.

5. Prepare and Transmit Batches of Revision Forms to Be Processed by Revising Agents

Once revision forms are returned to the returning office, you will:

- prepare the batches,
- complete and sign the *Revision – Batch Form* (EC 40100) for each batch,
- place batches in the to-be-processed basket, and
- complete the *Revision Batch Control Ledger* (EC 40101).



Make sure that revision forms completed do not accumulate. They must be processed in a steady flow so the returning officer can approve the transactions promptly and the list of electors can be updated as quickly as possible.

6. Manage Targeted Revision

The revision supervisor is responsible for managing targeted revision on the returning officer's behalf. [Chapter 5 – Targeted Revision](#) deals with this in detail.

7. Monitor Revision Materials

As the revision supervisor, you must monitor the supplies used during targeted revision to ensure that the revising agents always have all the supplies they need during the targeted revision period. Lot 12, which contains your revision supplies, includes all the targeted revision kits and material. These materials include:

- EC 40108 – *We Missed You Card* (5 packages of 50)
- EC 40109 – *Bilingual Service Card* (5 packages of 50)
- EC 40112 or EC 40117 – *Targeted Revision Brochure*
- EC 40150 – *Revising Agent's Badge*
- EC 40232 – *Manual for Revising Agents Doing Targeted Revision*
- EC 40280 – *No Longer Resident at Address*
- EC 40290 – *Classroom Workbook for Revising Agents*

- Kit K.00012-C – *Targeted Revision Kit for Revising Agents*
- EC 40011 – Expandable envelope which contains:
 - EC 40108 – *We Missed You Card* (4 packages of 50)
 - EC 40109 – *Bilingual Service Card* (4 packages of 50)
 - EC 40113 – *Application for Registration – Targeted Revision at Elector’s Residence* (2 pads of 100)
 - EC 50260 – black pen (1 included)

These items are also included in limited quantities in lot 12 to allow for adjustments if necessary. Since targeted revision varies from one electoral district to the other, you will receive kits and some items in quantities based on forecasted workload. It will be up to you to monitor the supplies and order as required.



If your electoral district includes one or more additional offices, you will have to ship enough election materials, as described above, according to the returning officer’s estimate.

Note that forms can be photocopied as needed, particularly those for internal use. Registration and revision forms may be photocopied if necessary until supplies are replenished. Always keep a “clean” copy of each form on hand for emergency photocopying. Keep a closer eye on items that cannot be reproduced on-site: EC 40108, EC 40109, and, in particular, EC 40112 or EC 40117. The *ECDocs* CD-ROM contains all the revision manuals in printable format. In some cases, it may be more practical to print and reproduce from the CD than to order from Elections Canada.

8. Complete Other Administrative Duties

As revision supervisor, your administrative duties include:

- delivering revising agent training sessions,
- sorting and counting incoming mail-in registration forms, and maintaining the *Mail-In Registration Ledger* daily throughout the revision period,
- preparing the revising agents’ work schedule and ensuring that enough staff are on duty during office hours,
- keeping a record of the number of hours each revising agent works,
- completing the *Report on the Hours Worked by Revision Personnel* (EC 40102), and sending it to the returning officer at the end of each day,
- finding revising agent replacements when needed, and
- filing the completed batches of forms and *Journal Reports* according to their polling division so they may be verified at any time.

In order to manage the revision process effectively, revision supervisors must be familiar with all aspects of revision and ensure that all procedures are in place.



Refer to the three revising agent manuals and become familiar with the detailed procedures revising agents must follow.

4.3 Overview of Revision

The following descriptions of revision provide an overview of the process and highlight important points or concepts related to revision in general.

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 or over the telephone, or has completed a form and mailed it to the office.



Refer to the appropriate revising agent manual for detailed procedures on revision activities using REVISE or forms, or for conducting targeted revision.

Step 1: Conduct the Search

The elector's status on the *Preliminary List of Electors* will dictate the type of transaction and validation that is required.

To assess an application for registration or revision, a revising agent will:

- obtain the elector's name, current home address, previous home address if the elector has moved, and date of birth, and
- check for the elector's status on the *Preliminary List of Electors*.

There are two steps involved in checking the elector's status:

1. **Local Search:** Determine whether the elector appears on the *Preliminary List of Electors* at his current or previous address. This may be done in REVISE (local search) or on a paper copy of the list (either *Alphabetical List of Electors* [ALPHA list] or *Geographical List of Electors* [GEO list]).
2. **National Search:** If the elector does not appear in your electoral district, search for the elector at his previous address. Using REVISE, perform a national search.

Using the Elector Search Utility

In the satellite offices, **where REVISE is not available**, Elections Canada will provide a computerized list of all electors currently appearing in the National Register of Electors. This list is static, which means that the revising agent cannot make any changes to the list, nor will recent changes be reflected on the list. Revising agents have access to this database through the Elector Search Utility (ESU).

On peak days during revision, which occur shortly after the *Voter Information Cards* have been mailed, and at locations where manual revision takes place, you are advised to install the ESU computer in the workspace where electors are received in person. This will keep revising agents from losing time while performing searches.



At the end of each day, make sure that the computer containing the ESU database is placed in a secure location. If you keep the computer on a mobile cart, it will be easy to move to a secure location without damaging the equipment.

The ESU helps in locating an elector who has moved and whose record does not appear locally, allows for a speedy transaction, and makes the process easy on the elector.

Everyone working in the returning office needs to know that the ESU:

- contains only elector information that is necessary to crosscheck an applicant's elector information, and that **it may be used only for this purpose**, and
- is password-protected, and may be used only by the returning officer, the assistant returning officer, the automation coordinator, the assistant automation coordinator, the revision supervisor and revising agents.



For technical information on operating the ESU, see Chapter 7, "Using the Elector Search Utility," in the *Additional Office Automated Workstation User's Guide* (EC 10503).

Step 2: Complete the Transaction

Once the search is complete, REVISE will help the revising agent determine that either:

- the elector appears on the list for your electoral district at either his current or previous address,
or
- the elector appears at his previous address on the list in another electoral district,
or
- the applicant is not registered as an elector in Canada.

Applications for Registration

When an elector wishes to be added to the list of electors and has not been previously registered or has not been located at a previous address, he must show acceptable identification. See [section 3.3, Proof of Identity and Address](#), for details.

The revising agent will record the request on the *Application for Registration on the List of Electors* (EC 40110 or EC 40115). The elector must sign the form and provide adequate identification.

- If the revising agent is using REVISE, he will be prompted to ask for ID and a signature. A form will print once all the information has been entered.
- If the revising agent does not have access to REVISE or the ESU, he will use the GEO or ALPHA list to verify if the elector appears on the list of electors in his riding. **If the elector is not found, his status will be determined later using REVISE.**

Electors Not Wishing to Be Added to the National Register of Electors

An elector may wish to register to vote, but may not want his name added to the National Register of Electors. The *Application for Registration on the List of Electors* (EC 40110 or EC 40115) contains a statement below each elector's name. The elector may sign next to the statement indicating that he does not want his name added to the National Register of Electors. **If the elector ticks the box and signs the declaration, he will have to register again if he wishes to vote at the next federal event.**

Applications for Revision

When a revising agent establishes that an applicant has an existing record, the record will be either his current or his previous address. The address may be within or outside your electoral district.

The *Application for Revision* form (EC 40111 or EC 40116) accommodates several kinds of revision requests:

- [Corrections](#)
- [Removals](#)
- [Moves Within the Electoral District](#)
- [Transfers from Another Electoral District](#)

REVISE will print the *Application for Revision* form only when a transfer or a legal change of name is required or in the case of a removal. **In all these cases, the elector's signature is required.**

Two factors will determine how the revising agent records the transaction:

- the elector's status on the *Preliminary List of Electors*, and
- the request being made.

Once the elector has made his request, the revising agent will check the appropriate boxes in Section 1 of the *Application for Revision* form. For batching forms and processing purposes, it is crucial that this section be completed properly.

Corrections

A correction is a minor change to one or more of the following:

- elector information,
- mailing address, or
- unit number or civic address.

For most corrections, no signature is needed, and the correction may be completed entirely over the telephone. This makes the transaction straightforward and elector friendly.

Corrections that involve a legal change of name cannot be completed over the telephone. The elector must sign the form.

Removals

A request for removal may be one of five types:

- the elector wants his own name removed,
- the person is requesting the removal of a person who is deceased,
- the elector is requesting the removal of an elector who no longer resides at an address,
- the elector is not qualified, or
- the record is a duplicate.

1. Elector Requested

If ...	Then ...
The elector requests that his name be removed from the <i>Preliminary List of Electors</i>	The elector can be removed; however, he must provide his name, address and date of birth.

2. Deceased

If ...	Then ...
The applicant is requesting the removal of an elector who is deceased and the applicant is registered at the same address as the deceased	No proof of death or signature is needed.
The applicant is requesting the removal of an elector who is deceased and the applicant is not registered at the same address as the deceased	<ol style="list-style-type: none"> 1. Proof of death and signature are required. 2. Section 7 of the <i>Application for Revision</i> must be completed.

3. No longer at address

If ...	Then ...
The applicant is requesting the removal of an elector who no longer resides at the address as shown	<ol style="list-style-type: none"> 1. The elector can be removed if the applicant is registered at the address the person has vacated. 2. The applicant must provide proof of identification and address if he does not reside at the same address as the elector being removed.

4. Not qualified

If ...	Then ...
The elector is not qualified to vote	<ol style="list-style-type: none"> 1. The returning officer or someone who has been delegated this responsibility will provide a list of records that require removal. 2. As revision supervisor, the returning officer will ask you to assign a revising agent and instruct him to remove these records in REVISE.

5. Duplicate

If ...	Then ...
There is a duplicate record	<ol style="list-style-type: none"> 1. The returning officer or someone who has been delegated this responsibility will provide a list of records that require removal. 2. As revision supervisor, the returning officer will ask you to assign a revising agent and instruct him to remove these records in REVISE.

Moves Within the Electoral District

When the elector moves within the electoral district, **a signature is not required**. The revising agent can process the transaction entirely over the telephone, as long as the elector has clearly established his identity by providing the name, previous address, and complete date of birth that match his current record on the *Preliminary List of Electors*.

If the elector appears on the *Preliminary List of Electors* at either his current or previous address:

- the revising agent will process his request as a revision to an already existing record, using the *Application for Revision* form (EC 40111 or EC 40116), and
- REVISE will update the record after the revising agent has entered the changes in REVISE.

Transfers from Another Electoral District

1. Moves from another electoral district using REVISE

When an elector moves from one electoral district to another, a transfer is required.

The revising agent will have:

- completed a local search for the elector using REVISE, and
- completed a national search using REVISE and, as a result, found the elector at his previous address.

It will become obvious that a transfer is needed once the revising agent conducts a local search and does not find the elector, but does find him through a national search.

If the elector appears in the National Register of Electors at his previous address in another electoral district:

- The revising agent will process his request as a revision to an already existing record, using the *Application for Revision* form (EC 40111 or EC 40116).
- REVISE will update the record after the revising agent has entered the changes in REVISE. However, if the form is completed by hand, the revising agent must enter the elector's previous address.

The revising agent **cannot complete this transaction over the telephone**. The elector **must sign** the declaration in section 8.

2. Moves from another electoral district using the forms

Revising agents use the ESU to locate electors whose previous address is outside the electoral district.

The revising agent must use the ESU to verify information while he is serving the elector. Otherwise, the revising agent may not be able to complete the transaction in one visit by the elector.

If the revising agent finds the elector at his previous address and matches the date of birth, this means that the elector is already in the National Register of Electors. The elector must sign the *Application for Revision* form (EC 40111 or EC 40116) but **does not** need to show identification.

Step 3: Validate the Transaction

Requirements will vary from one request to the next. According to the *Canada Elections Act* and the prescriptions of the Chief Electoral Officer, the elector's status on the *Preliminary List of Electors* (PLE) will determine any requirements regarding signatures or identification.

If ...	Then ...
The elector is not on the PLE or the National Register of Electors	The elector must sign the <i>Application for Registration on the List of Electors</i> form (EC 40110 or EC 40115), must provide identification, and may opt out of the National Register of Electors by checking the box under his name and signing beside the statement.
The elector is not on the PLE but is found on the National Register of Electors using the ESU or the national search in REVISE	He must sign the <i>Application for Revision</i> (EC 40111 or EC 40116) form. No ID is required.
The elector is on the PLE in the electoral district	He does not have to sign a form. No ID is required. However, if the elector has legally changed his name he must show ID with the new name and sign the form.
The applicant is on the PLE in the electoral district and registered at the same address as the person he is applying for	No signature or identification is required for the applicant or elector. Section 7 of the <i>Application for Revision</i> (EC 40111 or EC 40116) form must be filled out with the applicant's information. No letter of authorization from the elector is required.

Key Points from This Chapter

If ...	Then ...
The applicant is on the PLE in the electoral district but not registered at the same address as the person he is applying for	The applicant does not need to provide identification for himself. However, he must provide a letter of authorization signed by the elector or proof of death. Section 6 of the <i>Application for Registration on the List of Electors</i> form (EC 40110 or EC 40115) or Section 7 of the <i>Application of Revision</i> form (EC 40111 or EC 40116) must be filled out with the applicant's information. The applicant must sign the form.
The applicant is not on the PLE and wants to register an elector or update the elector's address	Identification for the applicant as well as a letter of authorization signed by the elector are required. Identification for the elector is required in the <i>Application for Registration on the List of Electors</i> (EC 40110 or EC 40115) form. Section 6 of the <i>Application for Registration on the List of Electors</i> form (EC 40110 or EC 40115) or Section 7 of the <i>Application of Revision</i> form (EC 40111 or EC 40116) must be filled out with the applicant's information. The applicant must sign the form.

4.4 Key Points from This Chapter

- Read your revising agent manuals, and understand the revision procedures in detail.
- Work closely with the returning officer to prepare for revision activities.
- Always keep the best interests of the elector in mind when making decisions related to elector requests.
- Manage workflow effectively to ensure that forms are processed quickly.
- Monitor the work of revising agents and solve problems quickly.
- To ensure the integrity of the revision process, maintain ledgers and logs and carry out quality assurance measures.

4.5 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. No one except the returning officer or the assistant returning officer can make a decision about the validity of a revision request.
 - a) True
 - b) False
2. Ledgers help to protect the integrity of the electoral process by making sure:
 - a) You know the location of each batch, and which revising agent has a batch at a specific time.
 - b) Fraudulent forms are not entered into the system.
 - c) Revision information is kept confidential.
 - d) All of the above.
3. Revision involves:
 - a) Determining the elector's status on the PLE and determining the correct action of the elector.
 - b) Determining the elector's status on the PLE, determining the action that the elector must take, and ensuring that all requirements have been met.
 - c) Determining the elector's status on the PLE, determining the action that the elector must take, and ensuring that the elector signs the form.
 - d) Determining the elector's status on the PLE, determining the action that the elector must take, and ensuring that the revising agent fills in the revision batch ledger.
4. What must revising agents do before registering an elector or revising an elector record?
 - a) Verify the elector's status on the PLE or the National Register of Electors.
 - b) See identification before performing the search.
 - c) See proof of residency before performing the search.
 - d) See proof of citizenship before performing the search.
5. Revision requests may involve:
 - a) Corrections and removals.
 - b) Moves within the electoral district.
 - c) Transfers from another electoral district.
 - d) All of the above.

Chapter 5 – Targeted Revision

Objectives

In this chapter, you will learn:

- about the benefits of targeted revision,
- about the various types of targeted revision, and
- how to prepare, implement and monitor targeted revision activities.

Targeted revision is a set of revision procedures that meet the needs of certain categories of electors who are more likely than others not to appear on the *Preliminary List of Electors* at their current addresses.

The *Preliminary List of Electors* is produced with data from the National Register of Electors. It is expected that certain electors will not appear on the list at their current home address because they have recently moved. If nothing were done to promote the revision of these elector records ahead of time, many of the electors would have to register on polling day. In high mobility areas, this would result in overload at registration desks and the inconvenience of long lines for voters.

5.1 Benefits

There are three major benefits to targeted revision:

- improved elector awareness of the electoral process,
- higher voter participation because of improved registration procedures, and
- reduced polling day registration.

5.2 Methodology

The Chief Electoral Officer provides targeted revision methods tailored to three groups of electors:

- those in new residential developments,
- those in areas known for high mobility, and
- those in institutions, nursing homes and chronic care hospitals, and who have reduced mobility.

Although your returning officer is responsible for conducting targeted revision, you will play a key role in its management. Therefore, you must be thoroughly familiar with targeted revision so you can assist the returning officer during the preparation phase and supervise the revising agents' work during implementation.

Targeted Revision Management Tool

At the beginning of the electoral event, whether a by-election or a general election, the automation coordinator will upload the targeted revision data for the Targeted Revision Management Tool (TRMT) onto the server and will give the revision supervisor and the returning officer access to the TRMT. You must use this tool to manage all the targeted revision addresses that the returning officer has identified for your electoral district. Print the *TRMT User's Guide* from the main page of the TRMT, and make sure to follow the instructions provided in conjunction with the instructions in the *Revision Supervisor's Manual*.

Access to Electors' Residences

No one who is in control of an apartment building, condominium building or other multiple-residence building or a gated community may prevent revising agents from obtaining access to that building or gated community between 9:00 a.m. and 9:00 p.m. to perform targeted revision.

The same does not apply in respect of a person who is in control of a multiple-residence building whose residents' physical or emotional well-being may be harmed as a result of permitting targeted revision.

5.3 New Residential Developments

It could happen that some electors residing in new residential areas do not receive a *Voter Information Card* because their addresses are not in the National Register of Electors.

Preparation

Your returning officer will have identified new streets and residential developments where targeted revision should be conducted. You can find these lists of addresses in the **New developments** tab of the TRMT. Ask the returning officer if he has additional addresses to be added. As a rule, these addresses should already be in the TRMT, since this is a way of determining budgets for targeted revision for the electoral district. Add any other addresses as needed.

During the first week of the electoral event, you must prepare for targeted revision by performing the following tasks:

1. Prepare a *Targeted Revision – Record of Visits* form (EC 40106) for each address on the list. These are the streets and addresses the revising agents will visit.
2. Once the revising agent training has been completed, work with the returning officer to select pairs of revising agents to receive additional training on targeted revision. The number of revising agents you select will depend on the amount of targeted revision in your electoral district. These revising agents will be assigned various tasks associated with the conduct and clerical administration of targeted revision.

Make sure you have selected an even distribution of revising agents from each of the political parties providing revising agents.

3. Estimate the amount of time it should take to visit every address or street range, allowing for travel time between areas. This will allow you to plan and schedule visits by revising agents.

Elections Canada has determined the average time it will take to complete targeted revision in new developments and high mobility areas.

- Try to group the addresses according to their proximity to each other to reduce travel time and to maximize the number of visits that take place.
- Allocate sufficient time for second visits if needed.
- Consult the tables provided in [section 10.2, Time Estimates for Targeted Revision Charts](#), to plan targeted revision.

4. Use the **RA Teams** feature in TRMT to:

- manage revising agent pairings,
- assign a number to each team, and
- keep contact information for each revising agent.

The number associated with the team appears on the *Targeted Revision – Record of Visits* form (EC 40106). If revising agents were instructed to call in their results, the team number can also be used to quickly identify the team and the addresses visited on the *Targeted Revision Log*.

5. Stamp the address of the office of the returning officer on the return envelope contained in the targeted revision brochure.
6. **During a by-election**, you must also stamp the beginning date of the revision period in the following places of the *Your name may not be on the federal voters list* (EC 40117) brochure:
 - the second page of the brochure in the section outlining the qualifications to vote (both English and French sides), and
 - section 5 of the application form (both English and French).
7. Give the revising agents the completed *Targeted Revision – Record of Visits* form (EC 40106) and remind them to read the appropriate chapter in the revising agent's manual.

Implementation

Most targeted revision activities should be conducted between Days 29 and 16. These calendar days are a suggested time frame for targeted revision activities. If volume dictates, you may continue targeted revision activities past Day 16. In exceptional cases, you may continue targeted revision activities up until Day 6 at 6:00 p.m., which is the end of the revision period.



Targeted revision dates can be adjusted by the revision supervisor with the returning officer's approval.

Monitoring

At the end of each day during which targeted revision is taking place for new residential developments, you must:

1. Contact all revising agents conducting targeted revision to confirm the number of units visited, the number of second visits scheduled, and the number of registrations obtained that day. Record these data in the *Targeted Revision Log* in the TRMT. The numbers entered for each day will be calculated through the TRMT's automated features. These are cumulative totals added through each day of targeted revision activities.
2. The TRMT produces an automated report that provides answers to most Event Management System (EMS) questions on targeted revision. Please refer to the *TRMT User's Guide* for instructions on creating daily monitoring reports for your returning officer.

5.4 High Mobility Areas

A high mobility area is one in which residents move frequently. It usually includes high-rise apartment buildings and student neighbourhoods and campus residences.

The addresses in such areas will normally be on the *Preliminary List of Electors*, and the returning officer will have sent a *Voter Information Card* to the electors listed. However, it is likely that the current residents will therefore receive a *Voter Information Card* for a name other than their own.

It is important that student neighbourhoods and campus residences be identified for targeted revision to encourage youth electors to register. For procedures on revising and registering students, please refer to the Service Standards for Ensuring Accessible Registration and Voting Processes for Student Electors (EC 10047) document.

Preparation

The returning officer will have identified areas of high mobility and apartment buildings where targeted revision should be conducted. You can find these lists of addresses on the **High Mobility** tab in the TRMT. Ask the returning officer if he has additional addresses not listed, and add them in the TRMT.

You must complete the *Targeted Revision – Record of Visits* form (EC 40106) as outlined in [section 5.3, New Residential Developments](#).

Monitoring

At the end of each day, monitor targeted revision in high mobility areas:

1. Contact all revising agents conducting targeted revision to confirm the number of second visits scheduled and the number of registrations obtained that day from the *Targeted Revision – Record of Visits* (EC 40106).
2. Record these data in the *Targeted Revision Log* in the TRMT. The numbers entered for each day will be calculated through the TRMT's automated features. These are cumulative totals added through each day of targeted revision activities.
3. The TRMT produces an automated report that provides answers to most EMS questions on targeted revision. Please refer to the *TRMT User's Guide* for instructions on creating daily monitoring reports for your returning officer.

5.5 Completing the Targeted Revision – Record of Visits Form (EC 40106)

After you export an address from one of the data sheets, the *Targeted Revision – Record of Visits* form (EC 40106) for that address appears. The revising agents use this form to record the results of their visits.

In the upper right-hand corner of the form, beside the team number, you will see two letters. This two-letter identifier indicates the data sheet from which the address was exported (e.g. “HM” represents an address exported from the High Mobility data sheet).

Click **Store, Add and Print** to perform all of the following steps simultaneously:

- Save a copy of the form in the Daily Revision Logs and Forms folder.
- Print a copy of the form for the revising agent team.
- Export the address information to the *Targeted Revision Log*.

Once the record has been saved and printed, the *Targeted Revision Log* appears. Give the printed form to the revising agent team visiting the address. The saved copy of the form can be used to reprint the form, if required.

5.6 Completing the Targeted Revision Log

At the end of each day that targeted revision is conducted, review the *Targeted Revision – Record of Visits* forms (EC 40106) that have been submitted by revising agents.

Transfer the totals from the *Targeted Revision – Record of Visits* forms (EC 40106) to the *Targeted Revision Log*. Locate the address under the **Address** column. You can also use the range number on the *Targeted Revision – Record of Visits* forms (EC 40106). This number corresponds to the number in the **Range No** column of the *Targeted Revision Log*.

To begin entering results for the address, select the election calendar reporting day. If these are results for the first visit, use the columns for the day reported located under the **First Visit** heading. If these are results from the second visit, use the columns under the **Second Visit** heading farther to the right.

The sections to complete high mobility and new residential addresses results appear first. Scroll to the right for long-term care, colleges and universities, and received by post.

When entering results, make sure that you select the appropriate columns. You must ensure that all cells have a numeric value where required.



It is important to complete this *Targeted Revision Log* daily so that the returning officer can update the Event Management System (EMS).

Targeted Revision Log											Electoral District: 35085	
RANGE						HIGH MOBILITY & NEW RESIDENTIAL ADDRESS						
Range No	Address	PD	TYPE of TR	Revising Agent Team #	Total # of Units to Visit	First Visit					Day Rep Second Vi & HI	
						Day Reported First Visit (ND & HM)	# of Units Landlord Confirmed	# of Units Visited	# of Forms Completed	# of Second Visits Scheduled		
					196							
1	120 Elm St Collingwood	17	HM	1	56	28	12	44	10	24	26	
	All ---> Silver Glen (Blvd.) Town of Collingwood	6	ND	1	15							
3	Bay Haven Senior Care Community 499 Hume St. Collingwood	29	LT	1	113							
4	400 Second St Collingwood	17	HM	1	12							

Figure 2 Targeted Revision Log (Left Side)

Second Visit			LONG TERM CARE			COLLEGES & UNIVERSITIES		RECEIVED BY POST	
Day Reported Second Visit (ND & HM)	# of Forms Completed	# of Mail-ins (EC 40112) Left at Door	Day Reported Visit (LT)	# of Institutions Visited Today	# of Forms Completed	Day Reported Visit (CU)	# of Forms Completed	Day Received at Returning Office	# of Mail-ins (EC 40112)
26	5	19		0	0		0		0

Figure 3 Targeted Revision Log (Right Side)

5.7 Institutions, Nursing Homes and Chronic Care Hospitals

Institutions, nursing homes and chronic care hospitals are places of ordinary residence for seniors or electors with physical or other disabilities, who may find it difficult to take the usual steps to have their elector records updated. In response to their special needs, revising agents will visit these electors.

At the beginning of the revision period, you will find an electronic list in TRMT of institutions to visit, which includes the name of the institutions, as well as the contact person’s name and telephone number for each institution. Ask the returning officer if he has additional institutions to be added to the TRMT.

When you communicate with facilities, remember that your access to the list of residents is left to the discretion of the facility administrators. The *Personal Information Protection and Electronic Documents Act* (PIPEDA) often accounts for this legitimate reluctance to share residents’ information. If this is the situation, you can offer to take your *Preliminary List of Electors* for the facility and compare the names on the list.

Preparation

You or your returning officer must contact the administrator of each institution to determine if a list of residents is available, as well as to make an appointment for revising agents to visit the residents.

Electors may not be registered solely from a list of residents in an institution. The Canada Elections Act requires that, for a name to be added to the list of electors at an address, the elector living at this address must sign the prescribed form and take the prescribed oath. You must request that administrators facilitate access to all residents.

Some administrators may question the relevance of registering persons who are physically very ill and people with physical or other disabilities. They will be concerned that these people may find this initiative disturbing. This is a legitimate concern, and you must take it seriously. Reassure the administrator that revising agents are instructed not to insist if they cannot obtain an answer from an elector.

However, under the *Canada Elections Act*, a mental disability or a degenerative disease does not disenfranchise an elector.

Revision in Institutions, Nursing Homes and Chronic Care Hospitals

Three options are available for completing revision activities.

- *Option 1: The institution provides a list of residents before revision begins*
- *Option 2: The institution provides a list of residents that revising agents may review on-site before revision activities begin*
- *Option 3: No list is provided, and revising agents visit each resident*

Option 1: The institution provides a list of residents before revision begins

If the administrator of the institution chooses to provide you with a list of residents, thank him and explain that the list, which is kept confidential, allows revising agents to complete the paperwork in advance. This keeps the time required to visit each resident to a minimum and helps avoid the need to disturb residents unnecessarily.

When the list is received, revising agents use the information provided to conduct a search to determine which electors must be registered and which must be removed. Revising agents pre-fill all the necessary forms and visit, between Day 20 and Day 16, only the electors who need to sign a form and take the prescribed oath. **At no time are the names of residents automatically added to the list of electors.**



Rather than share a list of residents, in some cases administrators may ask to review the list of electors for the facility in order to confirm who is correctly registered at that address. This is also an acceptable way of minimizing disruption to residents.

Option 2: The institution provides a list of residents that revising agents may review on-site before revision activities begin

- Agree with the institution administrator on a time for revising agents to consult the list of residents on-site. The revising agents should take a GEO list with them to the facility.
- This on-site consultation should take place before Day 20. The revising agents will pre-fill all the necessary forms and visit, between Day 20 and Day 16, only the electors who must sign a form and take the prescribed oath.

Procedures for When a List Is Made Available

Once the revising agents have obtained the list of residents for consultation on-site or at the office, they should refer to a copy of the GEO list of electors to identify the following:

- Names that appear on the list of residents **but not on the *Preliminary Lists of Electors***. These are the electors for whom the revising agents will have to pre-fill an *Application for Registration – Targeted Revision at Elector’s Residence* form (EC 40113) for an election or EC 40118 for a by-election.
- Names that appear on the *Preliminary Lists of Electors* **but not on the list of residents**. These electors no longer reside in the institution. These electors should be removed from the lists of electors using the *No Longer Resident at Address* form (EC 40280).

When the revising agents receive a list of residents, remind them that no part of this list may be reproduced and that it must be returned to the administrator of the institution or his representative.

Option 3: No list is provided, and revising agents visit each resident

If the administrator does not wish to provide a list of residents for consultation on- or off-site, revising agents must visit each elector at the institution and complete an *Application for Registration – Targeted Revision at Elector’s Residence* (EC 40113 or EC 40118).



The administrator of the institution may refuse to allow revising agents to visit the residents if the residents’ physical or emotional well-being may be harmed as a result of permitting targeted revision.

In such circumstances, the administrator’s wishes must be respected.

Implementation

Between Days 33 and 26 of the electoral calendar, call each institution’s administration to schedule a time for revising agents to visit. When you are deciding on a time, keep the following in mind:

- Visits should take place between the 20th and 16th days before polling day.
- Consider the size of the institution and the type of services offered. Allow more time in large chronic care hospitals where electors suffer from degenerative illnesses.
- When the number of applicants warrants, you may set up a temporary revisal desk on the premises of an institution, nursing home or chronic care hospital. In this case, you should ask the administrator to inform residents when Elections Canada will be on-site. Your returning officer can provide you with Elections Canada posters to hang in the institution.

- Revising agents must always work in pairs to accept revision and registration requests. **As well, the revising agents selected must be people who exhibit patience and sensitivity.**

Monitoring

On each day that visits will take place, you must do the following:

1. If a list of residents is available, provide revising agents with the pre-filled batch of *Application for Registration – Targeted Revision at Elector’s Residence* forms (EC 40113 or EC 40118) that they will ask residents to complete and sign. If a list of residents is not available, provide the revising agents with the blank *Application for Registration – Targeted Revision at Elector’s Residence* forms (EC 40113 or EC 40118) pad.
2. Collect all application forms that residents have signed, as well as those that were not signed. Check to make sure they are completed accurately.
3. Ensure that any form not signed by the elector includes a valid written explanation, and that it has been signed by the pair of revising agents.
4. Batch the forms into separate signed and unsigned batches. Count the number of electors for whom a form has been completed and signed.
5. Record the number of successfully registered electors on the list of facilities printout or in the TRMT.

5.8 Targeted Revision on Aboriginal Reserves

Targeted revision on Aboriginal reserves uses the same procedures as described in this manual. The returning officer will seek assistance from band leaders to determine if targeted revision is required and to select location(s) for polling sites.

When an Aboriginal reserve is selected for targeted revision, every effort should be made to recruit and appoint Aboriginal people from the reserve to be revising agents and conduct targeted revision.

5.9 Final CD-ROM Back-up of the Targeted Revision Management Tool

At the end of the event, a final back-up of the TRMT final data will be created by the automation coordinator and will be returned to Elections Canada in Ottawa. Before this CD-ROM is burnt, you must review and update the data once targeted revision has ended.

Preparing the Data

At the end of revision, review every address for each targeted revision category and make your corrections or updates directly on the MS Excel spreadsheet. The final targeted revision data should reflect the targeted revision activities that were conducted during the event. Your changes should include the following:

- Changing an address from one targeted revision category to another (for example, an address moved from new developments to high mobility): Indicate **“Move to high mobility”** and where you want the address to go in the **Comments** section on the spreadsheet. Deleting an address (for example, an address that no longer needs targeted revision or an address that is duplicated): Indicate **“Delete”** in the **Comments** section on the spreadsheet. **Do not directly delete them yourself in the TRMT.**
- Correcting an address (for example, a change in civic number or spelling of a street): Indicate **“Correction”** in the **Comments** section.
- Updating an address (for example, to add a contact name, street direction or polling division number): Indicate **“Update”** in the **Comments** section.
- Adding addresses (for example, an address that was added during the event which was visited by revising agents): Indicate **“Add”** in the **Comments** section.



Do not add new addresses that were not visited during the event in TRMT. This will occur during a pre-event assignment.

Methods of Targeted Revision

Indicate in the TRMT spreadsheets which method was used to target each address in all targeted revision categories. This information will help in assessing traditional

and alternative targeted revision plans, as well as future targeted revision budget planning.

Use the column under the **If no, please indicate the reason and your proposed strategy to target this location** heading to indicate the method used. Methods could include:

- door-to-door targeted revision (door)
- lobby revisal desks (lobby RD)
- public area revisal desk (public RD)
- student residence revisal desk (student RD)
- telephone targeted revision (telephone)

Final Step

After these updates have been made, arrange to meet with the returning officer to finalize the information before the automation coordinator creates the final CD and before the LAN is purged.

5.10 Key Points from This Chapter

- Targeted revision is a procedure designed to meet the needs of electors who are most likely not to be included on the *Preliminary List of Electors*.
- Targeted revision takes place in new residential developments, areas of high mobility, and institutions such as chronic care hospitals and nursing homes.
- The returning officer prepares ledgers for each type of targeted revision for revising agents in advance.

5.11 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 three major benefits of targeted revision are:
 - a) Greater elector awareness, higher voter participation, reduced polling day registration.
 - b) Greater elector awareness, fewer election day officials needed, higher voter participation.
 - c) Higher voter participation, reduced polling day registration, lower election day costs.
2. The revision supervisor prepares a *Targeted Revision – Record of Visits* form (EC 40106) for each high mobility and new residential address, but not for institutions, nursing homes or chronic care hospitals.
 - a) True
 - b) False
3. What options are available to administrators of institutions to ensure that targeted revision activities take place?
 - a) Provide a list of residents in advance to the revision supervisor.
 - b) Provide a list of residents on a specified day to revising agents who visit the institution.
 - c) Not provide a list of residents.
 - d) (a) and (b).
 - e) (b) and (c).
 - a) (a), (b) and (c).

Chapter 6 – Managing Forms

Objectives

In this chapter, you will learn about:

- ledgers used to manage revision activities, and
- how to process forms and forward them to the revision centre.

Depending on the circumstances, electors will be registered using different forms. Revising agents conducting targeted revision door to door will use forms that can be used for registration or moves, because the revising agents cannot establish the elector's status on the PLE when they meet with the elector.

In offices of assistant returning officers (satellite offices), where the ESU and copies of the PLE are available, transaction-defined forms are used, because it is possible to establish the elector's status. The following table indicates where it is appropriate to use each form.

Once completed, all forms should be sent to the returning office to be processed.

6.1 Revision Forms and Locations Where They Are Used

This table indicates where each form will be completed. All forms will be processed in the office of the returning officer.

✘ – Form is not used at this location

✓ – Form is used at this location

Table 3 Revision Forms and Locations Where They Are Used

General election forms	By-election forms	Office of the returning officer	Satellite office with ESU	Revisal desks without ESU	Mail: elector-initiated	Door-to-door completed by revising agents	Institutions	At polls on polling days
EC 40110	EC 40115	✓ Printed by REVISE	✓ Paper form	✓	✘	✘	✘	✘
EC 40111	EC 40116	✓ Printed by REVISE	✓ Paper form	✓ Paper form	✘	✘	✘	✘
EC 40112	EC 40117	✘	✘	✘	✓ Paper form in brochure	✘	✘	✘
EC 40113	EC 40118	✘	✘	✘ Paper form from pad	✘	✓ Paper form from pad	✓	✘
EC 50050	EC 50050	✘	✘	✘	✘	✘	✘	✓
EC 50051	EC 50051	✘	✘	✘	✘	✘	✘	✓

6.2 Processing Forms Entered in REVISE

When electors come to the office of the returning officer or when they call, the transaction can often be completed immediately using the REVISE application. The system will automatically print forms that need a signature. Revising agents will gather these forms and attach them to their *Journal Report* for the revision supervisor to review.

To process forms entered in REVISE:

1. Check the *Journal Reports* according to the guidelines provided in [section 8.2, *Checking the Journal Report*](#).
2. If the *Journal Report* is up to standard, sign the *Journal Report Control Log* on the corresponding *Journal Report* (EC 40014) you checked, under the “Revision Supervisor” column. If it is not up to standard, return it to the revising agent to rectify the record.
3. Separate the *Journal Report* from the forms.
4. File the *Journal Reports* according to their serial number (upper right)
5. File forms, by polling division, in boxes EC 40190 provided by Elections Canada using the dividers with tabs EC 40191.

6.3 Processing Forms Completed by Hand

Origin of Forms

Forms completed by hand may come from more than one source. These forms include:

- targeted revision forms that were left by revising agents at households where no one was home when they visited newly developed and high mobility areas (the elector has completed the form and returned it in person or by mail),
- registration or revision forms that were mailed from the office of the returning officer at the request of the elector (these forms are completed and returned by the elector),
- registration or revision forms that have been completed in the office or other locations such as satellite offices or revisal offices, and
- *Registration Certificates* (EC 50050) and *Correction Certificates* (EC 50051) completed at the polling stations at the advance polls and on polling day.

All requests for registration, transfer, correction or deletion must be received at the office of the returning officer no later than 6:00 p.m. on Day 6 of the electoral calendar.

Once revision forms are completed, revising agents must return them to the office of the returning officer. You will count and check the forms against the numbers provided by the revising agents who returned them.

Making Batches and Completing the Revision – Batch Form (EC 40100)

1. Complete all the appropriate ledgers as necessary (for example, complete the *Mail-in Registration Ledger* for mail-in registration forms).
2. Assemble forms of the same number into a batch of up to 30 forms. Mail-in registration forms (EC 40112 or EC 40117) may be batched with EC 40113 (or EC 40118) once they have been counted and their number has been entered into the *Mail-in Registration Ledger*.
3. Staple the *Revision – Batch Form* (EC 40100) to the top.
4. In box i, indicate the batch number (start at 1 with the first batch, and continue sequentially).
5. In box ii, indicate the number of forms in the batch.
6. In box iii, tick the appropriate box.
7. Log the batch in the *Batch Control Ledger* (EC 40101).
8. Verify the batch to make sure that forms are complete.
9. In the “Revision Supervisor” box, tick the “Verified for completeness” box.
10. Tick the “Logged” box in *Batch Control Ledger* (EC 40101).
11. Tick the “Sent to data entry” box and enter the date.
12. Put the batch in the to-be-processed basket for revising agents or revision centre clerks.
13. Assign one or more pairs of revising agents or revision centre clerks to process the forms using REVISE.
14. When the batch has been entered into REVISE, review the work. Compare the *Journal Report* with the forms and ensure that the revising agent or revision centre clerk has filled in the administrative boxes.

Revising agents or revision centre clerks must complete the remaining sections of the *Revision – Batch Form* (EC 40100). The sections are self-explanatory.



To help revising agents process mail-in revision requests, refer to the revising agent manuals.

6.4 Follow-Up Basket and *Transaction Log* (EC 40091)

Follow-Up Basket

The **follow-up basket** is used to keep track of forms and batches of forms that cannot be completed because signature or identification papers were not provided. It contains two types of documents:

Incomplete forms printed by REVISE

When revising agents are unable to complete a transaction in REVISE, they will print the form and put it in the basket.

Batches of forms filled out by hand containing one or more incomplete forms

Mail-in registration forms and forms from targeted revision will be batched before they are processed. Forms should not be separated from the batch. If a form is incomplete, it must remain attached to the batch and the entire batch put into the follow-up basket after the complete forms have been processed. Revising agents will flag the incomplete form(s) and write the appropriate information in the *Transaction Log* (EC 40091).

Incomplete forms requiring elector signature or ID should not remain in the basket for more than two days. Revising agents should check in REVISE to see whether the elector has come in and did not mention that a form was waiting for him. If no changes were made in REVISE for that record, the revising agents should follow up with the elector to obtain the missing information.



When a batch remains in the follow-up basket, it does not prevent the RO from approving the transactions on the completed forms in the batch. Approval is done with REVISE through the RO Approval screen.

Transaction Log (EC 40091)

The *Transaction Log* (EC 40091) is used to:

- keep track of forms that are not complete; and
- record requests from electors wishing to receive mail-in registration forms.

The revising agent manuals provide a description of how and when to use the follow-up basket and the Transaction Log (EC 40091).

1. Ensure that the revising agents record the steps necessary to process the application in the *Transaction Log* (EC 40091).
2. If the revising agents are unable to reach an elector, return the form to the follow-up basket. Ask the revising agents to continue trying to reach the elector until the end of the revision period. (The returning officer may not reject an application until the elector has refused to provide the necessary information.)

Requests for mail-in registration forms should be dealt with the day the elector makes the request.

When forms are completed because the elector has provided the necessary documents or signature, the revising agent will process the form as follows:

If the form from the follow-up basket ...	Then the revising agent ...
was generated by REVISE	<ol style="list-style-type: none">1. Enters the data into REVISE again.2. Places the original form and the form signed by the elector into his file folder for forms printed by REVISE.
was a form filled out by hand	Puts the batch to which the form is attached into the to-be-processed basket to be entered in REVISE.

If an elector has refused to provide compulsory information (his name, current address and identification), take the application form to the returning officer for action. Only the returning officer can reject an Application for Revision.



Keep in mind that all revision or registration forms must be received at the returning office no later than 6:00 p.m. on the 6th day before polling day.

Ensure that the follow-up of pending forms is done on a regular basis so that electors will have the opportunity to return a completed form before the deadline.

6.5 Managing Forms Close to the Deadline

Expedite the delivery and return of documents as the deadline approaches, taking into account the size of the electoral district and the postal service. For example, an

elector who receives a form on the 7th day before polling day will likely miss the deadline and not have his record updated on the *Official List of Electors*.

Revising agents should remind electors that they will have to register on polling day if their application forms do not reach the office of the returning officer on time. Despite this option, revising agents **must not** encourage electors to opt for polling day registration instead of sending in their forms.



In remote areas, the time frame may be tighter. On the 14th day before polling day, revising agents should begin informing electors that the deadline is approaching and advising them that they have three options:

- to come to the office of the returning officer in person
- to use a fax machine to receive and transmit documents
- as a last resort, to register on polling day

6.6 Monitoring Incoming Mail-in Revision Forms

Because mail-in revision is likely to be more significant in the future, Elections Canada wants to monitor response rates to its mail-in revision initiatives. Therefore, your returning officer must report on the progress of mail-in revision during an electoral event.

Complete the *Mail-in Registration Ledger* (in section 10.1 of this manual) daily to keep track of all revision forms that arrive at the office of the returning officer through the mail, as well as registration forms that were part of the targeted revision brochures left by revising agents.

6.7 Completing the *Mail-in Registration Ledger*

After you have sorted the forms, on each day of revision do the following:

- count the number of revision forms,
- report the number in the proper space on the *Mail-in Registration Ledger*,
- batch the forms, complete the *Revision – Batch Form* (EC 40100), and put forms in the to-be-processed basket, and
- provide a copy of the *Mail-in Registration Ledger* to the returning officer at the end of each day.

6.8 Monitoring Registration Certificates (EC 50050) and Correction Certificates (EC 50051)

Registration Certificates (EC 50050)

Electors who are not on the list of electors but show up at the advance polls or on polling day to vote are required to complete a *Registration Certificate* (EC 50050). To complete this form, they will show the required ID to the registration officer or deputy returning officer at the poll, and will sign the form. The *Registration Certificate* (EC 50050) is then returned to the returning office for data entry into REVISE.

Correction Certificates (EC 50051)

Electors who advise the poll staff of a change to their information (change of address, change of name, spelling error, etc.) will be required to complete a *Correction Certificate* (EC 50051). This form is completed and signed by the deputy returning officer only at the advance poll or on polling day. The *Correction Certificate* (EC 50051) is then returned to the returning office for data entry into REVISE.

6.8.1 Certificates Completed at the Advance Poll

At the end of each day of advance polls, the deputy returning officers will return to the office all *Registration Certificates* (EC 50050) and *Correction Certificates* (EC 50051) completed during the day. Data from certificates must be entered into REVISE before electors who voted according to the *Record of Votes Cast at the Advance Polling Station* (EC 50080) are struck.



All forms must be data-entered before the *Official List of Electors* is printed.

The processing of advance poll certificates uses basically the same steps as processing of a revision transaction. Revising agents or revision centre clerks who assist in the data entry of these forms must be sure to follow the rules for entering certificates.

Making Batches

Ensure that all polling day *Registration Certificates* (EC 50050) are entered first. Then enter the *Correction Certificates* (EC 50051). See [Making Batches and Completing the Revision – Batch Form \(EC 40100\)](#) in [section 6.3](#) to perform the batching of the forms.

Striking Electors

1. Perform a local search using the polling division and sequence number if available, or search by elector name. If you find the elector's record, update the information, if applicable, and strike the elector.

2. If the elector is not found, perform a national search using the elector's previous address as recorded in section 4 of the *Registration Certificate*. If you find the elector's record, update the information, and strike the elector.
 3. If you cannot find the elector after performing both searches, proceed with adding the elector as per the *Registration Certificate* (EC 50050) and strike the elector.
- See the Striking Electors section in *A Guide for REVISE Users* (EC 40238).



Click "Strike" to both save the transaction and mark the elector as voted. These transactions are not sent to the RO Approval Interface, because they have already been approved by the deputy returning officer or the registration officer.

6.8.2 Certificates Completed on Polling Day

If the returning officer asks you to supervise revision centre clerks concerning the completed *Registration Certificates* (EC 50050) and *Correction Certificates* (EC 50051) data entry, it is important that the revision centre clerks who will be assisting in the data entry of these forms coming from polling stations follow the rules related to data entry.

Making Batches

Ensure that all polling day *Registration Certificates* (EC 50050) are entered first. Then enter the *Correction Certificates* (EC 50051). See [Making Batches and Completing the Revision – Batch Form \(EC 40100\)](#) in [section 6.3](#) to perform the batching of the forms.

To enter polling day certificates data, see [Striking Electors](#) in [section 6.8.1](#).

Administrative questions no longer appear after polling day except for the one related to National Register of Electors consent.



There should be no "cleaning up" of the list of electors at this stage. Any transaction made on your list after polling day requires a *Registration Certificate* (EC 50050) or *Correction Certificate* (EC 50051). This includes any electors who may appear on exceptions reports. **Do not** make any removals or changes based on these reports.

6.9 Key Points from This Chapter

- All forms are eventually processed and entered into REVISE at the office of the returning officer.
- Processing forms printed by REVISE means that the revising agent, his partner and the revision supervisor will check the *Journal Report* printed through REVISE for errors.

- Forms processed by hand come from several sources. The revision supervisor batches them for the revising agents to enter into REVISE.
- The *Mail-in Registration Ledger* must be provided to the returning officer at the end of each day.
- There are four baskets to help manage forms and how they are processed:
 - to-be-processed basket
 - to-be-checked basket
 - ready-to-file basket
 - automation coordinator follow-up basket

6.10 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. To process forms printed in REVISE, the revision supervisor:
 - a) Checks the *Journal Report* (EC 40014) for errors, signs the *Journal Report Control Log* under the revision supervisor's column, and files the *Journal Report* by log number and the forms by polling division.
 - b) Checks the *Journal Report* (EC 40014) for errors, signs the *Journal Report Control Log* under the revision supervisor's column, files the *Journal Report*, and gives the forms to the returning officer for approval.
 - c) Checks the *Journal Report* (EC 40014) for errors, signs the *Journal Report Control Log* under the revision supervisor's column, and files the *Journal Report* with the forms by polling division.
 - d) Checks the *Journal Report* (EC 40014) for errors, signs the *Journal Report Control Log* under the revision supervisor's column, and files the *Journal Report* by date and the forms by polling division.
2. To process forms completed by hand, the revision supervisor:
 - a) Batches the forms by number, attaches a *Revision – Batch Form* (EC 40100), makes the appropriate entry in the *Revision Batch Control Ledger* (EC 40101), and places the batch on the revising agent's desk.
 - b) Batches the forms by number, attaches a *Revision – Batch Form* (EC 40100), makes the appropriate entry in the *Revision Batch Control Ledger* (EC 40101), and places the batch in the to-be-processed basket.
 - c) Batches the forms by polling division, completes a *Revision – Batch Form* (EC 40100), makes the appropriate entry in the *Revision Batch Control Ledger* (EC 40101), and places the batch in the to-be-processed basket.

- d) Batches the forms by number, attaches a *Revision – Batch Form* (EC 40100), and places the batch in the to-be-processed basket.
- 3. The *Mail-in Registration Ledger* must be completed at the end of each day and given to the returning officer.
 - a) True
 - b) False
- 4. The only person who can reject an *Application for Revision* is:
 - a) The revision supervisor.
 - b) The returning officer.
 - c) The revising agent.
 - d) The Chief Electoral Officer.
- 5. Managing forms means the revision supervisor must ensure that pending applications are:
 - a) Followed up on by the revising agent.
 - b) Not left until the day before revision ends.
 - c) Recorded in the *Transaction Log* (EC 40091).
 - d) All of the above.

Chapter 7 – Training and Supervising Revising Agents

Objectives

In this chapter, you will learn about:

- training revising agents,
- supervising revising agents,
- pairing and scheduling revising agents, and
- tracking the time that revising agents work.

7.1 Training Revising Agents

Before Training Begins

1. Help the returning officer prepare a training area in the office of the returning officer.
2. Assist the returning officer in renting equipment, such as an overhead projector and TV/DVD player.
3. Read the three revising agent manuals:
 - *A Manual for Revising Agents Using the REVISE System* (EC 40230)
 - *A Manual for Revising Agents Doing Targeted Revision* (EC 40232)
 - *A Manual for Revising Agents Using Forms* (EC 40233)
4. Read and practise delivering the four training modules of the *Training Manual for Revising Agents* (EC 40234):
 - Module 1: Introduction
 - Module 2: Revision of the Lists of Electors Using the REVISE System
 - Module 3: Revision of the Lists Using Forms
 - Module 4: Targeted Revision
5. Review the *Revising Agent Training Schedule* and familiarize yourself with the various modules that you will have to deliver. The various training activities for revising agents are described in the following table.

Table 4 Revising Agent Training Schedule

Sequence of Training	Description	Who Participates	When It Takes Place	Instructor
Pre-test	A computer test entering sets of names and addresses to determine basic data entry skills.	All potential revising agents	<ul style="list-style-type: none"> As soon as there is a sufficient number of revising agents. Takes about 30 minutes to administer. 	Automation coordinator and/or the revision supervisor
<i>Training Manual for Revising Agents</i> (EC 40234) Module 1	<ul style="list-style-type: none"> Revision procedures and how to work as a team. Elector eligibility and appropriate ID. The three steps for a revision transaction. <i>Training Manual for Revising Agents</i> (EC 40234) with accompanying DVD. 	All potential revising agents	Prior to the remaining modules. <ul style="list-style-type: none"> Module 1 plus the results of the pre-test establishes the appointment to different revising tasks. Requires 60 minutes. 	Revision supervisor
Specialized Training (can occur simultaneously)				
Training on REVISE	Using the REVISE application.	Revising agents selected to work on REVISE	After the pre-test and module 1 are completed.	Automation coordinator
<i>Training Manual for Revising Agents</i> Module 2	Update and create elector records. Complete a <i>Journal Report and Transaction Log</i> (EC 40091).	Revising agents selected to work on REVISE	According to the automation coordinator and revision supervisor calendars, Days 30 to 29. However, it can be done at any time within the first week after the writ is dropped.	Revision supervisor
<i>Training Manual for Revising Agents</i> Module 3	Step-by-step instruction on <ul style="list-style-type: none"> revision using forms <i>Transaction Log</i> (EC 40091). 	Revising agents selected to work on forms		
<i>Training Manual for Revising Agents</i> Module 4	How to <ul style="list-style-type: none"> register an elector complete the <i>Record of Visits</i> (EC 40106). 	Revising agents selected to conduct targeted revision		
Resources	<ul style="list-style-type: none"> The pre-test is a set of locally selected data (use names and addresses). The automation coordinator uses the <i>training revision centre personnel</i> section in <i>A Procedure Manual for Automation Coordinators</i> (EC 10500). The revision supervisor uses the <i>Training Manual for Revising Agents</i> (EC 40234) and refers to <i>A Manual for Revision Supervisors</i> (EC 40231). All other manuals and forms required for the training can be found in the <i>Training Manual for Revising Agents</i> (EC 40234). The answers to the quizzes in <i>A Classroom Workbook for Revising Agents</i> (EC 40290) are provided in the <i>Training Manual for Revising Agents</i> (EC 40234). 			

During Training

- Use the DVD provided in the training kit.
- Use available transparencies, wall posters and pamphlets.
- Distribute the classroom workbooks, and ensure that all activities have been completed correctly.

Be concise in your explanations, and refer to places in the manuals where answers can be found. Be patient, and take time to respond to questions. Sometimes, participants may ask abstract or hypothetical questions that are only marginally related to the content of their work. Control the training experience by focusing discussion on relevant issues.

7.2 Supervising Revising Agents

Supervision of revising agents involves:

- ensuring that quality assurance measures are completed,
- ensuring that revising agents understand their roles and responsibilities, and
- supervising revising agents and providing corrective feedback to eliminate errors, which will ultimately save you time.

Pairing Revising Agents

Under the *Canada Elections Act*, revising agents must be paired according to different political party affiliations when they are taking revision requests from electors. One revising agent must be from the registered party whose candidate finished first in the last election in your electoral district and one revising agent must be from the registered party whose candidate finished second.

Revising agents will work side by side, which makes it easier to review each other's work.

Revising agents do not need to be paired right after they have been trained, but once the computer test and specialized training are done, it will be easier to pair revising agents according to their skill.

The same two revising agents do not need to work together at all times. For example, if you notice that the work submitted by a particular revising agent is poor or that he is experiencing conflict with his partner, you may reassign him.



If a revising agent is not available to take his regular shift, the partner will not be penalized if you assign a replacement. The partner will also not be penalized if you recommend to your returning officer that a revising agent be dismissed and the returning officer agrees.

Establishing Work Schedules

You are responsible for scheduling revising agents to ensure that revision activities are completed during the revision period.

Consult with the returning officer to determine if additional revising agents are required to meet demands of targeted revision or general revision activities.

Tracking Time

Time sheets

Your returning officer will give you the time sheets for the revision staff. You will be given one sheet for yourself and one for each of the revising agents.

Forward the completed time sheets to the returning officer every two weeks.

Report on the Hours Worked by Revision Personnel (EC 40102)

Elections Canada requires that the returning officer report the hours worked by the revision staff as a measure of daily revision expenditures.

At the end of each day, you must give the returning officer a completed *Report on the Hours Worked by Revision Personnel (EC 40102)* that records all hours worked that day.

7.3 Key Points from This Chapter

- Prepare for training by gathering materials ahead of time, reading the lesson plan, and scheduling revising agents to attend.
- Deliver training according to the lesson plan, and encourage revising agents to use the revising agent manuals to find answers to their questions.
- Pair revising agents to ensure that each person in the pair is from a different political party.
- Schedule revising agents, track their time worked for payroll purposes, and complete the *Report on the Hours Worked by Revision Personnel (EC 40102)*.

7.4 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. To prepare for training, you should:
 - a) Prepare a training area in the office of the returning officer.
 - b) Rent equipment and gather training materials.
 - c) Read all the revising agent manuals and the lesson plans.
 - d) All of the above.
2. You should control the training experience by:
 - a) Focusing discussion on relevant issues.
 - b) Providing lots of breaks.
 - c) Refusing to answer questions.
3. Revising agents must work in pairs, and each partner in the pair must be from a different political party.
 - a) True
 - b) False
4. Time sheets should be forwarded to the returning officer:
 - a) At the end of every day during the revision period.
 - b) At the end of every week during the revision period.
 - c) At the end of the revision period.
 - d) Every two weeks.
5. The form that you submit to the returning officer at the end of each day for time-tracking purposes is called:
 - a) *Report on the Hours Worked by Revision Personnel* (EC 40102).
 - b) *Revising Agent Time Sheet*.
 - c) *Revising Agent Time Sheet Report*.
 - d) There is no form to submit.

Chapter 8 – Quality Assurance

Objectives

In this chapter, you will learn about:

- what quality assurance is and why it is important to the revision process,
- ways to ensure that revising agents maintain a high quality of work, and
- tools that help revision supervisors check for errors.

8.1 What Is Quality Assurance?

Quality assurance is what you do to verify the quality of work performed by the revising agents.

Quality assurance is an important part of the revision supervisor's duties. You have to make sure that the revising agents complete all revision forms and the *Transaction Log* in accordance with the *Canada Elections Act* and that revising agents follow the procedures prescribed by the Chief Electoral Officer of Canada. If they need help, revising agents should use the revising agent manuals, which describe these procedures in detail.

It is very important that revising agents complete transactions with accurate information.

How Frequently Is the Quality of Work Assessed?

The quality of the work each revising agent performs may vary, but it will improve as the agent becomes more familiar with the tasks associated with his functions. Check revising agents' work regularly.

When revising agents begin to work, check their work and the *Transaction Log* (EC 40091) as often as time permits. Look for errors, and provide feedback to help them avoid repeating those errors. This will also help you assess the strengths and weaknesses of the revision staff early in the revision period.

What Is Included in a Quality Review?

To minimize errors, review work to ensure that revising agents complete all forms legibly and correctly. This will involve conducting spot checks to identify:

- if revising agents have ticked the identification box on forms where it is required,
- that **both** revising agents have signed the forms,
- that no information is missing on forms,
- that forms that needed to be signed by electors bear their signature, and
- if the *Journal Report* contains errors that can be identified.

8.2 Checking the *Journal Report*

Checking the *Journal Report* is an important quality assurance control mechanism. Revising agents produce the *Journal Report* when they log off REVISE. Check the *Journal Report* after the revising agents have completed their own check.

Journal Report for User:
Rapport d'activités pour l'utilisateur : Jlabelle

17/09/2003 19:33:35
page 1 of/de 1

Electoral District/ 24076 Mont-Plaisir
Circonscription

Journal Report No./
Rapport d'activités N° : 0047_jlabelle_1709_193335

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) 01/05/1965	des Pommiers, Montplaisant, QC J0B
A	17		90007651			N	O	SMITH, ...	St, Montplaisant, QC J0B 4Z5
C			5042			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 ...nettes, Montplaisant,
A		17/09/2003 20:45:47	90007660	004-0		N	I	ROUSSEAU, JANE (F) 02 TANGUAY, DOMINIQUE, ...	48, Route 174, Montplaisant, QC J0B 7N1

Complétées conformément à la Loi électorale du Canada.
Completed in accordance with the Canada Elections Act.

Agent / 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 RÉS
L- = Local SVR cancelled / Annulé RÉS local
N = National SVR transaction / Transaction RÉS nationale
N- = National SVR cancelled / Annulé RÉS national
V = Advance Poll transaction / Transaction bureau de vote par anticipation
V- = Advance Poll cancelled / Annulé bureau de vote par anticipation

Rn = trans
1n=
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 4 Journal Report

Table 5 **Checking the *Journal Report***

Column	Description	What to look for:
1	Elector's status on the <i>Preliminary List of Electors</i> : Every record created or updated receives a status on the <i>Journal Report</i> . To interpret the status, refer to the legend at the bottom of the <i>Journal Report</i> .	Make sure that the number of registration and revision forms attached to the <i>Journal Report</i> matches the number coded "Added" (A) and "Transferred from another ED" (T+) indicated on the <i>Journal Report</i> .
2	Elector's voting status: Indicates if the elector has voted and by which means he has voted. Since the revising agents do not have access to the striking function in REVISE, this column should not be populated.	Watch for advance poll voters before advance polls.
3	Date and time at which the record was created or updated. It may be important to reference an update if a problem is reported.	Entered automatically.
4	Identification number given to the record by REVISE: All electors added to the list will receive a record number that starts with 900. Other REVISE numbers are records that already existed on the PLE.	Too many records starting with 900 may indicate tampering with the database or misunderstanding of the search rules. Verify.
5	Polling division to which the elector belongs.	Entered automatically.
6	Elector's sequence number.	Entered automatically.
7	Elector's response to the question: "Do you want to be excluded from the National Register of Electors?"	Too many "Y's" may indicate that the revising agent does not understand the question. Explain to the revising agent again. You should also verify that the matching forms have a signature beside the National Register of Elector statement.
8	States whether the elector provided ID or was vouched for.	Entered automatically.

Column	Description	What to look for:
9	Elector's name, gender and date of birth.	When more than one elector registers at the same address, and they share the same last name, ensure that the last name is spelled the same. Look for obvious typos in the elector's name. Make sure that the gender has been entered, even though this information is not mandatory. However, if you notice that a revising agent is neglecting to enter dates of birth, remind him immediately.
10	Elector's physical and mailing addresses.	Verify that the postal code is in your electoral district. If more than one elector is registering at the same address, the mailing address should be the same in most cases. Make sure that it is reflected. If it is not, ask the revising agent. If more than one elector is registering at the same address, verify that the apartment/unit number has been entered for everyone, if applicable.

Other Potential Problems

Telephone Number

When reviewing printed forms, verify that a telephone number has been entered. It is not mandatory, but it is strongly recommended. If you notice that the revising agent never enters a telephone number, remind him to attempt to obtain this information.

No Longer Resident at Address

If an elector has the status of R3, it means that he has been removed because he no longer resides at this address.

As a revision supervisor, you must be sure to do the following:

- Find the record, on the *Journal Report*, of an elector who has been added, moved or transferred in at the same address as the elector who has been removed.
- Pay attention to electors with an M – status (un-moved) whose mailing address is different from their civic address. When un-moving an elector, the original mailing address is not restored. The revising agent must restore it manually in the system after un-moving the elector. To verify if the revising agent did not forget to restore the mailing address to what it was originally, compare this entry of the *Journal Report* with what appears on the PLE for the same elector.

Refer to A Manual for Revising Agents Using the REVISE System for details.

Checking the *Journal Report* and the *Journal Report Control Log* (EC 40014)

Ensure that:

- the number of the *Journal Report* (corresponding to the first four digits of the report) is used consecutively in the *Journal Report Control Log* (EC 40014),
- the *Journal Report* number (found in the upper right section of the *Journal Report*) is recorded under “Journal Report Number” in the *Journal Report Control Log* (EC 40014),
- the revising agents’ names are correctly recorded in the *Journal Report Control Log* (EC 40014),
- all forms that the revising agents printed during their shift are attached to the *Journal Report*,
- the number of forms matches the number of additions (A), transfers in (T+) and other types of transactions needing signature (C) in the *Journal Report* (column 1), and
- forms are signed and dated by revising agents.

8.3 Performing Spot Checks

To verify that the information entered in REVISE is accurate, you must periodically perform spot checks on the work of all revising agents. This will involve calling electors who have either been added to the list of electors or transferred into your electoral district to verify that the information your staff captured is correct. These spot checks will confirm whether revising agents are performing tasks correctly or if they need additional training.

8.4 Processing Returned Voter Information Cards

Voter Information Cards (VICs) may be returned to the office of the returning officer as either undeliverable because the address is unknown or incorrect, or because the elector has refused to accept a card bearing someone else's name.

Most of the VICs are returned because Elections Canada instructed Canada Post not to forward the cards to electors who have moved, including electors who are registered with the National Change of Address system to have their mail forwarded to their new address.

The returned VIC is a critical piece of the electoral event strategy, and action is required to deal with returned ones.

VICs are returned for one of two reasons:

- *Voter Information Card* is returned because the address is incorrect, and
- *Voter Information Card* is returned with notification that the elector has "moved."

Voter Information Card Returned Because Address Is Incorrect

The elector is registered on the list, but his mailing address has become obsolete or Canada Post no longer recognizes it as valid. Canada Post letter carriers will make their best effort to deliver the *Voter Information Card* to the address given; however, some cards will be returned to the office of the returning officer.

1. Group the cards by polling division. Give them to the revising agents working on door-to-door targeted revision, who will find the exact addresses of these electors and give them their VICs.
2. Look for a concentration of returned VICs in one geographical area. This may indicate an address data problem or one postmaster not following delivery instructions. Geographical areas include:
 - polling division
 - municipality
 - street
 - postal code
 - rural route or other delivery addresses phased out by Canada Post
3. Consult with the returning officer when you find returned cards related to one geographic area. The objective is to reintroduce as many *Voter Information Cards* as possible into the mail stream.



The mailing address information in REVISE might need to be updated to make sure Elections Canada adheres to the required format for addressing cards. The objective is to correct faulty addressing, reprint labels and reintroduce the cards into the mail system.

Voter Information Card Returned with Notification That the Elector Has Moved

The elector has moved recently, but, because his address change has not been reflected on the National Register of Electors, his VIC has been sent to his previous address. The elector currently residing at this address may refuse to keep the card and may give it back to the letter carrier with “moved” written on it. Although Canada Post letter carriers will have been instructed to circle the “or to the elector” statement on the card and give it back to the elector, some cards will be returned to the office of the returning officer. The elector who refused the card will be missing crucial information if he has not already received a card with his name on it.

The revision supervisor will define ranges of addresses from which VICs were returned. There may be new and unregistered electors at these addresses. Revising agents will take the cards, along with other targeted revision materials (registration form EC 40112 or EC 40117, *We Missed You* cards [EC 40108] and mail-in registration kits), when they visit these addresses. The objective is to improve the accuracy of the list of electors by registering new electors.

8.5 Key Points from This Chapter

- Quality assurance is an important responsibility of the revision supervisor; its purpose is to ensure that forms are accurate and procedures are followed.
- Revision supervisors should check the work of revising agents often when the revising agents first begin work during the revision period to provide corrective feedback and avoid errors in the future.
- You should check the *Journal Report* of each revising agent thoroughly for errors and omissions.
- You should perform spot checks by telephoning electors to make sure elector information on the form is accurate.

8.6 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. Quality assurance is what the revision supervisor does to:
 - a) Verify the quality of work performed by the revising agents.
 - b) Make sure electors are qualified to register.
 - c) Identify revising agents that should be hired.
 - d) Order supplies for revision activities.
2. Revision supervisors perform spot checks to verify that:
 - a) The information entered in REVISE is correct.

- b) The information the elector provided is not duplicated in the local database.
 - c) The revising agent actually worked the hours recorded on the time sheet.
 - d) Revising agents complete targeted revision ledgers correctly.
3. Revision supervisors use the *Journal Report* to check:
- a) For errors and omissions in data.
 - b) Revising agents' hours of work.
 - c) For directions from the returning officer.
 - d) For signatures on forms.
4. Revision supervisors should use all the quality assurance tools available to them to ensure that revising agents complete forms, using REVISE or by hand, accurately.
- a) True
 - b) False

Chapter 9 – Answer Key

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

Chapter 2 – Revision Supervisor Information	
Question	Answer
1	a
2	d
3	c
4	a
5	c

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

Chapter 4 – Managing the Revision Process	
Question	Answer
1	a
2	d
3	b
4	a
5	d

Chapter 5 – Targeted Revision	
Question	Answer
1	a
2	a
3	f

Chapter 6 – Managing Forms	
Question	Answer
1	a
2	b
3	a
4	b
5	d

Chapter 7 – Training and Supervising Revising Agents	
Question	Answer
1	d
2	a
3	a
4	d
5	a

Chapter 8 – Quality Assurance	
Question	Answer
1	a
2	a
3	a
4	a

Chapter 10 – Appendix

10.1 Mail-in Registration Ledger

DAY	Number of <i>Mail-In Applications for Registration</i> (from targeted revision areas)	Number of all the forms received by <u>mail</u>
24		
23		
22		
21		
20		
19		
18		
17		
16		
15		
14		
13		
12		
11		
10		
9		
8		
7		
6		

Please record daily figures and report these to the returning officer.

10.2 Time Estimates for Targeted Revision Charts

Table 6 Time Estimates for New Residential Developments (7.36 minutes per unit)

No. of units or homes to visit	Average time in minutes for first visits	Average time in hours for first visits	Days required for first visit (7.5-hour days)	Estimated no. of second visits	Average time in minutes for second visits	Average time in hours for second visits	Total days for second visits	Total days to complete revision
100	736	13	1.7	25	184	3.1	0.4	2.1
200	1,472	24.5	3.3	50	368	6.2	0.8	4.1
300	2,208	36.8	4.9	75	552	9.2	1.2	6.1
400	2,944	49.1	6.6	100	736	13	1.7	8.4
500	3,680	62	8.3	125	920	15.3	2.1	10.4
1,000	7,360	123	16.4	250	1,840	30.7	4.1	20.5

Table 7 Time Estimates for High Mobility Areas (3.95 minutes per unit)

No. of units or homes to visit	Average time in minutes for first visits	Average time in hours for first visits	Days required for first visit (7.5-hour days)	Estimated no. of second visits	Average time in minutes for second visits	Average time in hours for second visits	Total days for second visits	Total days to complete revision
100	395	6.6	0.9	50	197.5	3.3	0.4	1.3
200	790	13.2	1.8	100	395	6.6	0.9	2.7
300	1,185	19.8	2.7	150	592.5	9.9	1.3	4.0
400	1,580	26.3	3.5	200	790	13.2	1.8	5.3
500	1,975	32.9	4.4	250	987.5	16.5	2.2	6.6
1,000	3,950	65.9	8.9	500	1,975	32.9	4.4	13.3

10.3 Common and Generic Tools That You Will Use for Revision Activities

Tool	Description	Use
Polling division maps and descriptions for your electoral district	Different size maps of the electoral district and the documents setting out a description of the boundaries of the polling divisions in the electoral district.	Used to determine the polling division in which an elector belongs.
<i>Report on the Hours Worked by Revision Personnel</i> (EC 40102)	A form that must be filled out every day and given to the returning officer. It keeps track of the hours that revision staff worked.	Used to monitor the progress of revision and provide information to Elections Canada in Ottawa.
Revising agent manuals	Manuals that describe revision tasks and procedures in detail.	Used as a reference tool by revising agents.
Time sheets (EC 11655)	Used to record time worked.	Used by the revision supervisor to track time worked by revising agents for payroll purposes.

10.4 Ledgers

Ledgers are used to track the progress of revision forms and of revising agent activities.

Tool	Description	Use
<i>Mail-in Registration Ledger</i> (section 10.1)	A ledger that indicates the number of mail-in forms that have been returned to the office of the returning officer.	Used for tracking purposes.
<i>Journal Report Control Log</i> (EC 40014)	A control ledger to track <i>Journal Reports</i> .	Revising agents indicate their <i>Journal Reports</i> ' numbers as they are printed, allowing the revision supervisor to follow up.
<i>Revision Batch Control Ledger</i> (EC 40101)	A ledger that indicates if a batch is located within the revision centre or if it has been filed.	Used to keep track of batches within the revision centre.
<i>Revision – Batch Form</i> (EC 40100)	A form that indicates which stage the data entry process is in.	Attached to a batch of revision forms, it is used to keep track of the status of the batch within the revision centre.

10.5 Targeted Revision Tools

Targeted revision tools are tools that you will use to supervise targeted revision activities.

Tool	Description	Use
<i>Targeted Revision – Record of Visits</i> (EC 40106)	An electronic form that lists the addresses visited by the revising agents.	Used by revising agents to record the results of door-to-door canvassing and plan the second visits.
<i>Targeted Revision Management Tool</i> (TRMT)	A computer application that contains all the targeted revision addresses that the returning officer has identified for your electoral district. The user guide is located in the main menu of the application.	Used by revision supervisors to monitor and manage targeted revision. It produces daily EMS reports for targeted revision questions and generates revising agent assignments (EC 40106).
<i>Targeted Revision Log</i>	An electronic form filled in by revision supervisor tracking revising agents' visits.	Used to capture the data from the EC 40106 form filled in by revising agents during visits.

10.6 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 (held on Days 10, 9 and 7 of the election calendar).
<i>Alphabetical List of Electors</i> (ALPHA list)	A paper copy of the list of electors that is sorted alphabetically.
Applicant	The person making the request.
Automation coordinator	Provides technical support for all automated systems in the returning office.
EC number	Official forms, books and other items have an inventory control number (for example, EC 40111) printed on their first page to help with identification.
Elector	Any Canadian citizen who is at least 18 years of age on polling day.

Term	Definition
	Electors must vote at the polling station established for the polling division in which they reside.
Electoral district	A specific geographical area that identifies electoral representation.
<i>Geographical List of Electors</i> (GEO list)	A paper copy of the list of electors for your electoral district, sorted first by name of municipality, then alphabetically by street name and addresses.
Ledgers	Ledgers are used to track the progress of revision forms and revision activities.
Logs	Logs are used to track the progress of revision forms and revision activities.
National Register of Electors (NRoE)	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 is usually 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 and then sent to each returning officer.
Reminder card	A card sent to each address shortly after the <i>Voter Information Cards</i> 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 office of the returning officer.

Terms You Should Know

Term	Definition
<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	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 will come to have their record created or updated.
Revision supervisor	Manages and controls revision activities. Revising agents report to the revision supervisor.
Sequence number	A number allocated to each elector on the <i>Preliminary List of Electors</i> .
Targeted revision	An activity directed at electors living at new residential developments, areas where people move frequently, institutions, nursing homes and chronic care facilities. Targeted revision ensures that electors in these areas are offered the opportunity to register or make requests for revision.
Unique identifier number	An 8-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.

Chapter 11 – Reference Material

11.1 Sections of Law to Accessibility

11.1.1 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 accommodated...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.

11.1.2 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;

11.2 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, Complaints to CHRS, 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 an 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.

11.3 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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