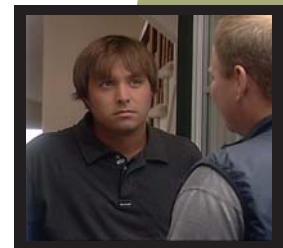
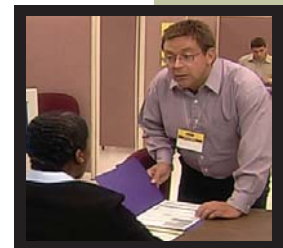


# PROCEDURES FOR THE REVISION OF THE LISTS OF ELECTORS Election or Referendum



**A MANUAL FOR**  
**Revising Agents Doing**  
**Targeted Revision**



# **A Manual for Revising Agents Doing Targeted Revision**



## 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 40232 (03/10)	March 2011	Replace pages iii-viii and 43-52
EC 40232 (03/10)	March 2010	Initial version.



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## Message from Elections Canada

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

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

The manual is yours to keep. Although it emphasizes the key elements of the revising agent's duties, do not hesitate to write in it or to make notes of anything you want to remember once you begin your work.

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

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

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





## Important Information about Revision

Returning Officer's Name	
Address of the Office of the Returning Officer	
Phone Number of the Office of the Returning Officer	
Revision Supervisor's Name	
Revision Supervisor's Office Phone Number	
First Day of Revision Period	
Last Day of Revision Period	
Advance Poll Days	
Polling Day	
Partners' Names and Phone Numbers	



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

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# Chapter 1 – Introduction

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

## **Section Objectives**

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

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

It is very important that you follow the procedures in this manual as outlined. If you served as a revising agent before, there may have been legislative amendments and/or changes to procedures since the last electoral event or since you last held this position. These new procedures are included in this manual and must be followed to ensure a smooth revision period.

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

## **1.1 How to Use This Manual**

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

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

The manual is divided into five sections, each of which contains information about a specific topic or task. Each section ends with questions that will help you to evaluate your understanding of the content.

The answers to the questions are located in the Answer Key section near the back of the manual. In addition to the Answer Key, you will find an area for you to write notes, an index for easy reference, and an appendix to clarify terms and revision tools. Please familiarize yourself with all of the sections of this manual before you begin your revision activities.

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

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



Special notes that you should review carefully.

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

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

## **1.2 Key Points from This Section**

- This manual is 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 contained in this manual.

## **1.3 Section Checkpoint**

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

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



## Chapter 2 – Revising Agent Information

### **Section Objectives**

In this section, you will learn:

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

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

Revising agents play a crucial role in updating the *Preliminary List of Electors* by accepting applications for registration.

Key activities include:

- conducting targeted revision, and
- securing revision documents.

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

### **2.2 Non-Partisanship**

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

As a revising agent, you must not participate in partisan political activities from the beginning of your appointment until the end of the revision period on Day 6 of the electoral calendar.

This means for example that you:

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

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

## 2.3 Oath of Office

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

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



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

## 2.4 Guidelines for Greeting and Serving Electors

Treat every elector as if he were 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 elector in both official languages,
- smile, make eye contact and say “Bonjour”, “Good morning”, “Good afternoon” or “Good evening”. Speak with a pleasant, positive tone of voice and identify yourself as a revising agent with Elections Canada,
- focus on the discussion,
- listen attentively,
- ask questions to clarify, and
- make sure that the elector has been offered all available options.

***Occasionally an elector will 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 revision supervisor.***

## Courtesy and Rules of Conduct

As a representative of Elections Canada, there are specific expectations around how you should conduct yourself:

- be polite at all times,
- dress appropriately,
- wear your identification badge, and
- carry your *Appointment and Oath (for election or referendum officers)* form (EC 10130).



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

## 2.5 When Revising Agents Work

Revising agents work during the revision period, which usually begins 33 days prior to polling day. By law, the last day of revision is six days prior to polling day, ending at 6:00 p.m. This means that revision activities take place for approximately 28 days.

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

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

## 2.6 Where Revising Agents Work

The nature of revision activities means that you could be asked to work in a number of different locations. For targeted revision this could include:

- newly developed and high mobility areas,
- institutions, nursing homes and chronic care facilities, and
- other areas designated by the returning officer or the revision supervisor.

## 2.7 Who Revising Agents Work With

Revising agents work in pairs. However, you may not always work with the same person. Your returning officer or revision supervisor will give you your partner's name and contact information.

### Other Staff Who Support Revision

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

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

## 2.8 Key Points from This Section

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

## 2.9 Section Checkpoint

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

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



## Chapter 3 – Elector Rights and Qualifications

### Section Objectives

In this section, you will learn:

- the rights of the elector,
- the role of the revising agent in maintaining confidentiality,
- the qualifications electors must meet to be eligible to vote, and
- how to determine the residency status of the elector.

### 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 the rights of electors 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:

- Greet the elector in both official languages in person: “Good morning/Bonjour.”

If you visit an address where the residents only speak French and you are unable to provide service in French:

- Provide the resident who answered the door with a *Bilingual Service Card* (EC 40109). These yellow cards are included in your targeted revision kit.



Do not leave the *Bilingual Service Card* with a mail-in registration kit after a second visit.

#### 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 the respectful assistance of electors with a disability, electors who are senior citizens, electors who are unable to read and any other elector who requires special assistance.

The following list describes the types of respectful assistance you should offer to electors who may benefit from help:

- If a person appears to require assistance in understanding the process, ask the person if he needs help. If the person agrees to assistance, ask him what kind of assistance is required.
- 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 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 to assist an elector with seeing, physical or other disability **must be admitted** to any building. The dog must not be disturbed while he is carrying out its duties.



## Confidentiality of Information

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

Forms signed by electors contain the following paragraph: “The personal information you provide is used for federal and provincial electoral purposes only. It is protected under the *Canada Elections Act* and the *Privacy Act*. The information is retained in Personal Information Banks CEO PPU 005 and CEO PPU 037.” This indicates to the elector that any personal information he has provided will not be communicated to other government agencies or other types of organizations, private or public, except for electoral purposes (information can be communicated to provincial elections agencies to update their lists). The data banks mentioned are the National Register of Electors and the *Preliminary Lists of Electors*.

Follow these guidelines:

- Keep all lists and completed forms out of public view.
- Do not share elector information with other electors, family or friends.
- Do not search for any elector out of curiosity or for a purpose that is not related to revision.
- Do not share names of previous tenants or residents when you are trying to determine who is or is not registered at the address.
- Secure all revision documents at the end of the day as directed by the revision supervisor.

## 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 18 years of age or older 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 voting 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.

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 continue to reside there until polling day. This means that:



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

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

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

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

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

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



According to the *Canada Elections Act*, an elector suffering from mental illness or a degenerative disease has the right to vote. The request for removal to the list 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 acceptable proof of identification and address.

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

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

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

#### **Date of Birth**

- The date of birth information is a requirement for a name to appear on the National Register of Electors. If a date of birth is not provided, the elector will be added to the list of electors for the current election but will not be added to the National Register of Electors.
- Dates of birth are used in the National Register of Electors to distinguish between electors who have the same name.

- Dates of birth will not appear on the lists of electors prepared for candidates, members of Parliament or political parties.
- Dates of birth will be matched with the same information that the elector has already provided to other agencies (such as provincial or territorial departments issuing driver's licences) so that electors can be automatically registered at their new residences without the inconvenience of having to re-register every time they move.



**For door-to-door targeted revision only:** When an elector is visited at his place of residence by revising agents, he may provide information about the identity and residence 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 residence is required.

### 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 lists 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 before polling day,
- you must take **all** revision requests, despite your personal judgment of the validity of the requests, and
- **no one** except the returning officer or the assistant returning officer can make a decision about the validity of a revision request.

### 3.5 Key Points from This Section

- Electors have rights that must be respected.
- Revising agents must ensure elector information remains confidential.
- Electors must be at least 18 years old on polling day, Canadian citizens and be 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 elector that they will be registered to vote during the current event, but their name will not be added to the National Register of Electors.

- 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.

### 3.6 Section Checkpoint

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

1. The first step the revising agent should take when he does not speak the official language of the elector is to:
  - a) Send the elector to the returning office.
  - b) Immediately phone the revision supervisor or returning officer for help.
  - c) Provide the resident who answered the door with a *Bilingual Service Card* (EC 40109). These yellow cards are included in your targeted revision kit.
  - d) Ask the elector to try to speak in your language.
2. What should revising agents do to maintain the confidentiality of elector records?
  - a) Keep lists and completed forms out of public view.
  - b) Do not share the names of electors who have previously lived at the address of the elector you are serving.
  - c) Secure revision documents in a safe place.
  - d) All of the above
3. Ordinarily resident means:
  - a) The elector has a choice about where he can register to vote.
  - b) Electors living in shelters or hostels cannot register to vote.
  - c) Canadian Forces electors cannot vote in their electoral district.
  - d) The person calls that place home and returns there after being away.

---

## Chapter 4 – Introduction to Targeted Revision

### **Section Objectives**

In this section, you will learn:

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

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

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

### **4.2 What is Targeted Revision?**

Targeted revision initiatives consist of going door to door, setting up revisal desks and telephone initiatives to reach potential electors not likely to appear on the *Preliminary List of Electors* at their current address.

Targeted revision is directed at electors living in:

- new residential developments,
- areas where people move frequently, and
- college and university residences on campuses, and
- institutions, nursing homes and chronic care facilities.

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

### **4.3 How Long Does Revision Last?**

The revision period lasts approximately 28 days and ends on Day 6 at 6:00 p.m.

## 4.4 The Revision Calendar

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

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



## 4.5 Key Points from This Section

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

## 4.6 Section Checkpoint

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

1. Revision is:
  - a) Adding electors to the *Preliminary List of Electors*
  - b) Deleting electors from the *Preliminary List of Electors*
  - c) Correcting elector information on the *Preliminary List of Electors*
  - d) All of the above
2. Targeted revision takes place only in new residential areas.
  - a) True
  - b) False
3. Voter information cards are sent to every registered elector at the address listed on the *Preliminary List of Electors*. The personalized card includes:
  - a) Information for electors about where to vote on polling day and confirmation of elector registration or revision
  - b) Information about candidates
  - c) Information about voting in another electoral district
  - d) Information on how to register other family members



## Chapter 5 – Targeted Revision

### **Section Objectives**

In this section, you will learn:

- how to conduct targeted revision in new residential and high mobility areas, and
- how to conduct targeted revision in institutions, nursing homes and chronic care facilities.

### **5.1 Targeted Revision**

The purpose of targeted revision is to ensure that all qualified electors in a specific location or area are registered to vote. Revising agents go door to door in areas of new development and high mobility, or visit facilities such as those for the elderly to register or revise electors. Revision tasks are completed manually.

There are many types of targeted revision:

- Targeted revision in new residential and high mobility areas
- Targeted revision in institutions, nursing homes and chronic care facilities
- Targeted revision in Aboriginal communities

Each requires different preparation and follow up.

***The registration of youth is very important. Your returning officer will have identified areas with a higher concentration of youth, such as student residences or neighbourhoods surrounding university and college campuses. Be diligent in visiting these areas so that Elections Canada's goal of encouraging young voters is met.***

### **5.2 Working With Your Partner**

Arrange to meet your revising agent partner prior to conducting visits to:

- review the revision procedures together,
- agree on how you should greet the elector, and
- decide who will lead each transaction by speaking and who will write on the form.

Always wear your revising agent badge so it can be easily seen by electors.

## 5.3 New Residential and High Mobility Areas

### Tools

The following tools are used to complete targeted revision in new residential and high mobility areas:


1. Targeted revision kit containing:
  - *We Missed You* cards (EC 40108),
  - *Bilingual Service Cards* (EC 40109),
  - *Your name may not be on the list* brochures containing an *Application for Registration – Targeted Revision* form (EC 40112 or EC 40117),
  - *Applications for Registration – Targeted Revision at Elector’s Residence* (EC 40113 or EC 40118) provided in pads, and
  - pen.
2. *Targeted Revision – Record of Visits* (EC 40106) indicating the address ranges to be visited
3. GEO list for the polling divisions of the targeted address ranges
  - Polling division map

### Preparing To Go Door To Door

1. Make sure you have enough *Application for Registration – Targeted Revision at Elector’s Residence* forms (EC 40113 or EC 40118) for the number of homes you will visit.
2. Check the *Your name may not be on the federal voters list* brochures to make sure that the return envelopes are stamped and include the address and phone number of the returning office.
3. For high mobility areas, review the GEO list to identify the addresses or street ranges on the *Targeted Revision – Record of Visits* form (EC 40106).
4. Complete the top section of the *Targeted Revision – Record of Visits* form (EC 40106) for each day of targeted revision. (The revision supervisor will have completed some of the data for you.)

**Complete the *Targeted Revision – Record of Visits (EC 40106)***

<b>Column</b>	<b>Action</b>
Day of visit	Enter the day the visit was completed.
Unoccupied units or homes	Contact the sales office in newly developed areas or the superintendent of the building to find out which homes, apartments or units are unoccupied. Enter each dwelling number in a separate box.
Schedule of Second Visits	Enter the day and time of the scheduled return. This should match the information marked on the <i>We Missed You</i> card.
Building or unit numbers	Enter each house or unit number where a return visit was scheduled for this time.
Totals	Enter the totals for the work you completed that day.
Revising agents	Print your name and your partner's name.



### Targeted Revision - Record of Visits

EC 40105 (01/07)

Range: \_\_\_\_\_
PD: \_\_\_\_\_
Team: \_\_\_\_\_

Address Range	No. of Units or Homes		Date of Visit	Unoccupied / Vacant Units or Homes							
	Total	Confirmed by Landlord									

**Schedule of Second Visits**

Date to Return		Between	9 a.m. and noon	<input type="checkbox"/>
			noon and 6 p.m.	<input type="checkbox"/>
			6 p.m. and 9 p.m.	<input type="checkbox"/>

**Building or Unit Numbers**


First Visits	Sub-total	Second Visits	Sub-total	Total
No. of units or homes visited - the revising agents knocked on door (do not include vacant units and confirmed by landlord)		No. of units or homes visited (Do not include vacant units and confirmed by landlord)		
No. of units confirmed by landlord (units revising agents did not see to visit because landlord confirmed election information or it was vacant)				
No. of forms completed		No. of forms completed		
No. of second visits scheduled		No. of kits left after second visit		

Revising Agents: 1. \_\_\_\_\_ 2. \_\_\_\_\_

Figure 1 Targeted Revision – Record of Visits

## First Visit

Review [section 2.4](#) of the manual for revising agents doing targeted revision, it explains how to greet the elector and maintain a customer service mindset.

Visit each unit or home listed on the *Targeted Revision – Record of Visits* form (EC 40106), with the exception of those that are identified as unoccupied.

Conduct visits in one of three time slots:

- 9:00 a.m. to noon,
- Noon to 6:00 p.m., or
- 6:00–9:00 p.m. (generally, you will be most successful during this time slot).


## *If Someone Is Home*

1. Greet the resident politely; introduce yourself and your partner.
2. Explain the purpose of your visit: there is a federal election underway and you are there to make sure that all eligible electors are registered correctly on the list of electors and are able to vote easily.
3. Ask the resident: “Beginning with yourself, can you please tell me the full name of each person who lives at this address who is 18 years of age or older and a Canadian citizen?”
4. **On the GEO list:** Place a checkmark beside each of the name(s) provided by the resident to confirm correct registration. Confirm all details such as correct spelling. **If names are offered that are not on the GEO list**, ask to register the person(s).

**Never share the names of any electors on the GEO list with people you visit.**

5. Complete an *Application for Registration – Targeted Revision at Elector’s Residence* form (EC 40113 or EC 40118) for all electors who are being registered. See [Figure 2, Application for Registration – Targeted Revision at Elector’s Residence](#).

**Completing the Application for Registration – Targeted Revision at Elector’s Residence (EC 40113 or EC 40118)**



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

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

EC 40113 (10/07)

Français au verso ED #:

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**Section 1 Electors requesting registration**

Seq. No.	Family name	Given name	Middle name	Gender	Date of birth Day/Month/Year
1.				<input type="checkbox"/> M <input type="checkbox"/> F	/ /
2.				<input type="checkbox"/> M <input type="checkbox"/> F	/ /
3.				<input type="checkbox"/> M <input type="checkbox"/> F	/ /
4.				<input type="checkbox"/> M <input type="checkbox"/> F	/ /

**Section 2 Current home address for electors listed in section 1**

PD No.	Number	Street	Apt./Unit	City, town, village or municipality	Province or territory
		Postal code		Telephone numbers (optional) Home ( ) - - Office ( ) - -	

**Section 3 Mailing address (if your mail is delivered to another address, such as a post office box or a rural route)**

PO Box/RR \_\_\_\_\_ City, town, village or municipality \_\_\_\_\_ Province or territory \_\_\_\_\_ Postal code \_\_\_\_\_

**Section 4 Previous address of electors listed in section 1**

Name of elector	Number, street, apt./unit	City, town, village or municipality	Province or Territory	ED	PD
1.					
2.					
3.					
4.					

**Section 5 Oath**

I swear or solemnly affirm that I am a Canadian citizen, that I will be 18 years of age or over on election day, that I truly believe that any other elector listed in section 1 is a Canadian citizen and will be 18 years of age or over on election day and that I (we) am (were) ordinarily resident within this electoral district. I understand that the information on this form 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.

\_\_\_\_\_  
Signature of elector

\_\_\_\_\_  
Date

**Section 6 Authorizations (for office use only)**

This form has been completed in our presence and is in accordance with the *Canada Elections Act*.

\_\_\_\_\_  
Revising Agent

\_\_\_\_\_  
Revising Agent

\_\_\_\_\_  
Date

I accept this request.

\_\_\_\_\_  
Returning or Assistant Returning Officer

\_\_\_\_\_  
Date

---

Electors in section 1 are the only electors at this address  
 Yes – Remove other electors at that address  
 No – Do not remove other electors at that address

\_\_\_\_\_  
Date

**Figure 2 Application for Registration – Targeted Revision at Elector’s Residence**



### Section 1: Electors requesting registration

1. For each elector, record:
  - full name (i.e. James Smith instead of Jim Smith),
  - gender, and
  - date of birth.
2. If the elector is reluctant to offer his date of birth after you have explained its importance, inform the elector that not providing a date of birth will allow him to vote in the current election, but he will have to register again in the next election since his name will not be added to the National Register of Electors.



You must receive requests to register all electors who qualify to vote, whether or not they provide a date of birth.

### Section 2: Current home address for electors listed in section 1

1. Record the current home address and telephone number of the electors.
2. Record the polling division in the “PD No.” box.

### Section 3: Mailing address (if your mail is delivered to another address, such as a post office box or a rural route)

Ask the applicant if his mail is delivered to the address provided in section 2.

If ...	Then ...
Yes	Leave this section blank.
No	Record the mailing address.

### Section 4: Previous address of electors listed in section 1

(For a by-election, confirm the period of residency before continuing.)

Record the previous electoral district and home address of each elector listed in section 1.

### Section 5: Oath

Ask the applicant to read and sign the prescribed oath in section 5 of the *Application for Registration – Targeted Revision at Elector’s Residence* form (EC 40113 or EC 40118). The applicant’s signature makes him responsible for the accuracy of all elector information on the form.



During door-to-door targeted revision, an elector found at his own residence may take the prescribed oath and sign the *Application for Registration – Targeted Revision at Elector’s Residence* form (EC 40113 or EC 40118) to prove identity and address for all electors at that address, including himself. No other proof of identity or residence is required. **You may not ask for documentary proof of citizenship or age.**

**This procedure only applies when the revising agents find the elector at his home.**

### Section 6: Authorizations (for office use only)

1. When the form has been completed correctly, ask: “Are the electors added on this form the only electors residing at this address?”

If...	Then tick the box...	Explanation
Yes	“Yes – Remove other electors at that address”	The elector confirms that the electors appearing on the form are the only electors living at that address. When the revision centre clerks process the form, they will <b>remove</b> any electors appearing on the list of electors other than those listed on this form.
No	“No – Do not remove other elector at that address”	The elector confirms that electors already appearing on the list are still living at this address. When the revision centre clerks process the form, they will <b>not remove</b> any electors for the address that appear on the list of electors.



Valid electors will be deleted from the list by mistake if these boxes are not properly used.

2. When no new electors need to be registered:
  - Strike out the names of electors who no longer reside at that address (if any) on your copy of the GEO list.
  - Back at the RO office at the end of the day, complete *No Longer Resident at Address* (EC 40280) forms for these electors.

3. After the form has been completed and signed by the applicant, you and your partner must sign and date the form.



If you have any reason to doubt the validity of the information that you have taken, see your revision supervisor or returning officer before signing the form.

4. Inform the elector that a *Voter Information Card* will be sent to confirm his registration and to provide polling station and voting information.
5. Inform the elector that to vote, all electors must show a Canadian government-issued photo ID (whether federal, provincial or local) with name and address, or two pieces of ID with name, at least one of which displays their physical address.

### ***If No One Is Home***

1. In the Schedule of Second Visits section of the *Targeted Revision – Record of Visits* form (EC 40106); record the address or unit number under “Building or unit numbers.”
2. Complete a *We Missed You* card (EC 40108). Include the day and time you will return on the card as indicated on the *Targeted Revision – Record of Visits* form (EC 40106).
3. Write the day and time when you will return on the *Targeted Revision – Record of Visits* form (EC 40106) in the Schedule of Second Visits section.

### ***Following Up the First Visit***

In the Schedule of Second Visits section of the *Targeted Revision – Record of Visits* form (EC 40106), when you have completed all first visits for a given address or street range, under “Totals”, record:

- the total number of units or homes visited,
- the number of forms completed (first visit), and
- the number of second visits scheduled.

### ***Second Visit***

The time of your second visit should be a different time from your first visit. Your revision supervisor will provide further direction if required.

It is important that your second visit take place during the period of time indicated on the *We Missed You* (EC 40108) card. Electors expect you to return during this time.

### ***If Someone Is Home***

Follow the steps as if this were the first visit being made at this address. When the second visit is successful, cross off the address or unit number in the Schedule of Second Visits section of the *Targeted Revision – Record of Visits* form (EC 40106).

### ***If No One Is Home***

1. Leave the *Your name may not be on the federal voters list* brochure (EC 40112 or EC 40117), which includes a targeted registration form.
2. Indicate that you left a brochure at this address or unit in the Schedule of Second Visits section of the *Targeted Revision – Record of Visits* form (EC 40106).

### ***Following Up the Second Visit***

When you have completed all second visits for a given address or street range, record the total number of forms completed, along with the number of targeted revision brochures left at the door on the *Targeted Revision – Record of Visits* form (EC 40106).

### **General Follow-Up**

1. At the end of each day, meet with the revision supervisor to review completed work.
2. Return completed forms to the revision supervisor.

## **5.4 Institutions, Nursing Homes and Chronic Care Facilities**

Revision in institutions, nursing homes and chronic care facilities may be challenging. The returning officer or revision supervisor will provide instructions for the facility that you will be visiting.

Be co-operative and courteous with the facility's administration and staff. It is important to accommodate the facility's schedule and not to disturb the proper functioning of the facility.

***If you are prevented from carrying out your duties properly, let your revision supervisor or the returning officer know as soon as possible.***

The *Canada Elections Act* requires each elector to complete and sign a form. This may be done with the assistance of the revising agent or a staff person at the facility.

***Suffering from a mental disability or a degenerative disease does not deprive the elector of his right to vote. If the elector can answer the basic questions relating to qualification to vote, you must complete a form for this elector, provided he is qualified to vote.***

If, by seeing the elector and/or by speaking with the staff at the facility, you are satisfied that the elector is unable to grasp the purpose of the visit, then write on the form: "The elector could not provide the required information." In this situation, both revising agents and a staff member from the facility must sign the statement on the form.

## Tools

The following tools are used to complete targeted revision in institutions, nursing homes and chronic care facilities:

- List of residents, if provided by your revision supervisor or the facility's administration,
- *Application for Registration – Targeted Revision at Elector's Residence* form (EC 40113 or EC 40118) in pads, and
- Pens.

***It is not necessary for an elector to show proof of identification or proof of residency in order to register when you visit the elector at home. Note that this only applies during door-to-door targeted revision.***

## Revision Options for Institutions

Your revision supervisor or returning officer will contact targeted institutions to outline the three options available for completing revision activities. They will tell you which approach is being used.

### ***Option 1: The Institution Provides a List of Residents Before Revision Begins***

1. At the office of the returning officer, compare the list from the institution with the GEO list to determine who needs to be added to, removed from or corrected on the list of electors.
2. At the office of the returning officer, pre-fill *Application for Registration – Targeted Revision at Elector's Residence* (EC 40113 or EC 40118) forms for the electors you have identified.
3. Visit the targeted electors using the schedule that was established in co-operation with the institution's administrator.
4. Offer the elector the opportunity to review the form and to meet any requirements.  
**For by-elections only:** To be eligible, electors must have resided in your electoral district at least since the first day of revision, and must continue to reside there until polling day.
5. Sign and date the form.

### ***Option 2: The Institution Provides a List of Residents That May Be Reviewed When You Visit the Facility***

1. The administrator of the institution will allow you to visit the facility at a predetermined date and time to review a list that is provided when you arrive.
2. Compare this list to the GEO list to determine who needs to be added to, removed from or corrected on the list of electors.

3. Pre-fill the *Application for Registration – Targeted Revision at Elector’s Residence* (EC 40113 or EC 40118) forms for the electors you have identified.
4. Visit the targeted electors.
5. Offer the elector the opportunity to review the form and to meet any requirements.  
**For by-elections only:** To be eligible, electors must have resided in your electoral district at least since the first day of revision, and must continue to reside there until polling day.
6. Sign and date the form.

**Option 3: A List Is Not Provided and Revising Agents Visit Each Resident**

1. Visit the institution using the schedule that was established in co-operation with the institution’s administrator.
2. Visit each elector one by one.
3. Ask each elector for his name and attempt to find him on the GEO list.
4. Determine whether the elector’s information needs revision.
5. Complete the *Application for Registration – Targeted Revision at Elector’s Residence* form (EC 40113 or EC 40118), if necessary, and ensure the elector meets any requirements.  
**For by-elections only:** To be eligible, electors must have resided in your electoral district at least since the first day of revision, and must continue to reside there until polling day.
6. Sign and date the form.

## 5.5 Aboriginal Communities

Your revision supervisor or community relations officer will have made arrangements to enhance voter registration services. You will be notified if there is a requirement to visit the Aboriginal area.

If there is a requirement to conduct targeted revision, proceed with door-to-door registration following the same process as in high mobility areas.

## 5.6 Complete Follow-Up Tasks

On a daily basis, once you have completed your targeted revision activities, and you and your partner have reviewed each other’s work, complete and verify the information on the following forms:

- *Application for Registration – Targeted Revision at Elector’s Residence* (EC 40113 or EC 40118) — Complete the grey areas in section 4. Ensure that each form is signed and dated. Return these to the revision supervisor for data entry in REVISE.

- *No Longer Resident at Address* (EC 40280) — Complete all sections of the form for electors who are no longer resident at an address where no elector was registered, as you have indicated on the GEO list you have used during door-to-door visits. Return all forms to the revision supervisor for data entry in REVISE.
- *Targeted Revision – Record of Visits* (EC 40106) —Complete sections “First visit” and “Second visit” at the bottom part of the form for each address after each visit. There are four sections where totals need to be provided after the first visits, three after the second visits. You must report these totals to the revision supervisor daily so he can report them in the *Targeted Revision Log*. Subsequently, these totals are given to the returning officer to answer the daily Event Management System (EMS) questions for targeted revision.

## 5.7 Key Points from This Section

- Targeted revision focuses on qualified electors in a specific location or area.
- There are many types of targeted revision: new residential and high mobility areas; institutions, nursing homes and chronic care facilities; Aboriginal communities.
- If no one is home during the first visit, you must make at least two visits to each address.
- Proofs of identity and address are not required for an elector you have found at home.
- The returning officer or revision supervisor will arrange visits to institutions, nursing homes and chronic care facilities.
- Transmit targeted revision visit totals to the revision supervisor daily so he can report them in the targeted revision log.
- Complete the *No Longer Resident at Address* (EC 40280) forms as necessary.
- At the end of the day, return all forms to the revision supervisor.

## 5.8 Section Checkpoint

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

1. In new residential and high mobility areas, visits may be conducted:
  - a) Any time after 9:00 a.m.
  - b) Between 10:00 a.m. and 7:00 p.m. weekdays
  - c) Between 9:00 a.m. and 9:00 p.m.
  - d) After 6:00 p.m. on weekends only

2. When conducting revision at the door, ask the following question to confirm that all eligible electors have been registered:
  - a) Does anyone else who is qualified to vote live at this address?
  - b) Can you please tell me the full name of each person who lives at this address, is 18 years of age or older and is a Canadian citizen?
  - c) I need to confirm that all of the electors on my list live here. Can you please read the list and confirm if they still live at this address?
  - d) Have I missed anyone?
3. If no one is home after your second visit, leave:
  - a) The *Your name may not be on the federal voter list* (EC 40112 or EC 40117) brochure
  - b) A *We Missed You* (EC 40108) card
  - c) An *Application for Registration – Targeted Revision at Elector’s Residence* (EC 40113 or EC 40118) form and an envelope with the address of the returning office
  - d) All of the above
4. In an institution, chronic care facility or nursing home, no proof of identification or address is required to be shown by the elector if they take the prescribed oath instead.
  - a) True
  - b) False
5. The administrator of an institution may allow revision to take place by:
  - a) Providing a list of residents before revision begins
  - b) Providing a list of residents for review when you visit the facility
  - c) Not providing a list of residents
  - d) All of the above
6. The information on the *Targeted Revision – Record of Visits* (EC 40106) form is used to:
  - a) Compile results of visits to targeted revision addresses
  - b) Check forms for errors
  - c) None of the above



## Chapter 6 – Answer Key

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

Section 4 – Introduction to Targeted Revision	
Question	Answer
1	d
2	b

Section 2 – Revising Agent Information	
Question	Answer
1	a
2	a
3	a
4	b
5	d

Section 5 – Targeted Revision	
Question	Answer
1	c
2	b
3	a
4	a
5	d
6	a

Section 3 – Elector Rights and Qualifications	
Question	Answer
1	c
2	d
3	d



## Chapter 7 – Appendix

### 7.1 Frequently Asked Questions

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

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

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

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

#### 3. In Quebec: There are still women advising us that they appear on the list under their maiden names. Is this an error we can correct over the phone or must the elector show ID or sign the Revision form?

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

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

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

**5. My spouse and I live at the same address. Why do I vote in one location and my spouse has to vote at another location?**

Inconsistencies like this are not common but often result from the last enumeration. If this occurs, review both elector records and update the one that is incorrect so that both spouses are registered in the same polling division and vote at the same location.

**6. Where did the data for the list come from?**

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

**7.2 Terms You Should Know**

Term	Definition
Address range	A street segment contained within a polling division. Its extremities are usually defined by the lowest and highest civic numbers in that segment. See poll key below.
Advance polls	Special polls, open for three days, where an elector can vote before regular polling day (held on Days 10, 9 and 7 of the electoral calendar).
<i>Alphabetical List of Electors (ALPHA list)</i>	A paper copy of the list of electors that is sorted alphabetically.
Applicant	Person making the request.
Automation coordinator	Provides technical support for all automated systems in the returning office.
Civic address	The elector's physical address.
<i>Correction Certificate (EC 50051)</i>	Form used at the polls to capture changes in elector information when the elector is already on the list of electors.
EC form numbers	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.
Electoral district	The basic geographical and administrative unit of the Canadian electoral system.
Electoral event	A general election, by-election or referendum.
<i>Geographical List of Electors (GEO list)</i>	A paper copy of the list of electors that is sorted first by name of municipality, then alphabetically by street name and addresses.

Term	Definition
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 usually is one polling station for each polling division.
Polling station	Established for every polling division in the electoral district. There is one ballot box for each polling station.
<i>Preliminary List of Electors (PLE)</i>	A list of electors produced from the National Register of Electors when an election is called and then sent to each returning officer.
<i>Registration Certificate (EC 50050)</i>	Form used at the polls to capture information about a qualified elector for registration purposes.
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 returning office.
<i>Revised List of Electors</i>	A list of electors that incorporates changes made to the list from the start of revision until the advance voting days.
Revising agent	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.

Term	Definition
Sequence number	A number assigned to every elector on the <i>Preliminary List of Electors</i> .
Targeted revision	An activity directed at electors living at new residential developments, in 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 to make requests for revision.
Unique identifier number	An eight-digit, unique, randomly generated identifier 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.

### 7.3 Tools

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

Tool	Description	Use
<i>Bilingual Service Cards</i> (EC 40109)	A card that tells the elector why the revising agents are visiting and how to receive service in the official language of their choice.	Given to electors during door-to-door canvassing when the revising agent does not speak the official language of the person answering the door.
<i>Geographical List of Electors</i> (GEO list)	A paper copy of the list of electors that is sorted first by name of municipality, then alphabetically by street name and addresses.	Used to determine the status of the elector.
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.	Used to search for electors who are not found on the <i>Preliminary List of Electors</i> (PLE).
Poll key	Address ranges sorted by polling divisions.	Used to determine the poll corresponding to an address.
<i>Revising Agent Manual</i>	Procedure manual for revising agents	Used to understand and apply the rules and regulations of the revision of electoral lists. Your main source of information.
<i>Targeted Revision – Record of Visits</i> (EC 40106)	Form to track the results of targeted revision in a specific area.	Used to organize door-to-door canvassing and to report results to the revision supervisor.
<i>We Missed You</i> cards (EC 40108)	A card left at households during targeted revision.	Tells the householder that an Elections Canada representative came to his door.
<i>Your name may not be on the federal voters list</i> (EC 40112 or EC 40117)	A brochure that explains elector qualifications to vote, and provides instructions on how to complete an application for registration, where to call for help and a blank application form.	Left at residences by revising agents during targeted revision door-to-door canvassing.





## Chapter 8 – Reference Material

### Sections of Law Related to Accessibility

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

2. “[...] all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodate... without being hindered in or prevented from doing so by discriminatory practices based on a prohibited ground.”

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

St. Basil's Church as a polling location, notwithstanding some of its "significant advantages" (e.g., parking, community use and prior election use).

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

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

## 5) Remedies

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

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

- Review of Accessible Facilities Guide, Accessibility Checklist, and accessibility sections of the Manuals for ROs and other categories of election workers (CPSs, DROs, Poll Clerks, Information Officers and Registration Officers), and consult with other parties about same. (12 months)
- Revise standard lease for polling locations to include the requirement that the leased premises provide level access and are barrier-free, and consult with other parties about same. (6 months).
- Provide sufficient and appropriate signage at elections, including the universal accessibility symbol so that voters with disabilities can easily find the shortest and most appropriate route to all accessible entrances at polling stations, and consult with other parties about same.
- Review, revise and update training manuals and programs concerning accessibility issues for ROs and officials below them, and training to be given to every officer or employee who deals with disability and accessibility issues, including the CEO and senior management, the accessibility officers at national headquarters, the ROs and others in the electoral districts. EC officials are to be trained as well on the new public complaints process. The training materials are to include the Hughes v. Elections Canada reasons for decision, and a case study made from it for training purposes. EC is to consult with other parties about same. (12 months)
- Implement a procedure for receiving, recording and processing verbal and written complaints about lack of accessibility and suitably publicize same. EC shall execute this reporting requirement for a period of three complete general election cycles. EC is to consult with other parties about same. (6 months)
- Elections Canada is to report to the Tribunal in at least three-month intervals about its progress in implementing the Order, and the Tribunal remains seized in the matter to the later date of the reporting of accessibility complaints by EC after the next general election and the implementation of the other parts of the Order, including any further implementation Orders as required.

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

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

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

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