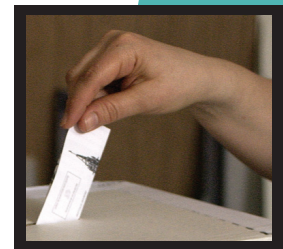
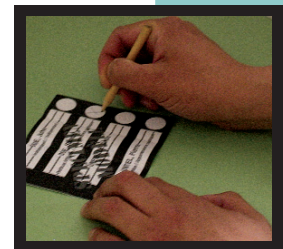


MOBILE POLL Election



Deputy Returning Officers' and Poll Clerks' Manual



Deputy Returning Officers' and Poll Clerks' Manual (Mobile Poll)

This manual explains the tasks that the deputy returning officer and poll clerk must complete at a mobile polling station.

Table of Contents

Important Information	1
Message from Elections Canada	2
General Information	3
Bilingual Service	3
Smoke-Free Environment	3
Disinfecting Material	3
Communication Devices	3
Assistance for Electors with a Disability	4
Ballot Box	5
Voter Eligibility	5
Confidentiality of Information	6
Secrecy of the Vote	6
Terms You Should Know	7
Election Officials	9
Roles and Responsibilities of Election Officials	9
General Guidelines for Your Team	11
Requesting Assistance from an Interpreter	11
Replacing a Deputy Returning Officer or Poll Clerk	11
Candidates' Representatives	13
Rights and Restrictions of Candidates' Representatives	14
Admitting Candidates' Representatives	15
Obtaining the <i>Authorization of a Candidate's Representative</i> (EC 20020)	16
Providing the <i>Statement of the Electors Who Voted on Polling Day</i> (EC 50111)	18
Completing the <i>Statement of the Electors Who Voted on Polling Day</i> (EC 50111) ..	19
Before Polling Day	23
Inventory of Required Supplies	23
Checklist of Mobile Poll Supplies	24
Checklist for the <i>Large Purple Plastic Envelope for Mobile Poll Materials</i> (EC 50490)	25
Reviewing and Preparing Documents	26
Preparing Supplies and the Ballot Box	27
Did You Vote? Requesting a <i>Transfer Certificate</i> (EC 10190)	28
Visiting Each Institution Before Polling Day	28

Conduct of the Poll	29
People Who May Be Present	30
Presence of Film Crews and Photographers at a Polling Place	30
Setting Up a Mobile Polling Station	31
Preparing for Electors to Arrive	32
Additional Setup Tasks	33
Accessibility Verification at Each Location	33
15 Minutes Preceding the Opening of the Mobile Poll	34
At the Prescribed Hour for the Opening of the Mobile Poll	34
Monitoring Activities Throughout the Day	34
Controlling the Flow of Electors	34
Removing All Partisan Material	35
Maintaining Peace and Good Order	35
Handling Accessibility Complaints	35
Checking Behind the Voting Screen	36
Verifying the Number of Ballots Given to Electors	36
Administering Oaths	36
Vouching	37
Regular Voting Procedures (Registered Elector)	38
Verifying Registration on the List of Electors	38
Verifying that the Elector has Acceptable Proof of Identity and Address	39
Issuing a Ballot to an Elector	40
Verifying Acceptable Proof of Identity and Address	42
<i>Attestation of Residence</i>	43
An Elector Who Has His Face Covered	43
Voter Information Card is Not Proof of Identification	44
Managing the Registration Process	44
Registering an Unlisted Elector	44
Completing the <i>Registration Certificate</i> (EC 50050)	46
Enabling an Elector to Vote by <i>Transfer Certificates</i>	48
Accepting Voting by <i>Transfer Certificate</i> (EC 10190)	48
Closing and Re-opening Mobile Polling Stations	50
Recording and Filing Documents for Transportation to the Next Location	50
Travelling to the Next Polling Location	51
Re-opening of a Mobile Polling Station	51
 Other Scenarios	 53
Assisting an Elector with a Disability	53
Assistance for an Elector with a Visual Impairment	54
Assistance from a Friend, Spouse, Common-Law Partner or Relative	56
Assistance from a Deputy Returning Officer	56
Assisting a Bedridden Elector	57

Handling Situations Involving the List of Electors	57
An Elector Asks to be Removed from the National Register of Electors	59
Elector’s Name and Address Does Not Appear on the List of Electors	59
An Elector’s Name is Inadvertently Struck Off the List (no R Symbol)	59
Someone Has Already Voted in the Elector’s Name (Personation)	60
Correcting Errors on the List of Electors	61
Completing the <i>Correction Certificate</i> (EC 50051)	62
Challenging an Elector’s Residence or Qualification to Vote	63
Challenging an Elector’s Residence	63
Challenging an Elector’s Qualification to Vote	63
The Elector Appeals the Decision	64
Managing Situations Involving Ballots	65
Declined Ballots and Protest Votes	65
Spoiled Ballots	65
Managing Unused but Initialled Ballots	65
Handling Emergency Situations	66
Bomb Threats or Fire Alarm	66
Medical Emergency	66
Counting of the Ballots	67
Closing of the Final Mobile Polling Station	67
Travelling to a Different Location to Count the Ballots	68
Who May Be Present for the Ballot Count	69
Preparing to Count Ballots	69
Before Counting the Ballots	70
Recording the Number of Electors Who Have Voted	70
Recording the Number of Spoiled Ballots	71
Recording the Number of Unused Ballots	71
Counting the Ballots	72
Exceptions to the Usual Counting Procedure	72
The Counterfoil Is Still Attached to the Ballot	72
No Initials on the Ballot	72
Ballots Not to Be Rejected	73
Rejected Ballots	73
Objections to a Ballot (by a Candidate or His Representative)	73
After Counting All the Ballots	74
Recording the Number of Votes Cast for Each Candidate	74
Recording the Number of Rejected Ballots	74
Recording the Total of All Votes Cast	74
Recording the Final Details on the Ballot Count	75
Completing the <i>Statement of the Vote</i> (EC 50100)	76
Completing the <i>Copy of Statement of the Vote for Candidates and Representatives</i> (EC 50110)	78
Communicating the Results of the Ballot Count	80

Closing the Poll	81
Filing Documents in Envelopes	81
Performing the Final Verification	82
Sealing the Envelopes	82
Sealing the Ballot Box	83
Completing the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020)	83
Returning Materials to the Office of the Returning Officer	84
Completing the Final Tasks	84
 Reference Material	 85
Sections of Law Related to Accessibility	85
Canadian Human Rights Act	85
Canadian Charter of Rights and Freedoms	85
James Peter Hughes v. Elections Canada - Summary	86
1) First Electoral Event	86
2) Written Complaint to EC, Complaint to CHRC, and EC's responses	87
3) The Second Electoral Event	87
4) Post-Election, Tribunal Hearing and Decision	88
5) Remedies	89
Case Study - Rev. James Peter Hughes	91

Important Information

Polling Day	
Returning Officer's Name	
Returning Officer's Toll-Free Phone Number	
Partner's Name and Phone Number (deputy returning officer or poll clerk, as applicable)	
Local Police Phone Number	
Ambulance Phone Number	
Fire Department Phone Number	
Address of Each Institution (see the <i>Notice of Mobile Poll</i> [EC 10160])	
Address of Each Institution (see the <i>Notice of Mobile Poll</i> [EC 10160])	
Address of Each Institution (see the <i>Notice of Mobile Poll</i> [EC 10160])	
Address of Each Institution (see the <i>Notice of Mobile Poll</i> [EC 10160])	
(At a by-election) First Day of Revision Period	

Voting Hours Are	
From	To

Message from Elections Canada

This manual describes in detail the procedures required for a deputy returning officer and poll clerk to prepare and run a mobile polling station during a federal election.

Although you may have served as a deputy returning officer or poll clerk before, you must study this manual. There have been many changes to these duties since the last electoral event, including recent amendments to the *Canada Elections Act*. Also, remember that voting rules at the federal level differ from those at the provincial, territorial and municipal levels.

As a deputy returning officer:

- ✓ You alone are in charge of your polling station. Follow the instructions in this manual carefully.
- ✓ A very important part of your job is to ensure that all those involved in the process (the deputy returning officer, the poll clerk, and the candidates' representatives) follow these rules and procedures.

The deputy returning officer and poll clerk form a very important team, responsible for the proper operation of the poll. The vote is a fundamental right in Canada. Casting a vote should be a brief, well-organized and pleasant experience for the elector.

In facilitating the voting process for the elector and in ensuring the accuracy and integrity of the vote, you play an essential role in the process.

As a result, it is particularly important that you:

- ✓ Do your best to make this a success.
- ✓ Follow the procedures in this manual. Have this manual handy while you work, so you may refer to it.
- ✓ Do not feel intimidated.
- ✓ Take the time to do your job well.

You are responsible only to the returning officer who appointed you and instructed you in your duties. You are not responsible to any political party, candidate or candidate's representative.

If you have any questions, ask your returning officer.

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.

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

General Information

Bilingual Service

Elections Canada is legally responsible for ensuring that every Canadian is able to obtain service in either official language, English or French. As a result:

- Greet the elector in a bilingual manner (e.g. “Hello/Bonjour”).
- If you do not understand the official language used by any person you are serving, provide the *Bilingual Services Card* (EC 50140) to the elector.
- If the elector needs more information, immediately advise the returning officer.

Smoke-Free Environment

All electors are entitled to cast their ballots in a smoke-free environment.

Election officials should not smoke while they are carrying out their duties. However, they may go outside to smoke when there are no electors waiting to vote.

Disinfecting Material

Disinfecting products are very effective in providing protection against harmful pathogens. The returning officer has provided you with disinfecting wipes and hand sanitizer. Ensure that the allotted amounts are included in your supplies. The hand sanitizer bottle must be next to the ballot box.

The wipes are used to disinfect table surfaces but may also be used to clean tools used at the polling place, such as the ballot template, voting supplies handled by electors, etc.

Note: The particular brand of wipes provided is primarily intended for use in health care settings; therefore, the instructions recommend the use of latex gloves. However, since a polling place is a safer environment than a hospital, such measures are not necessary.

Communication Devices

All electors are allowed to use cellular phones or other portable communication devices in a polling station. This right does not apply to candidates’ representatives.

Assistance for Electors with a Disability

Any elector with a disability or who cannot read is entitled to receive assistance to vote. For more information, see “Assisting an Elector with a Disability” on page 53.

Ballot Box

Either the deputy returning officer or the poll clerk must remain with the ballot box at all times and the vote must be suspended during their absence. The ballot box must never be left unattended.

Voter Eligibility

To vote, an elector must:

- be a Canadian citizen;
- be at least 18 years old on polling day;
- be an ordinary resident in the polling division; and
- provide acceptable proof of identity and address.

A person is an “ordinary resident” at the place he calls home. This is the place where he resides and intends to return to when away. A person can only have one home as an ordinary residence.

Student electors must determine their place of ordinary residence (either the place where they live while attending school, such as a student residence, or the address where they live when not attending school, such as their parents’ home). They can register and vote only in the electoral district where their place of ordinary residence is located.

Under the *Canada Elections Act*, the following legal restrictions exist on voting:

- ✘ The maximum penalty for voting when not qualified as an elector is a \$5,000 fine, a prison term of five years, or both.
- ✘ The right to vote is not transferable in federal elections. No legal document whether it be a power of attorney, guardianship, mandate or any other legal document can grant a person the right to vote on behalf of another elector.
- ✘ To vote at a by-election, an elector must also have been residing in the electoral district from the beginning of the revision period until polling day.

Confidentiality of Information

By law, elector information is confidential and must be protected at all times.

- After the counting of votes, return the list of electors in the envelope supplied for this purpose.
- Keep any documents containing elector information out of public view. Place completed certificates into the appropriate envelopes.
- When checking the list of electors to determine if an elector is registered at a particular address, be sure not to discuss with the elector the names of the other electors who may be listed at the elector's current or former address.
- Do not throw the *Voter Information Cards* or other documents containing private information in the trash.

Note: Deputy returning officers who neglect to return the list of electors may lose their entitlement to compensation and may be subject to other penalties in accordance with the *Canada Elections Act*.

Secrecy of the Vote

It is the deputy returning officer's duty to remind people, as necessary, that it is an offence punishable by fine or imprisonment (or both) to violate the secrecy of the vote. For example, an elector cannot openly state the name of the candidate that he intends to vote for or has voted for. The elector may not show his marked ballot to others present at the polling station (unless the elector is being assisted in marking the ballot).

Every election officer, candidate or representative of a candidate must maintain the secrecy of the vote while voting is taking place and while ballots are being counted.

Terms You Should Know

The table below lists terms that you should know.

Term	Definition
Candidates' representatives	Persons who oversee voting fairness and transparency. They may also act as official observers during ballot counting on the evening of polling day. Candidates' representatives need not be Canadian citizens or meet a minimum age requirement.
Candidates' "runners"	Persons appointed by candidates who go from one polling place to another to retrieve the <i>Statement of the Electors Who Voted on Polling Day</i> (EC 50111) forms. These runners are not allowed in the polling place.
Central poll supervisor	The person responsible for managing a central polling place. The supervisor oversees the conduct of all activities on behalf of the returning officer. Upon the appointment of a central poll supervisor, all election officers report to him.
Central polling place	A building containing two or more polling stations.
Codes on list of electors	Codes shown in the left-hand column of the list of electors indicate that a revision transaction took place relating to that elector or to indicate that the elector has already voted.
Common-law partner	A person who has been cohabiting with the elector in a conjugal relationship for a period of at least one year. This applies whether the partner is of the same or opposite sex of the elector.
Counting the ballots	Counting the ballots after the close of polls on election day.
Deputy returning officer	The officer responsible for the management of a polling station.
Elector	Any Canadian citizen who is at least 18 years of age on polling day.
Electoral event	A generic term used to describe a general election, by-election or referendum.
Information officer	The election officer responsible for greeting electors at the polling place. He answers electors' questions. He directs the elector either to the correct polling station or to the registration officer, as appropriate. The number of information officers varies depending on the number of polling stations assigned. All information officers report directly to the central poll supervisor or to the deputy returning officer, as the case may be.
Interpreter	There are two types of interpreters: a language interpreter and a sign-language interpreter. This person is appointed by the returning officer to provide assistance to an elector who does not understand either of Canada's official languages or who is hearing-impaired.
Inventory control numbers	An inventory control number (e.g. EC 50060) that helps identify official forms, books and other documents.

Term	Definition
Level access	Used when a polling place provides flat access from the street to the inside of the polling place, up until the elector reaches the polling station table.
Mobile polling station	When a polling division consists of two or more institutions, a mobile polling station is located in each of those institutions successively.
Person responsible for maintaining order	Person appointed (if required or for specific situations) by the returning officer to ensure security at the polling place.
Poll clerk	The person who assists the deputy returning officer in his duties at the polling station.
Poll key	A document provided by the returning officer to the information officer or central poll supervisor that indicates in which polling division an elector's address is located.
Polling division	A geographic area containing, in general, approximately 350 to 450 electors. Generally, one polling station is established for each polling division. In exceptional circumstances, due to a higher number of electors than anticipated, more than one polling station can be established for a polling division.
Polling place	A building that contains one or more polling stations.
Polling station	The place where electors go to vote. A polling station is established for every polling division in the electoral district. There is one ballot box for each polling station.
Registration officer	The person responsible for registering electors who are not on the list of electors in a polling place containing at least three polling stations.
Relative	A relative of the elector, of his spouse or of his common-law partner.
Returning officer	The person responsible by law for the administration of the electoral process within the electoral district.
Single poll	A polling place containing only one polling station.
Special ballot	A write-in ballot issued by the returning officer or the Chief Electoral Officer to an elector who is unable or does not wish to cast his ballot at an advance poll or on election day. This ballot may be cast by mail or at the office of the returning officer.
Spoiled ballot	A ballot that has not been deposited in the ballot box but has been found by the deputy returning officer to be soiled or improperly printed, or that has been handed back to the deputy returning officer by an elector and exchanged for another ballot.
Vouching	An elector may be "vouched for" at the polling station by another elector who is already registered on the list of electors for the same polling division and who provides acceptable proof of identity and address. No elector may vouch for more than one elector and an elector who has been vouched for may not vouch for another elector.

Election Officials

The *Appointment and Oath (for election or referendum officers)* (EC 10130) establishes your authority to act as an election officer. Do not lose it. On polling day, bring your *Appointment and Oath* form that you have received and keep it with you at all times.

If you are unable to carry out your duties, advise your returning officer immediately.

Roles and Responsibilities of Election Officials

Deputy returning officer: The deputy returning officer reports directly to the returning officer. The deputy returning officer:

- Is responsible for the operation of the specific mobile polling station to which he is assigned.
- Travels to various institutions on ordinary polling day.
- Ensures that the poll clerk and candidates' representatives follow the rules and procedures.
- Receives *Authorization of a Candidate's Representative* (EC 20020) forms and administers oaths.
- Ensures that voting proceeds in an orderly fashion.
- Administers oaths.
- Receives *Transfer Certificates* (EC 10190).
- Accepts the acceptable proof of identity and address that must be provided by each elector in order to receive a ballot.
- Issues *Registration Certificates* (EC 50050).
- Prepares *Correction Certificates* (EC 50051).
- Processes electors who are being vouched for (including registration and verification of identity and address).
- Provides assistance to electors with disabilities.
- Counts the ballots.
- Makes the final decision to approve or reject a ballot.
- Verifies and signs the *Statement of the Vote* (EC 50100) and other necessary documentation at the close of the poll.
- Carefully follows the *Closing Instructions for the Deputy Returning Officer* (EC 50020) document.
- Maintains peace and good order within a specific polling station.

Poll clerk: The poll clerk reports to the deputy returning officer. The poll clerk:

- Travels to various institutions on ordinary polling day.
- Assists the deputy returning officer in setting up each mobile polling station and with the conduct of the vote.
- Assists the deputy returning officer in allowing electors to cast their ballots in an orderly fashion.
- When an elector has voted, crosses out an elector's name on the list of electors and adds a checkmark in the "Voted" column.
- Completes the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms. The poll clerk must enter this information on two forms if there are 5 to 8 candidates and on three forms if there are 9 to 12 candidates.
- Makes all required entries on the list of electors and in the *Poll Book* (EC 50060).
- Assists the deputy returning officer with the counting of ballots.
- Assists the deputy returning officer with the closing instructions.

Interpreter: If one is appointed, the interpreter reports directly to the deputy returning officer or to the returning officer.

There are two types of interpreters: a language interpreter and a sign-language interpreter. The interpreter provides assistance to an elector who does not understand either of Canada's official languages or who is hearing-impaired.

- The interpreter must have his *Appointment and Oath* form to act in that capacity.
- The interpreter must not accompany the elector behind the screen to help him mark his ballot.
- A candidate's representative cannot act as an interpreter.

Any observer or member of the Chief Electoral Officer's staff who has been authorized to be present:

- Observes the polling day activities.
- May question election officials on possible changes and/or improvements to election materials or procedures.

The returning officer and/or a representative of the returning officer:

- Observes the polling day activities.
- Resolves problems, if required.

General Guidelines for Your Team

- Do not take part in any partisan political activity while on duty on polling day. This means that:
 - You must not offer personal opinions.
 - You must not display material that supports or opposes a political party or candidate.
 - You should answer only those questions relating to the electoral process.
- Maintain order at the polling station on polling day.
- Bring your manual as well as the quick reference guide and refer to them frequently during polling day and at the counting of the votes.
- If you have any questions, ask your returning officer.
- Always be polite to electors.
- Dress appropriately for the occasion. Wear presentable and comfortable clothes. Be careful not to wear clothing of a partisan colour.
- Wear your identification at all times while you are at work.
- Must remain on duty while the poll is open, when the two of you are travelling to each location, and the ballots are being counted on election night.
- If you leave for a washroom break, voting must be suspended. Resume voting when both are present. No one else can act in your absence.
- Bring your meals or arrange to have them delivered.

Requesting Assistance from an Interpreter

If an interpreter is needed, the deputy returning officer:

- Must contact the returning officer immediately.
- May appoint and administer an oath to a language or sign-language interpreter.

The poll clerk completes the *Appointment and Oath* form found in the first pages of the *Poll Book* (EC 50060).

Note: The interpreter must not accompany the elector behind the screen to help him mark his ballot. A candidate's representative cannot act as an interpreter.

Replacing a Deputy Returning Officer or Poll Clerk

If, during the day, a deputy returning officer or poll clerk becomes unable to perform his duties, a replacement must be found.

Replacing a Deputy Returning Officer

- The deputy returning officer must advise the returning officer immediately.
- Unless the returning officer makes a new appointment, the poll clerk must take the deputy returning officer place and may do so without swearing another oath.
- Unless the returning officer appoints a new poll clerk, the poll clerk who replaces the deputy returning officer must select and appoint a new poll clerk by completing the *Appointment and Oath* form, which can be found in the first pages of the *Poll Book* (EC 50060).
- Detach the replacement appointment form from the *Poll Book* (EC 50060) and place it into the small white *Envelope for the White Copy of the Statement of the Vote* (EC 50370).

Replacing a Poll Clerk

- The deputy returning officer must immediately advise the returning officer.
- Unless the returning officer makes a new appointment, the deputy returning officer must select and appoint a new poll clerk by completing the *Appointment and Oath* form, which can be found in the first pages of the *Poll Book* (EC 50060).
- Detach the replacement appointment form from the *Poll Book* (EC 50060) and place it into the small white *Envelope for the White Copy of the Statement of the Vote* (EC 50370).

Choosing a Replacement

The deputy returning officer or poll clerk can ask:

- a friend;
- a family member; or
- a candidate's representative who then must stop acting as a representative to assume the functions of the deputy returning officer or poll clerk.

If a replacement cannot be found, the deputy returning officer or poll clerk must discuss the situation with the returning officer.

Candidates' Representatives

Each candidate or official agent can appoint, in writing, only one representative at a time for a mobile polling station. Candidates' representatives monitor the activities on polling day.

✘ These representatives are not election officers.

Polling stations may serve electors without the presence of candidates' representatives. However, if these representatives are present, they are subject to the requirements indicated in the *Guidelines for Candidates' Representatives* (EC 20045) document, found in the deputy returning officer's kit of election materials.

Deputy returning officer	Poll clerk
<ul style="list-style-type: none"> • Admits candidates' representatives • Completes the <i>Authorization of a Candidate's Representative</i> (EC 20020) form • Provides the <i>Guidelines for Candidates' Representatives</i> (EC 20045) • Administers oaths to candidates' representatives • Removes partisan materials, if any 	<ul style="list-style-type: none"> • Completes the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111) forms on polling day • Provides on request the <i>Statement of Electors Who Voted on Polling Day</i> (EC 50111) forms to candidates' representatives

Rights and Restrictions of Candidates' Representatives

Candidates' representatives **do not** have to be Canadian citizens or be at least 18 years of age, as there is no minimum age requirement.

Candidates' representatives have the right to:

- ✓ observe the proceedings, but not take an active part in them;
- ✓ ask an elector to take an oath if they have reasonable doubt about the elector's residence or qualification to vote;
- ✓ enter and leave as they please during polling hours, without having to provide a new authorization form, as long as there is no more than one representative per candidate present at one time;
- ✓ examine the *Poll Book* (EC 50060) and the list of electors during the hours that the poll is open;
- ✓ pass on information about the list of electors to anyone outside the polling place (e.g. to a candidate's runner);
- ✓ wear the candidates' representatives label supplied by the deputy returning officer;
- ✓ wear a Canadian, provincial or territorial flag, pin or similar insignia, as long as the insignia does not indicate a support or opposition to any candidate, political party or opinion.

Note: A candidate's representative may observe at more than one mobile polling station but must provide a separate authorization form for each polling station.

Candidates' representatives do not have the right to:

- ✗ question electors or to influence their voting decision in any way;
- ✗ systematically challenge every elector;
- ✗ sit at the same table as the election officials;
- ✗ wear any form of partisan identification in the polling station;
- ✗ use a communications device, such as a cellular phone or other portable communication devices, inside the polling place. This rule does not apply to electors who come to vote.

Note: Work materials used by candidates' representatives in the polling station (e.g. file folders) should be neutral in colour and carry no candidate or party identifiers on them.

Admitting Candidates' Representatives

The deputy returning officer:

- Greets each candidate's representative.
- Takes the completed *Authorization of a Candidate's Representative* (EC 20020) form from each candidate's representative.
- Administers the *Oath of Representative or Elector Representing a Candidate* on the *Authorization of a Candidate's Representative* (EC 20020) form.
- Completes and signs the bottom portion of the form.
- Asks the candidate's representative to sign the form.
- Gives the candidate's representative the pre-printed label (provided in the supply kit). If the candidate has no party affiliation, gives him a blank label. Nothing else may be written on or added to this label.
- Gives each representative a copy of the *Guidelines for Candidates' Representatives* (EC 20045) document.
- If there is a complaint or a concern about a candidate's representative's behaviour, contacts the returning officer immediately.

Obtaining the *Authorization of a Candidate's Representative* (EC 20020)

Each candidate or official agent can appoint, in writing, one representative at a time for each mobile polling station. Each candidate or official agent can do this by completing the *Authorization of a Candidate's Representative* (EC 20020) form.

Follow the instructions in the table below to verify the form.

Letter	Description
Ⓐ	Verify the polling station number.
Ⓑ	Verify the candidate's name.
Ⓒ	Verify the representative's name.
Ⓓ	Verify or enter the name of the electoral district.
Ⓔ	Ensure that this section is signed and dated by the candidate or his official agent.
Ⓕ	Administer the oath.
Ⓖ	Enter the location and date the oath was administered.
Ⓗ	The representative must sign the form.
Ⓘ	The deputy returning officer who administered the oath must sign the form.

Note: A photocopy of the candidate's or official agent's signature on the authorization form is acceptable. An authorization form presented to the deputy returning officer is only valid for the mobile polling station. A separate authorization form is required for each mobile polling station.



**AUTHORIZATION OF A CANDIDATE'S REPRESENTATIVE
AUTORISATION DU REPRÉSENTANT D'UN CANDIDAT**

EC 20020
(02/00)

Representative's Name / Nom du représentant (C)		Candidate / Candidat (B)	Polling Station No. N° du bureau de scrutin (A)
MARC DENIS		LOUIS ALBERT	500
Electoral District / Circonscription (D)			
OTTAWA - NEPEAN			

<p>I hereby authorize the person named above to act as a representative of the above-mentioned candidate at the said polling station for the pending federal election.</p> <p><i>Louis Albert</i></p> <p>SIGNATURE OF CANDIDATE OR OFFICIAL AGENT SIGNATURE DU CANDIDAT OU DE L'AGENT OFFICIEL (E)</p>	<p>J'autorise par les présentes la personne susmentionnée à agir à titre de représentant du candidat susmentionné audit bureau de scrutin au scrutin fédéral en cours.</p> <p>27-07-03</p> <p>DATE</p>
---	--

THIS AUTHORIZATION MUST BE DELIVERED TO AND RETAINED BY THE DEPUTY RETURNING OFFICER	CETTE AUTORISATION DOIT ÊTRE REMISE AU SCRUTATEUR, QUI DOIT LA CONSERVER
--	--

<p>OATH OF REPRESENTATIVE OR ELECTOR REPRESENTING A CANDIDATE (F)</p> <p>I, the undersigned, authorized to be in attendance at this polling station, swear or solemnly affirm that:</p> <ul style="list-style-type: none"> — I will maintain and aid in maintaining the secrecy of the vote; — I will not interfere with the marking of a ballot paper by an elector or obtain or communicate any information as to how an elector is about to vote or has voted; — I will not directly or indirectly induce an elector to show a marked ballot paper to any person. <p>SWORN OR AFFIRMED BEFORE ME SERMENT PRÊTÉ OU AFFIRMATION FAITE DEVANT MOI</p> <table border="1"> <tr> <td>AT A</td> <td colspan="3">OTTAWA (G)</td> </tr> <tr> <td>THIS CE</td> <td>DAY OF JOUR DE</td> <td>YEAR ANNÉE</td> <td>2003</td> </tr> </table> <p><i>Jean Lalonde</i></p> <p>DEPUTY RETURNING OFFICER / SCRUTATEUR (I)</p>	AT A	OTTAWA (G)			THIS CE	DAY OF JOUR DE	YEAR ANNÉE	2003	<p>SERMENT D'UN REPRÉSENTANT OU D'UN ÉLECTEUR REPRÉSENTANT UN CANDIDAT</p> <p>Je, soussigné, étant autorisé à être présent à ce bureau de scrutin, jure ou affirme solennellement que :</p> <ul style="list-style-type: none"> — je garderai et aiderai à garder le secret du vote; — je n'interviendrai pas auprès d'un électeur qui marque son bulletin de vote et ne tenterai pas de savoir comment un électeur est sur le point de voter ou a voté; — je n'inciterai pas un électeur, directement ou indirectement, à montrer un bulletin de vote marqué à qui que ce soit. <p><i>Marc Denis</i></p> <p>SIGNATURE OF PERSON TAKING OATH SIGNATURE DU DÉCLARANT (H)</p>
AT A	OTTAWA (G)								
THIS CE	DAY OF JOUR DE	YEAR ANNÉE	2003						

TO THE DEPUTY RETURNING OFFICER: ON COMPLETION OF ALL DUTIES, PLACE THIS DOCUMENT IN ENVELOPE EC 50460	AU SCRUTATEUR : APRÈS AVOIR REMPLI TOUTES VOS FONCTIONS, INSÉREZ CE DOCUMENT DANS L'ENVELOPPE EC 50460
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CANDIDATES' REPRESENTATIVES

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

According to the *Canada Elections Act*, at intervals of no less than 30 minutes, the poll clerk must provide the identity of electors who have voted on polling day (except for the identity of those electors who registered on the same day they voted) to the candidate's representative. This information appears on the *Statement of the Electors Who Voted on Polling Day* (EC 50111) form.

For mobile polls, the provisions in the *Canada Elections Act* are subject to the Chief Electoral Officer's instructions. The procedures for submitting forms to candidates' representatives apply only to mobile polls.

To obtain this information:

- ✓ The candidate must appoint a representative by completing and providing the *Authorization of a Candidate's Representative* (EC 20020) form to his representative.
- ✓ Upon arriving at the polling station for the first time, each candidate's representative who is picking up the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms must present an *Authorization of a Candidate's Representative* (EC 20020) form to the deputy returning officer and signs the oath of secrecy.
- ✓ A candidate's representative can obtain only the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms for polling stations for which he presented his *Authorization of a Candidate's Representative* (EC 20020) form.

The deputy returning officer:

- Receives the *Authorization of a Candidate's Representative* (EC 20020) form, completes the oath or affirmation and signs the form.
- Keeps it to confirm that the person who comes to pick up the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms is in fact the person whose name appears on the authorization.

The poll clerk:

- Completes the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms.
- Provides the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms to the candidate's representative.
- Keeps all completed and unclaimed forms until the counting of the ballots is finished.

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

The poll clerk:

- Circles the number corresponding to the elector's sequence number on the list of electors once the elector has placed his ballot into the ballot box.
- Enters this information on two forms if there are 5 to 8 candidates and on three forms if there are 9 to 12 candidates.
- Continues to enter the information on the same form until a candidate's representative asks for a form.
- Gives him a copy after having signed and indicated the time interval (e.g. 10:00 a.m. to 12:30 p.m.) at the bottom of the form.
- Starts as many forms as necessary.
- If there is no new request for a form, continues to enter the information on the same form even when changing institutions.

Follow the instructions in the table below to complete the form.

Letter	Description
Ⓐ	Enter the complete name of the electoral district as it appears on the list of electors.
Ⓑ	Enter the date of the election in numbers, starting with the year, followed by the month and day.
Ⓒ	Enter the polling station number (the number found on the first page of the list of electors). If you are assigned to a station whose list of electors has been subdivided, the polling station number will be followed by an A, B, etc.
Ⓓ	Circle the number that corresponds to the elector's sequence number on the list of electors, when it is less than 700.
Ⓔ	Enter by hand any elector's sequence number that is higher than 700. Note: Do not enter the names of any electors who registered on polling day on this document.
Ⓕ	Sign each of the forms.
Ⓖ	Indicate the time interval covered by each form.



Statement of the electors who voted on polling day
Relevé des électeurs qui ont voté le jour du scrutin

EC 50111
(12/07)

A Electoral District / Circonscription
Ottawa—Centre

B Election date / Date de l'élection
2007-09-17

C Polling station No. / N° du bureau de scrutin
123-0

	Circle the sequence number of the elector who has voted										Encrer le numéro séquentiel de l'électeur qui a voté									
D	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
1	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
~	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
100	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80
	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
101	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120
~	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140
200	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160
	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180
	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200
201	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220
~	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240
300	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260
	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280
	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300
301	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320
~	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340
400	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360
	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380
	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400
401	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420
~	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440
500	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460
	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480
	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500
501	501	502	503	504	505	506	507	508	509	510	511	512	513	514	515	516	517	518	519	520
~	521	522	523	524	525	526	527	528	529	530	531	532	533	534	535	536	537	538	539	540
600	541	542	543	544	545	546	547	548	549	550	551	552	553	554	555	556	557	558	559	560
	561	562	563	564	565	566	567	568	569	570	571	572	573	574	575	576	577	578	579	580
	581	582	583	584	585	586	587	588	589	590	591	592	593	594	595	596	597	598	599	600
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~	621	622	623	624	625	626	627	628	629	630	631	632	633	634	635	636	637	638	639	640
700	641	642	643	644	645	646	647	648	649	650	651	652	653	654	655	656	657	658	659	660
	661	662	663	664	665	666	667	668	669	670	671	672	673	674	675	676	677	678	679	680
	681	682	683	684	685	686	687	688	689	690	691	692	693	694	695	696	697	698	699	700

If the elector's sequence number is higher than 700, please write it in one of the boxes below. / Si le numéro séquentiel de l'électeur est plus élevé que 700, veuillez l'inscrire dans une des cases ci-dessous

E

701	702	755	707	801	785								
+													

F *John Doe*
Poll clerk's signature / Signature du greffier du scrutin

G De : 16:00 À : 16:30
From: To:
Time interval / Période de temps

HAND THIS STATEMENT TO THE INFORMATION OFFICER EVERY 30 MINUTES / REMETTRE CE RELEVÉ À L'INFORMATION À TOUTES LES 30 MINUTES

CANDIDATES' REPRESENTATIVES

Before Polling Day

Several very important activities must be carried out by the deputy returning officer and the poll clerk before polling day to ensure a smooth voting process.

If there are any problems, the deputy returning officer must contact the office of the returning officer immediately.

Deputy returning officer	Poll clerk
<ul style="list-style-type: none">• Studies this manual• Opens the ballot box to ensure it contains all required information and material and reseals it• Reviews the list of electors to be aware of changes and to identify those electors who have requested a special ballot or those who have voted at an advance poll• Visits each institution with the poll clerk	<ul style="list-style-type: none">• Studies this manual• Assists the deputy returning officer with the inventory of supplies• Accompanies the deputy returning officer to each institution

Inventory of Required Supplies

Before polling day, the deputy returning officer, in the presence of the poll clerk, must ensure that the required supplies have been received from the returning officer. If anything is missing, advise the returning officer immediately.

Official forms, envelopes and books have a control number, printed on their first page, to help identify each one (e.g. EC 10002).

Checklist of Mobile Poll Supplies

- voting screen (EC 50240)
- sealed ballot box
- Large Purple Plastic Envelope for Mobile Poll Material* (EC 50490) full of supplies
- Notice to Deputy Returning Officer* (EC 10002) (indicating the number of ballots supplied)
- white copy of the *Statement of the Vote* (EC 50100)
- yellow copy of the *Statement of the Vote* (EC 50100)
- pink copy of the *Statement of the Vote* (EC 50100)
- books of ballots
- Notice of Grant of a Poll* (EC 10170)
- several copies of the *Remember: To vote, you must prove your identity and address* pamphlet (EC 90189)
- Remember: To vote, you must prove your identity and address* poster (EC 94036)
- VIC Collection Box* (EC 50255) (to be confirmed by the returning officer)
- Official List of Electors* for the polling station
- Notice of Mobile Poll* (EC 10160)
- Public Notice – Qualification to Vote* (EC 50045), one per institution
- Public Notice – Mobile Polling Station* (EC 50040), one per institution
- Bilingual Services Labels* (EC 50150), if appropriate
- three copies of the *List of Candidates in Large Print*
- Yellow Pennants* (EC 50160) and *Arrow Indicators* (EC 50220) to show the location of the polling place
- neutral-colour file folders identified with the name of each candidate
- required quantity of the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms:
 - 4 or fewer candidates = 24 forms
 - from 5 to 8 candidates = 48 forms
 - from 9 to 12 candidates = 72 forms
 - 13 to 16 candidates = 96 forms
- Disinfecting Wipes* (EC 50602)
- 1 *Hand Sanitizing Bottle* (EC 82715)
- 1 *Hand Sanitizing Poster* (EC 50603)

Checklist for the *Large Purple Plastic Envelope for Mobile Poll Materials (EC 50490)*

- Poll Book (EC 50060)*
- Correction Certificates (EC 50051)*
- Registration Certificates (EC 50050)*
- Registration and/or Correction Certificates Envelope (EC 50390)*
- Tally Sheets (EC 50090)*
- copies of the *Copy of Statement of the Vote for Candidates and Representatives (EC 50110)* form
- Information and Warrant for Arrest (EC 50120)* form
- Samples of Marked Ballot Papers (EC 50130)* card
- small yellow *Envelope for the Yellow Copy of the Statement of the Vote (EC 50380)*
- small white *Envelope for the White Copy of the Statement of the Vote (EC 50370)*
- Envelopes for Unused Ballot Papers and for Stubs of Used Ballot Papers (EC 50420)*
- Envelopes for Mobile Poll Ballots (EC 50410)*
- Envelopes for Spoiled Ballot Papers (EC 50430)*
- Envelope for Rejected Ballot Papers (EC 50440)*
- Envelopes for Ballots Cast (EC 50450)* for each candidate
- Document Envelope (EC 50460)*
- Bilingual Services Cards (EC 50140)*
- Seal Control Sheet (EC 50205)*
- Ballot Box Seals - Short (EC 50190)*
- Ballot Box Seals - Long (EC 50200)*
- Voting Template (EC 50170)* and the *Survey Envelope (EC 50171)*
- Closing Instructions for the Deputy Returning Officer (EC 50020)* document
- Guidelines for Candidates' Representatives (EC 20045)*
- Candidates' Representative Labels Booklet (EC 20900)*
- Supplies for One Polling Station envelope (EC 50470)* containing voting pencils, *Official Seals (EC 50180)* for envelopes, *Election Personnel Identification Card (EC 50210)*, a pen and a pencil sharpener
- small plastic bag for ballot counterfoils
- masking tape
- ruler
- Smoking Prohibited Signs (EC 50230)*

BEFORE POLLING
DAY

Reviewing and Preparing Documents

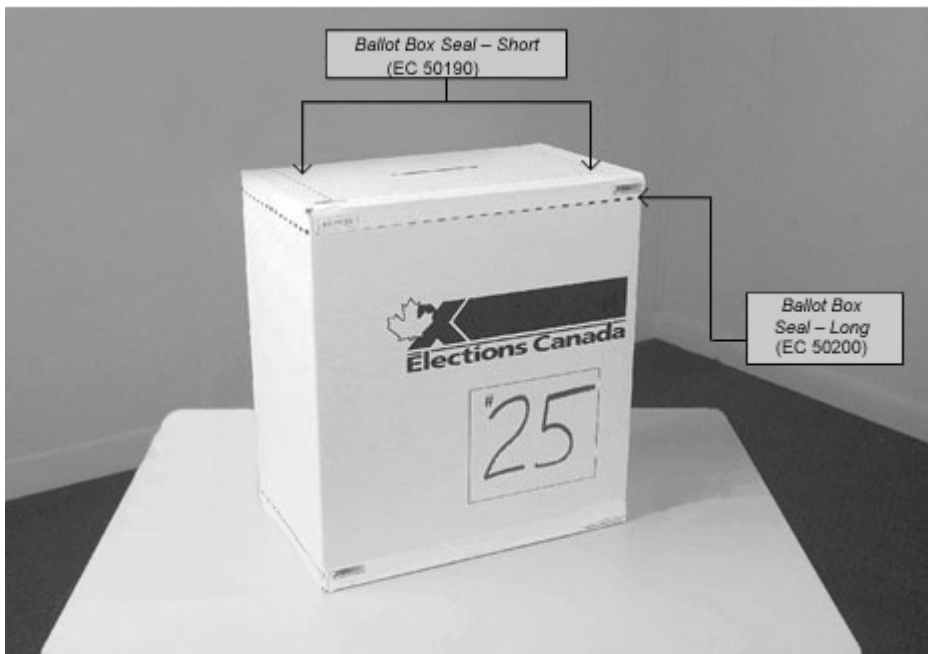
Before polling day, the deputy returning officer and poll clerk review and prepare documents according to the table below.

Documents	Task
Forms, Envelopes and the <i>Poll Book</i> (EC 50060)	Write the name of the electoral district and polling station number on forms, envelopes and the front cover of the <i>Poll Book</i> (EC 50060).
<i>Official List of Electors</i>	Review the list of electors for the mobile poll. Elector codes are used to indicate updates made to the list of electors. These codes are explained at the bottom of each page. Note: For a description of the elector codes and the actions to take (if any) to resolve them, see “Handling Situations Involving the List of Electors” on page 55.
Ballots	Review the ballots to ensure that: <ul style="list-style-type: none"> ✓ the number of ballots corresponds to the number of ballots and their serial numbers indicated on the <i>Notice to Deputy Returning Officer</i> (EC 10002); ✓ the ballots are not soiled; ✓ the names of all candidates appear on all ballots. If any ballots are soiled or improperly printed: <ul style="list-style-type: none"> • Contact the office of the returning officer immediately. • Place the soiled or improperly printed ballots into the <i>Envelope for Spoiled Ballot Papers</i> (EC 50430).
<i>Transfer Certificates</i> (EC 10190)	If the returning officer sends duplicate copies of <i>Transfer Certificates</i> (EC 10190), keep these copies in a secure location until polling day and take them with you to the polling station. Note: For instructions on processing these certificates, see “Processing an Elector Transferred from Your Poll” on page 54.

Preparing Supplies and the Ballot Box

The deputy returning officer:

- Chooses one *Ballot Box Seal – Long* (EC 50200) and two *Ballot Box Seals – Short* (EC 50190) for the top of the ballot box and sets them aside.
- Indicates the serial number of the long seal on the *Seal Control Sheet* (EC 50205).
- Places everything back into the ballot box.
- Seals the top of the ballot box. Places new seals on top of existing seals. Do not peel off the old seals.



- Keeps the ballot box in a secure location until polling day.

Did You Vote? Requesting a *Transfer Certificate* (EC 10190)

The deputy returning officer and poll clerk cannot leave their polling station to go to another location to vote. As a result, they should vote at an advance poll.

However, if they have been appointed after the advance polls and will not be working at the polling station for their polling division of residence, a *Transfer Certificate* (EC 10190) must be requested to enable them to vote at the polling station where they will be working on polling day.

The deputy returning officer and poll clerk:

- Contact the returning officer before polling day to request a *Transfer Certificate* (EC 10190).
- On polling day, vote using the *Transfer Certificate* (EC 10190). For more information, see “Accepting Voting by *Transfer Certificate* (EC 10190)” on page 53.

Visiting Each Institution Before Polling Day

The returning officer will have contacted the administrator of the institutions where the deputy returning officer and poll clerk will be conducting the mobile poll to confirm the details for polling day. They will be advised of the specific location(s) within the building(s) where voting will take place. The returning officer should have allowed them a reasonable amount of time to complete the necessary administrative tasks and to travel between institutions.

The *Notice of Mobile Poll* (EC 10160) published by the returning officer sets out the names and addresses of each institution that are to be visited, as well as the specific times for each polling station to be open. These hours must be strictly observed.

Before polling day, the deputy returning officer and poll clerk must:

- Determine what vehicle they will use to travel from one institution to another. The returning officer will inform them how to claim reimbursement of their expenses.
- Visit each institution by travelling the same route as the one they will follow on polling day.
- Post the *Public Notice – Mobile Polling Station* poster (EC 50040), together with a *Public Notice – Qualifications to Vote* (EC 50045), inside each institution where they can be easily seen. This notice describes the qualifications required to vote.

Conduct of the Poll

On polling day, the polling station will be very busy. The deputy returning officer is responsible for maintaining order and the smooth operation of the poll, while respecting electors’ rights.

To set up a polling station efficiently, the deputy returning officer and poll clerk must arrive at the polling place with the ballot box, voting screen and all election materials as directed by the returning officer.

When they arrive at the first institution, the deputy returning officer must ensure that he knows the location of the telephone and contacts the returning officer to confirm their arrival.

Deputy returning officer	Poll clerk
<ul style="list-style-type: none"> • Sets up the poll with the necessary supplies and ensures all partisan material is removed • Manages the registration process at the polling station • Ensures that acceptable proof of identity and address is provided by the elector prior to voting • Performs regular and exceptional voting procedures and administers oaths as required • Maintains peace and good order within their polling station • Advises the returning officer of any situations at the polls 	<ul style="list-style-type: none"> • Assists the deputy returning officer in setting up and opening the polling station • Assists the deputy returning officer in allowing electors to cast their ballots in an orderly fashion • Locates elector’s name on the list of electors, reads out the elector’s sequence number and strikes through the elector’s name • Records the casting of the ballot by the elector on the <i>Statement of the Electors Who Voted on Polling Day</i> (EC 50111) form • Completes the <i>Poll Book</i> (EC 50060) by indicating the type of oaths taken • Records the name, address and transfer certificate number of electors who voted by a <i>Transfer Certificate</i> (EC 10190) in the <i>Poll Book</i> (EC 50060) • Records the name and address of electors who voted by a <i>Registration Certificate</i> (EC 50050) in the <i>Poll Book</i> (EC 50060)

People Who May Be Present

The only people who may be present at a mobile poll on polling day are:

- the deputy returning officer and poll clerk;
- an elector (only until he has voted);
- a person who has come with an elector who requires assistance to vote (only for the period necessary to help the elector vote);
- an interpreter (if appointed);
- the candidates;
- one representative for each candidate, or in their absence, one elector per candidate for each polling station. Candidates may act, if they wish, as their own representative
- any observer or member of the Chief Electoral Officer's staff whom he has authorized to be present (the returning officer will advise you in this case);
- the returning officer or the person he delegates.

Presence of Film Crews and Photographers at a Polling Place

Generally, it is forbidden for the media to enter a polling place containing one or more polling stations. With prior approval from the returning officer, they may take photographs from the door entrance only if they do not interfere with the voting process.

However, the media can obtain special authorization from the CEO to participate in a photo shoot with a political party leader or a candidate casting their ballot at their polling station. Their presence must not disrupt the voting process or compromise the secrecy of the vote. The returning officer will advise you if such a request has been made and provide you with further information.

Note: If a media representative arrives at the polling place without your prior knowledge, contact the returning officer immediately (central poll supervisor if applicable) and follow their instructions.

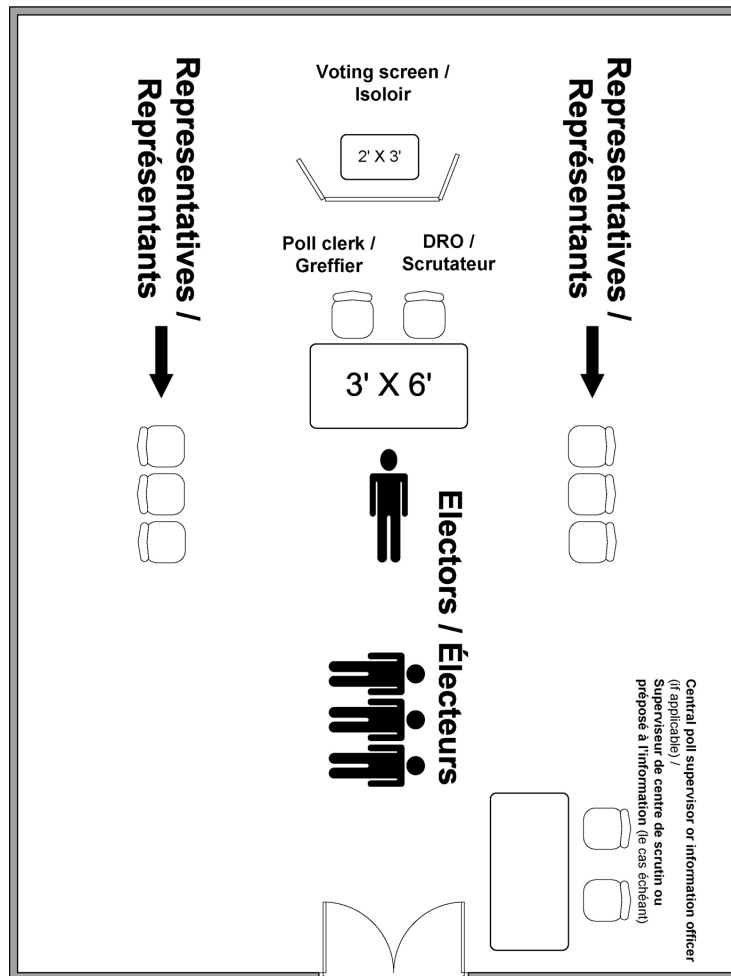
Setting Up a Mobile Polling Station

It is important that polling stations are laid out to facilitate the voting process for electors. The layout illustrated in this section has been approved by all federal political parties and must be adhered to.

The deputy returning officer:

- Locates a table upon which the deputy returning officer and poll clerk can set up.
- Places the table and chairs for the deputy returning officer and poll clerk in such a way that they face the electors entering the polling station.
- Ensures that there is sufficient space so that people with reduced mobility can circulate freely, and that no obstacles or objects impede the free circulation of electors.
- Ensures that there are enough chairs for one representative for each candidate, if available. Tables for candidates' representatives are optional.
- Sets up the voting screen on the designated table so that it is not possible for anyone to see how electors mark their ballots (i.e. away from windows and doors).

Layout for a Mobile Single Polling Station



Preparing for Electors to Arrive

The deputy returning officer:

- Opens the ballot box and carefully empties its contents.
- Places a sharpened pencil behind the voting screen. Keeps the pencil sharp at all times.
- Ensures that the *Voting Template* (EC 50170) and the *List of Candidates in Large Print* are placed together, are prominently displayed on the deputy returning officer and poll clerk's table and are accessible to all electors.
- Places the *Quick Reference Guide – Deputy Returning Officer and Poll Clerk – Mobile Poll* (EC 50017) on the table.
- Writes only his given name and position on his *Election Personnel Identification Card* (EC 50210) and wears it while on duty.
- Admits the candidates' representatives. For more information, see “Admitting Candidates' Representatives” on page 15.

The poll clerk:

- Writes only his given name and position on his *Election Personnel Identification Card* (EC 50210) and wears it while on duty.

Additional Setup Tasks

The deputy returning officer:

- Posts the following documents where they can easily be read:
 - *Notice of Mobile Poll* (EC 10160);
 - *Remember: To vote, you must prove your identity and address* poster (EC 94036);
 - *Public Notice* (EC 50045);
 - *Bilingual Services Labels* (EC 50150);
- *Smoking Prohibited Sign* (EC 50230).

Accessibility Verification at Each Location

You must be conscious of obstacles that may impede electors from voting throughout the day. After having completed setup tasks for the polling station, you must conduct a review of the accessibility of the polling place. For every institution, you must complete a page of **Section 2** from the *Verification of Accessible Facilities Booklet*. Please note that some questions do not apply. This will allow you identify and remedy any accessibility challenges before welcoming electors. You must:

- Review pathways and entrances to the polling place and remove any obstacles impeding access;
- Verify that any assistive devices, such as elevators or ramps, are available and functioning; and
- Check that the accessible washroom is open and functional (if applicable).

Note: Any accessibility issue that cannot be remedied by on-site staff must be reported immediately to the building administration for remedial action. If no solution can be found this must be reported to the returning officer as soon as possible so that he may take immediate action.

15 Minutes Preceding the Opening of the Mobile Poll

In full view of any candidates' representatives who are present, the deputy returning officer:

- If he has not already done so, counts his ballots.
- Without removing the ballots from their respective book, writes his initials (always in the same way) in the space provided on the back of every ballot in one ballot book.
 - Uses either a black lead pencil or a pen for each ballot book (without alternating).
 - Initials only one book of ballots before the poll opens.
 - Once the first book has been used, initials the ballots in a second book, and so on.
- Tells the candidates' representatives that they may now examine the polling station documents.
- Takes the ballot box and shows everyone present that it is empty.
- Closes the ballot box and seals the top of the box with the *Ballot Box Seal – Long* (EC 50200) and the two *Ballot Box Seals – Short* (EC 50190) provided. Ensures that the seals are affixed securely.
- Writes the serial number of the long seal on the *Seal Control Sheet* (EC 50205).

At the Prescribed Hour for the Opening of the Mobile Poll

The deputy returning officer:

- Opens the mobile poll and allows electors to vote at the time specified on the *Notice of Mobile Poll* (EC 10160).

Monitoring Activities Throughout the Day

In addition to the tasks associated with voting, the deputy returning officer must remove all partisan materials, maintain peace and good order, verify the number of ballots and check behind the voting screen at his polling station.

Controlling the Flow of Electors

The *Canada Elections Act* prohibits any electors who are waiting to vote or who have already voted to crowd inside the polling station.

- ✗ Do not let electors crowd inside the polling station. If many electors arrive at the same time, you must admit only a few at a time. Politely encourage electors who have already voted to leave the polling station.
- ✗ Do not work with more than one elector at a time. Wait until one elector has voted and returned his ballot before servicing the next elector.

Removing All Partisan Material

The *Canada Elections Act* prohibits anyone from posting or displaying, inside or outside of a polling place, any campaign material that could be taken as support for or opposition to a political party, a candidate, or the election of a candidate. The polling place encompasses the entire property (including the parking lot) on which a polling station is established, up to the sidewalk.

The deputy returning officer may remove (or have removed) any material deemed to be “partisan” at any time during polling day.

Maintaining Peace and Good Order

The deputy returning officer:

- Enforces the security measures required at the mobile poll.
- Maintains peace and good order at the mobile poll.
- Advises returning officer of any disturbance or obstruction of electors.
- Calls police to assist in re-establishing order or to make an arrest if necessary.
- Makes an arrest.
- Prepares an accurate report of the facts and submits it in the white *Envelope for the White Copy of the Statement of the Vote* (EC 50370) to the returning officer, when the ballot box is returned.

Handling Accessibility Complaints

If an elector voices a concern in regard to accessibility, the following steps must be taken:

- Invite the elector to explain the situation;
- If the issue can be resolved immediately, inform the elector that the necessary steps will be taken to rectify the problem;
- If the issue cannot be resolved immediately, inform the elector that the situation will be reported to the returning officer who will attempt to resolve the issue on the same day;
- If the elector still wishes to submit a written complaint about an **accessibility** issue, only then should the *Polling Site Accessibility Feedback Form* (EC 50119) be provided;
- If the elector chooses to complete the form at the polling place and requests assistance, ensure that all the relevant sections are completed;
 - The elector may wish to remain anonymous (his name and address are optional);
 - The elector must receive the white copy for his records;
 - The elector must provide you with the pink and yellow copy.

Checking Behind the Voting Screen

The deputy returning officer:

- Checks behind the voting screen from time to time throughout the day.
- Makes sure that the pencil is sharp.
- Removes any campaign literature that may have been left there.

Verifying the Number of Ballots Given to Electors

- Throughout the day, when no electors are waiting, the deputy returning officer and poll clerk must verify that the number of ballots given to electors matches the total number of electors who voted. The poll clerk: Adds the following numbers:

Number of electors marked “Voted” on the list of electors	
Number of electors who voted using a <i>Registration Certificate</i> (EC 50050), as indicated in the <i>Poll Book</i> (EC 50060)	
Number of electors who voted using <i>Transfer Certificate</i> (EC 10190), as indicated in the <i>Poll Book</i> (EC 50060)	
Number of electors under whose name someone has already voted, as indicated in the <i>Poll Book</i> (EC 50060)	
Total number of electors who have voted	

The deputy returning officer:

- Counts the number of spoiled and unused ballots.
- Adds the following numbers:

Total number of electors who have voted	
Number of spoiled ballots	
Number of unused ballots	
TOTAL	

This total must match the number of ballots that you received from the returning officer, indicated on the *Notice to Deputy Returning Officer* (EC 10002).

This will help identify possible problems at the count.

Administering Oaths

On polling day, several oaths may have to be administered by the deputy returning officer. They are administered verbally and signatures are not required. A person may choose to either swear or solemnly affirm the oath. The oaths are found and are recorded in the *Poll Book* (EC 50060).

Follow the instructions in the *Poll Book* (EC 50060).

Vouching

An elector may be “vouched for” at the polling station by another elector who is already registered on the list of electors for the same polling division and who provides acceptable proof of identity and address.

- ✘ No elector may vouch for more than one elector in an election.
- ✘ An elector who has been vouched for may not vouch for another elector in the same election.

The deputy returning officer:

- Asks the elector who is vouching to give his name and address.
- Verifies the piece or pieces of identification of the elector who is vouching.
- Administers the oath to both electors.

The poll clerk:

- Finds the voucher’s name on the *Official List of Electors* or, if only just registered, on the “Record of Electors Voting by Registration Certificate” page of the *Poll Book* (EC 50060).
- Records the elector’s name and address on the “Record of Electors Requiring an Oath” page of the *Poll Book* (EC 50060).
- Indicates the voucher’s name and address, the type of oath taken, and whether it was sworn or solemnly affirmed on the “Oaths and Other Remarks Concerning the Taking of the Votes” page of the *Poll Book* (EC 50060).

Regular Voting Procedures (Registered Elector)

Before the elector can vote, the deputy returning officer and poll clerk must confirm that the elector is registered to vote and has acceptable proof of identity and address.

Every eligible elector may vote, whether or not he is registered on the list of electors. However, if his name is not on the list of electors, he must register.

Verifying Registration on the List of Electors

The deputy returning officer:

- Greets the elector politely.
- Instructs the elector to verbally declare his name and address. If an elector is unable to make a verbal declaration, the elector must write out his name and address.

The poll clerk:

- Locates the elector's name and address on the *Official List of Electors*.

Situation	Action to be taken
The elector's name and address appear on the <i>Official List of Electors</i>	The poll clerk informs the deputy returning officer that the elector is registered to vote. Then, the poll clerk and deputy returning officer follow the procedures in "Verifying that the Elector has Acceptable Proof of Identity and Address" on page 39.
The elector is not registered on the <i>Official List of Electors</i>	The elector must obtain a <i>Registration Certificate</i> (EC 50050) to vote. The poll clerk and deputy returning officer follow the procedures in "Managing the Registration Process" on page 44.
If any other situation occurs involving the elector's name on the list of electors	The poll clerk and deputy returning officer follow the procedures in "Handling Situations Involving the List of Electors" on page 57.

Verifying that the Elector has Acceptable Proof of Identity and Address

The elector must prove his identity and address in one of the following three ways:

- one original piece of identification with photograph, the name and address of the elector issued by a Canadian government, whether federal, provincial, territorial or local, or an agency of that government; or
- two original pieces of identification authorized by the Chief Electoral Officer, each of which will establish the elector's name and at least one of which establishes his address; or
- be vouched for, if the elector cannot provide the required proof of identity and address. (For more information, see "Vouching" on page 37.)

Note: The list of acceptable proof of identity and address appears on the *Remember: To vote, you must prove your identity and address* pamphlet (EC 90189). Additional identity and address requirements appear in "Verifying Acceptable Proof of Identity and Address" on page 42 of this manual.

The deputy returning officer:

- Requests that the elector provide acceptable proof of identity and address.
- Cross-checks the information provided verbally by the elector with the information appearing on the pieces of identification.
- If the elector proves his identity and address by vouching, administers the oath.

The poll clerk:

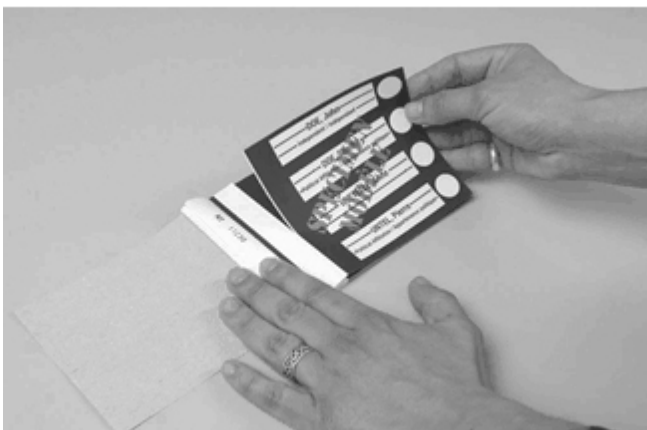
- If the elector is registered and eligible to vote, reads out loud the elector's sequence number (if any candidates' representatives are present) and draws a line through the elector's name on the *Official List of Electors*.

Issuing a Ballot to an Elector

Once the deputy returning officer has confirmed that the elector is registered, has acceptable proof of identity and address, and is eligible to vote, the elector is issued a ballot and allowed to vote.

The deputy returning officer:

- Tears off a ballot with its counterfoil attached from the stub in the book, making sure that his initials are on the back of the ballot.



- Folds the ballot twice leaving the counterfoil exposed.



- Gives the folded ballot to the elector and directs him to the voting screen.
- Asks the elector to vote by making a cross or other mark in the circle to the right of the name of the candidate of his choice, and then return the ballot to him, folded in the same way.

The elector goes behind the voting screen. There he unfolds and reviews the ballot, selects the candidate of choice, marks the ballot in the appropriate spot, re-folds the ballot in the same way it was received, and returns it to the deputy returning officer.

The deputy returning officer:

- Without unfolding the ballot, verifies the initials and compares the serial number on the counterfoil with the serial number on the stub to make sure that the ballot is the same one that was handed to the elector.
- In full view of the elector, removes the counterfoil from the ballot, tears up the counterfoil and places it in the small plastic bag provided.



- If the ballot is returned folded incorrectly, gives the ballot back to the elector to fold properly. The elector may go back behind the voting screen to do so.
- Returns the ballot to the elector, and instructs him to deposit it into the ballot box. If the elector asks, the deputy returning officer may deposit the ballot into the ballot box on his behalf.

Once the marked ballot is in the ballot box, the elector leaves the polling station.

The poll clerk:

- Places a checkmark in the “Voted” column beside the elector’s name on the list of electors.
- Completes the *Statement of the Electors Who Voted on Polling Day* (EC 50111) by following the procedures in “Completing the Statement of the Electors Who Voted on Polling Day (EC 50111)” on page 19.

Verifying Acceptable Proof of Identity and Address

Only the deputy returning officer may view the proof of identity and address (including the *Attestation of Residence*). At a polling station, the deputy returning officer is solely responsible for accepting or rejecting a piece of identification.

The table below lists the requirements for acceptable proof of identity and address documents.

<ul style="list-style-type: none"> ✓ Documents must be the originals. ✓ Document language must be either English or French. ✓ Document expiration date is of no concern. ✓ If the document does not prove his residence but the address is consistent with information that appears on the list of electors, he is considered to have proved his residence. ✓ If the elector provides two pieces of identification, the documents must be issued by two independent sources (e.g. bank statements from the same bank for two different months are not sufficient). ✓ Electors residing and voting in long-term care facilities or senior residences may use photocopies of their pieces of identification in order to register and to vote. These photocopies can be produced by their residence administrators or by family members who often keep their relatives' pieces of identification. 	<ul style="list-style-type: none"> ✗ Photocopies are not valid. ✗ Documents in non-official languages are not acceptable. ✗ Documents in electronic format (e.g. telephone bill, electricity bill) printed by the elector are not valid. ✗ The <i>Voter Information Card</i> cannot be used as proof of identity or address.
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If an elector wishes to leave the polling location to retrieve an identification document, the deputy returning officer offers to give him a copy of the *Remember: To vote, you must prove your identity and address* pamphlet (EC 90189).

Note: If the deputy returning officer, the poll clerk, a candidate or a candidate's representative has a "reasonable doubt" about an elector's residence or qualification to vote, see "Challenging an Elector's Residence or Qualification to Vote" on page 63 to resolve the situation.

Attestation of Residence

An *Attestation of Residence* (EC 50053) is used to provide proof of address for residents of homeless shelters, soup kitchens, student residences, seniors' residences or Aboriginal reserves. The elector must still provide a second document to prove his identity.

The deputy returning officer:

- Verifies the signature of authorities responsible on the *Attestation of Residence* (EC 50053).
- Compares the signature against the one listed on the *List of Authorized Signatures – Attestation of Residence* (EC 50054) provided by the returning officer.

An Elector Who Has His Face Covered

To vote, an elector who has his face covered must show his face or take the *Oath of Qualification to Vote*.

The deputy returning officer:

- Asks the elector to show his face to confirm his eligibility to vote.
- If the elector decides not to remove his face covering:
 - Advises the elector that he must show two pieces of identification and then take the *Oath of Qualification to Vote*.
 - Administers the oath.
- If the elector cannot provide the required two pieces of identification, asks the elector if someone can vouch for him. (For more information, see “Vouching” on page 37.)

The poll clerk:

- Finds the elector's name on the list of electors or, if only just registered, on the “Record of Electors Voting by Registration Certificate” page of the *Poll Book* (EC 50060).
- Records the elector's name and address on the “Record of Electors Requiring an Oath” page of the *Poll Book* (EC 50060).
- Indicates the type of oath taken and whether it was sworn or solemnly affirmed on the “Oaths and Other Remarks Concerning the Taking of the Votes” page of the *Poll Book* (EC 50060).

Note: If the elector refuses to uncover, to take the oath or to be vouched for, he will not be permitted to vote.

Voter Information Card is Not Proof of Identification

If the elector has his *Voter Information Card*, the deputy returning officer:

- Informs the elector that he has the right to keep his card but cannot use the card as a proof of identity or address.
- When the proof of identity and address process is completed, informs the elector that he can dispose of the card in the *VIC Collection Box* (EC 50255) for secure disposal (situated at the entrance of the polling place).

Note: The *Voter Information Card* cannot be used as proof of identity or address.

Managing the Registration Process

A *Registration Certificate* (EC 50050) is used to register an eligible elector whose name does not appear on the list of electors.

- ✓ The elector can obtain this certificate by registering with the deputy returning officer.
- ✓ Once the elector has obtained a *Registration Certificate*, the elector then votes following the regular voting procedure.
- ✓ When a *Registration Certificate* is issued to an elector, the list of electors is deemed to have been modified in accordance with the certificate, and the elector is registered on the list of electors.

Note: Do not register an elector who refuses to provide the required proof of identity and address.

Registering an Unlisted Elector

The deputy returning officer:

- Asks the elector to provide acceptable proof of identity and address.
The list of acceptable proof of identity and address appears on the *Remember: To vote, you must prove your identity and address* pamphlet (EC 90189). Additional identity and address requirements appear in “Verifying Acceptable Proof of Identity and Address” on page 42 of this manual.
- Retains the identification documents until the *Registration Certificate* (EC 50050) is completed.
- Confirms that the elector is eligible to vote by cross-checking the information provided verbally by the elector with the information appearing on the pieces of identification.

The poll clerk:

- Completes the *Registration Certificate* (EC 50050).
- Records the elector's name and address on the "Record of Electors Voting by Registration Certificate" page of the *Poll Book* (EC 50060).
- If the elector registers by vouching, records the oaths taken by both electors as described in "Vouching" on page 37.
- Places the *Registration Certificate* (EC 50050) into the *Registration and/or Correction Certificates Envelope* (EC 50390).
- After the elector has voted, writes "Voted" beside the elector's name on the "Record of Electors Voting by Registration Certificate" page of the *Poll Book* (EC 50060).

Completing the *Registration Certificate (EC 50050)*

Follow the instructions in the table below to complete the form.

Letter	Description
A	Write the electoral district and the polling division number.
B	<p>Record the elector's family name, given name, middle name, sex and date of birth. Be sure to fill out the date of birth in the proper way (i.e. day, month, year).</p> <ul style="list-style-type: none"> ✓ The date of birth is a requirement for a name to be added to 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, and will have to register again at the next election. ✓ The date of birth is used to distinguish between electors who have the same name in the National Register of Electors. <p>Note: You must register all electors, whether or not they provide a date of birth.</p>
C	Record the elector's current residential address, including street number, street name (including street type and direction) and unit number (or section, township and range if applicable) and the city or town, postal code and phone number.
D	Enter the mailing address, if different from the home address.
E	Enter the elector's previous home address.
F	Select this box if the elector does not wish to be added to the National Register of Electors.
G	The elector signs and dates the form.
H	The registration officer or deputy returning officer indicates the method of verification of identity and residential address used.
I	The registration officer or deputy returning officer signs and dates the form.
J	If the elector was vouched for by another elector, complete the "Vouched for by" section on the back of the form.

Note: For a by-election, write the date of the first day of revision in the declaration box at item 5. You will have received this date during your training session. Contact the office of the returning officer immediately if you are not aware of this date.



REGISTRATION CERTIFICATE
CERTIFICAT D'INSCRIPTION

(See sections 161, 169, 170, 47 of the Canada Election Act)
(Voir articles 161, 169, 170, 47 de la Loi électorale du Canada)

Electoral district / Circonscription

Ottawa - Nepean

A

Polling station
Section de vote

150

EC55050
(07/09)

The personal information you provide is used for federal and provincial electoral purposes only. It is protected under the Canada Election Act and the Privacy Act. The information is retained in Personal Information Banks CEG-PPU 005 and CEG-PPU 037.
Les renseignements apparaissant sur ce formulaire ne sont utilisés qu'à des fins électorales fédérales et provinciales. Ils sont protégés en vertu de la Loi électorale du Canada et de la Loi sur la protection des renseignements personnels et sont conservés dans les banques de renseignements personnels DGE-PPU 005 et DGE-PPU 037.

B		Family name / Nom de famille		Given name / Prénom		Middle name / Autre prénom		Gender / Sexe		Date of birth / Date de naissance		
		Taylor		Roger		John		M		04 12 1966		
2 Current home address / Adresse de la résidence actuelle												
No. / N°		Street / Rue		Apartment / Unité		Postal Code / Code postal		Telephone number / Numéro de téléphone				
234		Main				K2C 0K3		613-555-1234				
City, town, village or municipality / Ville, village ou municipalité												
Nepean												
3 Mailing address (if different from current home address) / Adresse postale (si différente de l'adresse de la résidence actuelle)												
City, town, village or municipality / Ville, village ou municipalité												
Province or territory / Province ou territoire												
Postal Code / Code postal												
4 Previous home address / Adresse de la résidence précédente												
No. / N°		Street / Rue		Apartment / Unité		Postal Code / Code postal		Province or territory / Province ou territoire				
567		Levine				K2C 0K1		Ontario				
City, town, village or municipality / Ville, village ou municipalité												
Nepean												
5 Declaration / Déclaration												
<input type="checkbox"/> Tick here if you DO NOT want your name added to the National Register of Electors. <input type="checkbox"/> Veuillez cocher cette case si vous NE VOULEZ PAS que votre nom soit ajouté au Registre national des électeurs.												
<input checked="" type="checkbox"/> I, the person whose name appears in Box 1, certify that I am a Canadian citizen, 18 years of age or over on polling day and have been ordinarily resident at the address appearing in box 2. <input checked="" type="checkbox"/> Si le scrutin en cours est une élection partielle, je certifie que je réside habituellement dans la circonscription depuis le début de la période de révision, le jour du scrutin et que je réside habituellement à l'adresse indiquée à la case n° 2.												
<input type="checkbox"/> If the electoral event underway is a by-election, I certify that I have been ordinarily resident in the electoral district since the beginning of revision, and will continue to reside in the electoral district until polling day. I certify that the information provided on this form is accurate. <input type="checkbox"/> Si le scrutin en cours est une élection partielle, je certifie que je réside habituellement dans la circonscription depuis le début de la période de révision, le jour du scrutin et que je réside habituellement à l'adresse indiquée à la case n° 2.												
x <i>Mary Smith</i> G 09/01/01 <small>Signature of elector / Signature de l'électeur Date</small>												
6 FOR OFFICE USE ONLY / À L'USAGE DU BUREAU SEULEMENT												
<input type="checkbox"/> Proof(s) of identity and address / Preuve(s) d'identité et d'adresse <input checked="" type="checkbox"/> Vouching / Répondant <i>Mary Smith</i> I 2009-01-01 <small>Registration officer or Deputy Registrar / Officier de scrutin ou sous-officier de scrutin Date</small>												
H D E F C												

Vouched for by

J

Name	John Fraser
Address	60 Main Street, Nepean Ontario K2C 0K3
Telephone	613-555-6013
Polling Station	150
Sequence Number	123

Répondant

Nom	
Adresse	
Téléphone	
Bureau de vote	
Numéro de séquence	

CONDUCT OF THE POLL

Enabling an Elector to Vote by *Transfer Certificates*

An elector may use a *Transfer Certificate* (EC 10190) to vote at a mobile poll.

Accepting Voting by *Transfer Certificate* (EC 10190)

The *Transfer Certificate* (EC 10190) enables an elector to vote at a polling station other than the one where he is listed. The following rules apply:

- ✓ The *Transfer Certificate* (EC 10190) is issued by the returning officer or assistant returning officer.
- ✓ This certificate applies to a candidate, an election official or an elector requiring a polling station with level access, and **no one else**.
- ✓ A person can request a *Transfer Certificate* (EC 10190) from one polling station to another only within the same electoral district.

Processing an Elector Transferred to Your Poll

The deputy returning officer:

- Asks the elector to provide the original *Transfer Certificate* (EC 10190).
- Requests and verifies that the elector provide acceptable proof of identity and address.
- Cross-checks the information provided verbally by the elector with the information appearing on the pieces of identification and the *Transfer Certificate* (EC 10190).
- Issues the elector a ballot to vote.

The poll clerk:

- Records the transfer certificate number, the elector's name and address on the "Record of Electors Voting by Transfer Certificates" page of the *Poll Book* (EC 50060).
- Places the certificate into the *Document Envelope* (EC 50460).
- After the elector has voted, writes "Voted" beside the elector's name on the "Record of Electors Voting by Transfer Certificates" page of the *Poll Book* (EC 50060).

Processing an Elector Transferred from Your Poll

The returning officer does either of the following:

- Sends copies of the *Transfer Certificates* (EC 10190) to the deputy returning officer.
- Advises the deputy returning officer by phone on polling day.

The poll clerk:

- Draws a line through the elector's name on the list of electors.
- Writes "transferred" next to the elector's name without placing a checkmark in the "Voted" column.
- Places the copy of the certificate in the *Document Envelope* (EC 50460).

Enabling an Transferred Elector to Vote at His Original Polling Station

If a transferred elector changes his mind, he still has the right to vote at his original (your) polling station. He must give the deputy returning officer the original *Transfer Certificate* (EC 10190) to prove that it has not been used to vote elsewhere.

- ✘ If he does not provide the original *Transfer Certificate* (EC 10190), do not allow the elector to vote.

The deputy returning officer:

- Asks the elector to provide the original certificate.
- Requests and verifies that the elector provide acceptable proof of identity and address.

The poll clerk:

- Writes "cancelled" on the certificate.
- Indicates on the list of electors next to the elector's name that the certificate was cancelled.
- Places the *Transfer Certificate* (EC 10190) in the *Document Envelope* (EC 50460).

The elector then votes following the "Regular Voting Procedures (Registered Elector)" on page 38.

Closing and Re-opening Mobile Polling Stations

At each institution, voting should be closed at its scheduled time as indicated in the *Notice of Mobile Poll* (EC 10160).

If the schedule in the *Notice of Mobile Poll* (EC 10160) cannot be met, the deputy returning officer must contact the returning officer immediately and follow his directives.

Note: Counting the ballots for each candidate before the close of the polls is a serious offence.

Recording and Filing Documents for Transportation to the Next Location

Once the poll closes at an institution, in the presence of the poll clerk and candidates' representatives, the deputy returning officer must: Record and file the documents as indicated in the table below.

Documents	Tasks
Completed <i>Registration Certificates</i> (EC 50050) and <i>Correction Certificates</i> (EC 50051)	<ul style="list-style-type: none"> • Place the certificates into the <i>Registration and/or Correction Certificates Envelope</i> (EC 50390). ✗ Do not seal the envelope.
Unused ballots and stubs	<ul style="list-style-type: none"> • Count the number of unused ballots. • Place the unused ballots and the stubs of all used ballots into the <i>Envelope for Unused Ballot Papers and for Stubs of Unused Ballot Papers</i> (EC 50420). • Write the number of the unused ballots on the envelope. • Seal the envelope.
Spoiled ballots	<ul style="list-style-type: none"> • Place the spoiled ballots into the <i>Envelope for Spoiled Ballot Papers</i> (EC 50430). • Write the number of spoiled ballots on the envelope. • Seal the envelope.
Used ballots	<ul style="list-style-type: none"> • Open the ballot box. • Count the total number of ballots in the box (do not unfold them). • Place all the ballots cast at that institution into an <i>Envelope for Mobile Poll Ballots</i> (EC 50410). • Write the number of ballots cast on the front of the envelope. • Seal the envelope.
All other documents	<ul style="list-style-type: none"> • Place all other documents into the <i>Large Purple Plastic Envelope for Mobile Poll Material</i> (EC 50490). ✗ Do not seal the envelope.

- Place all envelopes into the ballot box.
- Write the serial number of the long seal on the *Seal Control Sheet* (EC 50205). Candidates' representatives may take note of the serial number of the long seal.
- Seal the ballot box with two *Ballot Box Seals - Short* (EC 50190) and one *Ballot Box Seal - Long* (EC 50200).

Travelling to the Next Polling Location

The deputy returning officer and poll clerk must take all election materials and travel together to the next polling location to be ready to open the mobile poll at the next location at the time indicated on the *Notice of Mobile Poll* (EC 10160).

Candidates' representatives should make their own transportation arrangements.

Re-opening of a Mobile Polling Station

At the re-opening of voting at the second or any subsequent locations at the time indicated on the *Notice of Mobile Poll* (EC 10160), in the presence of the poll clerk and candidates' representatives present, the deputy returning officer must:

- Make sure that the seals affixed to the ballot box are intact, open the ballot box and empty it onto the table.
- Without opening them, place the *Envelopes for Mobile Poll Ballots* (EC 50410) from each location, containing the ballots cast, and the *Envelopes for Spoiled Ballot Papers* (EC 50430) containing spoiled ballots from previous locations, back into the ballot box.
- Re-seal the ballot box and indicate the serial number of the long seal on the *Seal Control Sheet* (EC 50205).
- Open the *Envelope for Unused Ballot Papers and for Stubs of Unused Ballot Papers* (EC 50420) and count the unused ballots only.
- Place the stubs of all used ballots from previous institution(s) into a new Envelope for *Unused Ballot Papers and for Stubs of Unused Ballot Papers* (EC 50420) and put it aside.
- Open the mobile poll for voting.

Other Scenarios

Very few electors are implicated in exceptional voting situations, but the deputy returning officer and the poll clerk must be able to handle these situations and allow these electors to vote.

Deputy returning officer	Poll clerk
<ul style="list-style-type: none"> • Assists electors with disabilities • Handles situations involving the list of electors • Performs exceptional voting procedures • Administers oaths as required • Resolves challenges on an elector’s residence or qualification to vote 	<ul style="list-style-type: none"> • Completes the <i>Poll Book</i> (EC 50060) by indicating the taking of any of the required oaths • Identifies situations involving the list of electors • Completes <i>Correction Certificates</i> (EC 50051) for electors wishing to make corrections to their information on the list of electors

Assisting an Elector with a Disability

An elector with a physical disability or who is unable to read may need some assistance to vote.

- Electors may require different levels of assistance. It may take more time for an elector with a disability or elderly person to complete every action. Be patient.
- If a person appears to require assistance, ask if he needs help. If the person agrees to assistance, ask him what kind of help is required.
- Speak calmly, slowly and directly to a person who has a hearing deficiency. 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. If appropriate, use the *Bilingual Services Card* (EC 50140) that details the voting process. Do not shout or speak in the person’s ear.
- Service dogs accompanying an elector with a visual, physical or other disability must be admitted to polling stations.
- If an elector requires assistance to walk, offer your arm and warn him of any steps or obstacles he may encounter.

Assistance for an Elector with a Visual Impairment

When assisting an elector with a visual impairment, the deputy returning officer:

- Greets the person by saying who he is and what he is doing.
- Provides a verbal description of everything that he is doing.
- If this person has to sign a form, provides a guiding device, such as a ruler or card, to help the person place his signature. The elector must fully understand what he is signing.
- Once the verification of proof of identity and address is completed, informs the elector that his proof of identity are being returned to him, so that he may reclaim it.

There are two devices that are provided by Elections Canada that enable an elector with a visual impairment to vote independently and in secrecy: the *Voting Template* (EC 50170) and the *List of Candidates in Large Print*.

Voting Template (EC 50170)

If the elector wishes to use the *Voting Template* (EC 50170) to vote, the deputy returning officer assists the elector as indicated in the table below.

Task	Description
Explains how to use the <i>Voting Template</i>	<ul style="list-style-type: none"> • On the right side, there are boxes that align with the voting spaces on the ballot. • To the right of each square, there are embossed and Braille numbers. • To the left of the squares, there is the ballot holder. The ballot must be lined up at the top of it. • The surface of the ballot holder is rough so by touching it the elector will know if the ballot has been correctly inserted in the <i>Voting Template</i> (EC 50170).
Explains how to fold the ballot to ensure the secrecy of the vote	<ul style="list-style-type: none"> • Place the ballot inside in the <i>Voting Template</i> (EC 50170) and hand it to the elector. • Ask the elector to remove the ballot and fold it starting where the squares are located (i.e. to the right). • Verify the elector's capacity to fold the ballot properly. If not, repeat the practice until the elector succeeds.

Task	Description
Assists the elector with the voting process	<ul style="list-style-type: none"> • Provides the elector with the <i>Voting Template</i> (EC 50170) in which the unfolded ballot has been inserted. • Offers his arm to the elector to guide him behind the screen. Some electors may prefer to simply follow him instead of taking his arm. • When the elector is behind the screen, goes to the front of the screen. • Offers to read the names of the candidates and their political affiliation in the order that they appear on the ballot. Reads slowly. • Tells the elector to follow down the squares with a finger as the candidates' names are read and to stop at the square where his desired candidate's name is located, without telling the deputy returning officer. • Reads all the candidates' names. • Asks the elector if he is ready to vote and repeats the names if the person wishes.
After the elector has voted, processes the elector's completed ballot	<ul style="list-style-type: none"> • Asks the elector to pull out the ballot and fold it. • When tearing off the counterfoil, lets the elector know that it is the counterfoil being torn and not his ballot. • Asks the elector if he wants to put the ballot into the ballot box himself or if he wants the deputy returning officer to do it for him. • Thanks him for voting and asks him if he needs any assistance exiting the polling station.

List of Candidates in Large Print

If the elector wishes to use the *List of Candidates in Large Print* to assist him in marking his ballot, the deputy returning officer:

- Explains that the elector can take it with him behind the voting screen to assist him in voting.
- Advises the elector that he must not mark the *List of Candidates in Large Print* in any way and that he must return it when he returns his ballot.
- After the elector has voted, checks the *List of Candidates in Large Print* to ensure that it has not been marked in any way. If it has been marked, replaces it with a new one and places a new *List of Candidates in Large Print* on the table with the *Voting Template* (EC 50170).
- After removing the counterfoil from the ballot, asks the elector if he wants to put the ballot into the ballot box himself or if he wants the deputy returning officer to do it for him.
- Thanks the elector for voting.

Assistance from a Friend, Spouse, Common-Law Partner or Relative

A friend, spouse, common-law partner or relative may help an elector to vote, but only if requested by the elector.

Note: A friend may assist only one elector to vote on polling day. This restriction does not apply to a spouse, common-law partner, or relative.

The deputy returning officer:

- Always speaks directly to the elector, rather than to his companion. The deputy returning officer should give his undivided attention to assisting an elector with a disability.
- Administers the *Oath of Friend, Spouse, Common Law Partner or Relative of an Elector Who Requires Assistance* located in the *Poll Book* (EC 50060) to the person giving assistance.

After the elector and the person providing assistance have gone together behind the voting screen and the elector has voted, the deputy returning officer:

- Removes the counterfoil from the ballot.
- Asks the elector if he wants to put the ballot into the ballot box himself or if he wants the deputy returning officer to do it for him.
- Thanks the elector for voting.

After the oath has been administered, the poll clerk:

- Records the elector's sequence number, name and address on the "Record of Electors Requiring an Oath" page of the *Poll Book* (EC 50060).
- Records the name and address of the person giving assistance, the type of oath taken, and whether it was sworn or solemnly affirmed on the "Oaths and Other Remarks Concerning the Taking of the Votes" page of the *Poll Book* (EC 50060).

Assistance from a Deputy Returning Officer

A deputy returning officer may also help an elector to vote. However, this must be done in full view of the poll clerk. No one else may be present.

The deputy returning officer:

- Asks the elector for which candidate he wishes to vote.
- Marks the ballot on behalf of the elector.
- After removing the counterfoil from the ballot, asks the elector if he wants to put the ballot into the ballot box himself or if he wants the deputy returning officer to do it for him.
- Thanks the elector for voting.

Assisting a Bedridden Elector

To assist a bedridden elector to vote, the deputy returning officer and poll clerk must:

- Go to several different locations within the institution with the ballot box (from room to room and from bed to bed).
- Carry out their duties in a manner least likely to disrupt or upset the electors and other residents of the institution.
- Keep in mind that many electors may require extra assistance.

The returning officer should have made arrangements with the administration of the institution before polling day.

Handling Situations Involving the List of Electors

The list of electors indicates the name and address of electors for the polling station. Elector codes are used to indicate updates made to the list of electors. These codes are explained at the bottom of each page. A description of the elector codes and the actions to take (if any) are indicated below.

Codes	Description
No code (Blank)	The elector was on the list of electors when the election was called. A consecutive number is indicated beside the name of each elector.
A	The elector's name was added during the revision period.
C	The elector's name or address was corrected during the revision period.
M	This elector was moved from one address to another within your electoral district during the revision period. For example: <ul style="list-style-type: none">• M+ (005) means move-in from polling division number 005.• M- (037) and the elector's name struck off means move-out to polling division number 037.

Codes	Description
R	<p>The elector's name has been removed.</p> <p>✘ Do not allow this elector to vote.</p> <p>If an elector insists that he has not asked to be removed from the list, the deputy returning officer:</p> <ul style="list-style-type: none"> • Contacts the returning officer to verify whether or not a mistake has been made. <p>If it is confirmed that the elector's name should not have been removed from the list, the deputy returning officer:</p> <ul style="list-style-type: none"> • Requests that the elector provide acceptable proof of identity and address. • Administers the <i>Oath of Personated Elector or Elector Whose Name Was Inadvertently Crossed Off List</i> located in the <i>Poll Book</i> (EC 50060). • Issues a <i>Registration Certificate</i> (EC 50050) to the elector by following the procedures in "Managing the Registration Process" on page 44. • Processes the completed <i>Registration Certificate</i> (EC 50050) by following the procedures in "Managing the Registration Process" on page 44.
S	<p>The elector has applied to vote by special ballot.</p> <p>✘ Do not allow this elector to vote.</p> <p>If an elector insists that he has not received a special ballot, the deputy returning officer contacts the returning officer to verify whether or not a mistake has been made.</p> <p>If an elector hands you a special ballot, the deputy returning officer:</p> <ul style="list-style-type: none"> • Refuses it. • Directs the elector to communicate with the returning officer.
T	<p>This elector has moved into or out of your electoral district during the revision period. For example:</p> <ul style="list-style-type: none"> • T+ (35001) means transfer in from electoral district number 35001. • T- (35003) and the elector's name struck off means transfer out to electoral district number 35003.
X	<p>The elector has voted at the advance poll.</p> <p>✘ Do not allow this elector to vote.</p> <p>If the elector claims that he did not vote at the advance poll, the deputy returning officer contacts the returning officer to verify whether or not a mistake has been made.</p>

An Elector Asks to be Removed from the National Register of Electors

Direct this elector to the returning officer so that he may obtain the information relating to his request.

Elector's Name and Address Does Not Appear on the List of Electors

The elector is not registered and must obtain a *Registration Certificate* (EC 50050). For more information, follow the procedures in “Managing the Registration Process” on page 44.

An Elector's Name is Inadvertently Struck Off the List (no R Symbol)

An elector's name may have inadvertently been struck off the list, along with the names of electors who have voted at the advance poll or have applied for a special ballot. This does not apply to electors' names that have been removed deliberately from the list (“R” symbol) during the revision period.

If an elector insists that he has not previously voted, or has not requested a special ballot, the deputy returning officer must phone the office of the returning officer to make sure that such a mistake has really been made.

If it is confirmed by the returning officer that the elector's name should not have been struck off the list, the deputy returning officer:

- Requests that the elector provide acceptable proof of identity and address.
- Administers the *Oath of Personated Elector or Elector Whose Name Was Inadvertently Crossed Off List* located in the *Poll Book* (EC 50060).

The poll clerk:

- Records the elector's sequence number, name and address on the “Record of Electors Requiring an Oath” page of the *Poll Book* (EC 50060).
- Indicates the type of oath taken, and whether it was sworn or solemnly affirmed on the “Oaths and Other Remarks Concerning the Taking of the Votes” page of the *Poll Book* (EC 50060).

The elector then votes following the “Regular Voting Procedures (Registered Elector)” on page 38.

Someone Has Already Voted in the Elector's Name (Personation)

If the *Poll Book* (EC 50060) or the *Official List of Electors* shows that someone has already voted in the name of an elector who now wishes to vote, this elector must first prove to the deputy returning officer that he is indeed the person whose name appears on the list.

The deputy returning officer:

- Requests that the elector provide acceptable proof of identity and address.
- Administers the *Oath of Personated Elector or Elector Whose Name Was Inadvertently Crossed Off List* located in the *Poll Book* (EC 50060).

The poll clerk:

- Records the elector's name and address on the "Record of Electors in Whose Name Someone Has Already Voted" page of the *Poll Book* (EC 50060).
- Indicates the type of oath taken, and whether it was sworn or solemnly affirmed on the "Oaths and Other Remarks Concerning the Taking of the Votes" page of the *Poll Book* (EC 50060).

The elector then votes following the "Regular Voting Procedures (Registered Elector)" on page 38.

After the elector has voted, the poll clerk enters "Voted" in the appropriate column on the "Record of Electors in Whose Name Someone Has Already Voted" page of the *Poll Book* (EC 50060).

Correcting Errors on the List of Electors

If you believe that the name and address on the *Official List of Electors* correspond to those of the elector before you (e.g. a spelling or typographical error has been made, a legal name change has occurred or the elector wishes to provide additional information relevant to his address), a *Correction Certificate* (EC 50051) must be completed and the elector must take an oath.

The deputy returning officer:

- Asks the elector to provide acceptable proof of identity and address.
- Administers the *Oath as to Error on List* located in the *Poll Book* (EC 50060).

The poll clerk:

- Records the elector's name and address on the "Record of Electors Requiring an Oath" page of the *Poll Book* (EC 50060).
- Indicates the type of oath taken, and whether it was sworn or solemnly affirmed on the "Oaths and Other Remarks Concerning the Taking of the Votes" page of the *Poll Book* (EC 50060).
- Completes the *Correction Certificate* (EC 50051).
- Places the *Correction Certificate* (EC 50051) into the *Registration and/or Correction Certificates Envelope* (EC 50390).


The elector then votes following the "Regular Voting Procedures (Registered Elector)" on page 38.

Note: If the difference in the elector's name or address is irreconcilable, or if the elector has moved, a *Registration Certificate* (EC 50050) must be completed to allow the elector to obtain a ballot. Do not complete a *Correction Certificate* (EC 50051).

Completing the Correction Certificate (EC 50051)

Follow the instructions in the table below to complete the form.

Letter	Description
(A)	Write the electoral district and the polling division number.
(B)	Select the information group(s) to be corrected.
(C)	Record the correct personal information for the elector(s).
(D)	Record the correct home address for the elector(s).
(E)	Enter the mailing address, if different from the home address.
(F)	The deputy returning officer signs and dates the form.



CORRECTION CERTIFICATE
CERTIFICAT DE CORRECTION

(See sections 46 (1) a) i), 47 of the Canada Elections Act)
(Voir articles 46 (1) a) i), 47 de la Loi électorale du Canada)

Electoral district / Circonscription **(A)** *Ottawa - Nepean*

Polling division / Section de vote *500*

EC50051
(10/08)

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 CEJ PPU 005 and CEJ PPU 037.
Les renseignements apparaissant sur ce formulaire ne sont utilisés qu'à des fins électorales fédérales et provinciales. Ils sont protégés en vertu de la Loi électorale du Canada et de la Loi sur la protection des renseignements personnels et sont conservés dans les banques de renseignements personnels DGE PPU 005 et DGE PPU 037.

1 Make correction(s) to / Corriger :

(B) Family name / Nom de famille *Martin* For a legal change of name please print previous name in full. / Pour un changement légal de nom, veuillez inscrire l'ancien nom au long.

Given name / Prénom Middle name / Autre prénom Gender / Sexe Date of birth / Date de naissance Current home address / Adresse de résidence Mailing address / Adresse postale

2 Seq. no. N° de seq.	3 Family name / Nom de famille	Given name / Prénom	Middle name / Autre prénom	Gender / Sexe	Date of birth / Date de naissance		
					Day / Jour	Month / Mois	Year / Année
1	<i>Lanthier (C)</i>	<i>Joanne</i>	<i>Lucie</i>	<i>F</i>	<i>14</i>	<i>03</i>	<i>1984</i>
2							
3							

4 Current home address / Adresse de la résidence actuelle

No. / N° *1687* Street / Rue *Fortune st. (D)* Apartment / Unité

City, town, village or municipality / Ville, village ou municipalité *Nepean* Postal Code / Code postal *K2B 1C0K3* Telephone number (optional) / Numéro de téléphone (facultatif) *613-555-1243*

5 Mailing address (if different from current home address) / Adresse postale (si différente de l'adresse de la résidence actuelle)

City, town, village or municipality / Ville, village ou municipalité **(E)** Province Postal Code / Code postal

6 FOR OFFICE USE ONLY / À L'USAGE DU BUREAU SEULEMENT

This will confirm that the names and/or particulars appearing above require correction on the list of electors.
Ceci confirme que les noms et/ou les renseignements indiqués ci-dessus, doivent être corrigés sur la liste électorale.

Jean-Louis De *14/10/08* **(F)**
Deputy Returning Officer / Scrutateur Date

Challenging an Elector's Residence or Qualification to Vote

Challenging an Elector's Residence

The deputy returning officer, the poll clerk, a candidate or a candidate's representative who has "reasonable doubt" concerning the residence of an elector whose identification does not establish his residence, but which corresponds to the information about the elector on the list of electors, may challenge an elector's residence by requesting that the elector take the prescribed oath.

The deputy returning officer:

- Asks the elector to take the *Elector's Oath of Residence* located in the *Poll Book* (EC 50060).
- Administers the oath.

The poll clerk:

- Records the elector's sequence number, name and address on the "Record of Electors Requiring an Oath" page of the *Poll Book* (EC 50060).
- Indicates the deputy returning officer's decision, the type of oath taken, and whether it was sworn or solemnly affirmed on the "Oaths and Other Remarks Concerning the Taking of the Votes" page of the *Poll Book* (EC 50060).

The elector then votes following the "Regular Voting Procedures (Registered Elector)" on page 38.

Challenging an Elector's Qualification to Vote

The deputy returning officer, the poll clerk, a candidate or a candidate's representative, who has "reasonable doubt" concerning an elector's qualification to vote, either because the elector is not 18 years old or not a Canadian citizen, may challenge an elector's qualification to vote by requesting that the elector take the prescribed oath.

The deputy returning officer:

- Asks the elector to take the *Oath of Qualification to Vote* located in the *Poll Book* (EC 50060).
- Administers the oath.

The poll clerk:

- Records the elector's sequence number, name and address on the "Record of Electors Requiring an Oath" page of the *Poll Book* (EC 50060).
- Indicates the deputy returning officer's decision, the type of oath taken, and whether it was sworn or solemnly affirmed on the "Oaths and Other Remarks Concerning the Taking of the Votes" page of the *Poll Book* (EC 50060).

The elector then votes following the "Regular Voting Procedures (Registered Elector)" on page 38.

The Elector Appeals the Decision

If the elector refuses to take an oath because he considers that he is not required to do so under subsection 148.1(2) of the *Canada Elections Act*, he may appeal to the returning officer or to the person authorized by the returning officer to hear such appeals.

If it is decided that the elector is not required to take the oath and is entitled to vote, the deputy returning officer will be directed to allow the elector to vote.

However, if it is decided that the elector must take the oath and the elector still refuses to do so, the deputy returning officer:

- ✘ Does not provide this elector with a ballot.
- ✘ Asks the elector to leave the polling place.
- ✘ At the end of the day, does not count this elector as having voted.

The poll clerk:

- Draws a line through the elector's name on the list of electors without placing a checkmark in the "Voted" column beside the elector's name.
- Records the elector's sequence number, name and address on the "Record of Electors Requiring an Oath" page of the *Poll Book* (EC 50060).
- Writes that the elector "refused to take an oath" on the "Oaths and Other Remarks Concerning the Taking of the Votes" page of the *Poll Book* (EC 50060).

Managing Situations Involving Ballots

Declined Ballots and Protest Votes

In some provinces, an elector may cast a protest vote by taking advantage of a process referred to as declining a ballot.

✘ This does not exist at the federal level.

If an elector wishes to register a protest against the candidates listed on the ballot, the regular voting procedure must be followed. If the elector refuses to go behind the voting screen, he must return the ballot to the deputy returning officer without marking it.

The deputy returning officer asks the poll clerk to cross off the elector's name on the list of electors and to place a checkmark in the "Voted" column beside the elector's name.

Note: This ballot must be dropped into the ballot box. In accordance with the *Canada Elections Act*, the ballot is treated as a "rejected" ballot at the count.

Spoiled Ballots

If an elector returns from behind the voting screen and tells the deputy returning officer that he has inadvertently spoiled his ballot, he may exchange it for a new one. An elector is entitled to receive only one additional ballot.

- Without examining the original ballot, write "spoiled" across the back of it.
- Place it into the *Envelope for Spoiled Ballot Papers* (EC 50430).
- Issue a new ballot.

Managing Unused but Initialled Ballots

A deputy returning officer should initial only one book of ballots at a time. If the deputy returning officer becomes unable to complete his duties after having initialled a substantial amount of yet-to-be-used ballots:

- The ballots must not be used anymore.
- The book of ballots containing the deputy returning officer's initialled ballots must be put into the *Envelope for Unused Ballot Papers and for Stubs of Used Ballot Papers* (EC 50420).

The deputy returning officer who replaces him must use a new book of ballots and initial each ballot.

Handling Emergency Situations

If an emergency situation occurs, do not attempt to resolve it yourself. Contact the returning officer immediately who will advise you on how to resolve the situation and provide you with instructions on the appropriate reporting method.

Bomb Threats or Fire Alarm

The deputy returning officer:

- Remains calm.
- Picks up the ballot box and the documents (unless you are in danger).
- Ensures everyone gets out safely.
- Calls 911 (or the local police force, where 911 service is not available) to report the incident.
- Contacts the returning officer.
- Returns to the building only when authorized by the authorities.

Note: The deputy returning officer must keep the ballot box in his possession at all times, unless he is in danger.

Medical Emergency

If a poll official, an elector or candidate's representative becomes ill or is injured on polling day, the deputy returning officer:

- Makes the person as comfortable as possible.
- If necessary, calls 911 (or the local emergency number, where 911 service is not available).
- Immediately advises the returning officer, who will take the necessary measures to find a replacement, if necessary.

Counting of the Ballots

These procedures are very important and must be followed correctly. The integrity of the voting process depends on the counting process.

Deputy returning officer	Poll clerk
<ul style="list-style-type: none"> • Closes the polling station on time • Counts the ballots • Makes the final decision if a ballot is accepted or rejected • Completes and signs the <i>Statement of the Vote</i> (EC 50100) • In accordance with the returning officer’s instructions, communicates the results of the vote to the central poll supervisor or the returning officer. 	<ul style="list-style-type: none"> • Assists with the counting of the ballots • Records electors’ votes by candidate on the <i>Tally Sheet</i> (EC 50090) as they are called out by the deputy returning officer • Records objections made to any ballot in the <i>Poll Book</i> (EC 50060) • Completes and signs the <i>Statement of the Vote</i> (EC 50100) • Completes the <i>Copy of the Statement of the Vote for Candidates and Representatives</i> (EC 50110) and distributes it to the candidates’ representatives present.

Closing of the Final Mobile Polling Station

Polling stations must close promptly at the time specified for your time zone (see “Important Information” on page 1). The final mobile polling station closes at the time indicated on the *Notice of Mobile Poll* (EC 10160). If, at the time specified for the close of the polls, there are still electors waiting their turn to vote (either inside or outside the poll), adhere to the following guidelines:

- ✓ Anyone who arrives at the polling place at or before the prescribed time for the close of the polls is allowed to vote. The poll cannot close until the last of these electors have voted.
- ✗ Anyone who arrives at the polling place after the prescribed time for the close of the polls will not be allowed to vote, even though voting may still be going on. These people must be politely informed that the polls are now closed.

Once every elector has voted and has left the polling place, the vote counting process may begin.

Travelling to a Different Location to Count the Ballots

If the deputy returning officer and poll clerk have to travel to a different location to count the ballots cast at a mobile poll, the returning officer will have told them where to go to count the ballots. It will be one of the following:

- ✓ the last location of the mobile poll;
- ✓ the office of the returning officer;
- ✓ the office of the additional assistant returning officer, if any;
- ✓ a convenient regular polling place near the last institution you visited.

Before leaving the last location of the mobile poll, the deputy returning officer must:

- Follow the procedures described in “Recording and Filing Documents for Transportation to the Next Location” on page 50.
- Count the completed *Registration Certificates* (EC 50050) and write this number on the *Registration and/or Correction Certificates Envelope* (EC 50390).
- Do not count the completed *Correction Certificates* (EC 50051) and the cancelled *Registration Certificates* (EC 50050).
- Do not seal the envelope.

Who May Be Present for the Ballot Count

Candidates and no more than one representative of each candidate who are present at the close of the poll have the right to observe the counting procedure.

If no candidates are represented, try to recruit at least two volunteer electors to be witnesses for the counting of the ballots. If you cannot find any witnesses, you may nevertheless proceed.

Note: No one may enter or re-enter a polling station after the doors are closed and the counting of the ballots has begun.

Preparing to Count Ballots

You will need the following:

- Poll Book* (EC 50060)
- Official List of Electors*
- Statement of the Vote* (EC 50100) (one white, one yellow and one pink copy)
- Envelope for the White Copy of the Statement of the Vote* (EC 50370)
- Envelope for the Yellow Copy of the Statement of the Vote* (EC 50380)
- Copy of Statement of the Vote for Candidates and Representatives* (EC 50110)
- Envelopes for Spoiled Ballot Papers* (EC 50430)
- Envelope for Unused Ballot Papers and for Stubs of Used Ballot Papers* (EC 50420) of the last institution
- Envelope for Rejected Ballot Papers* (EC 50440)
- Document Envelope* (EC 50460)
- Envelope for Ballots Cast* (EC 50450) for each candidate
- Tally Sheets* (EC 50090)
- Samples of Marked Ballot Papers* (EC 50130)
- Registration Certificates* (EC 50050) in the large white *Registration and/or Correction Certificates Envelope* (EC 50390)
- One Ballot Box Seal – Long* (EC 50200)
- Three Ballot Box Seals – Short* (EC 50190)
- Seal Control Sheet* (EC 50205)

Before Counting the Ballots

The deputy returning officer and poll clerk must record the number of electors who have voted, the number of spoiled ballots and the number of unused ballots in the *Poll Book* (EC 50060) and on the *Statement of the Vote* (EC 50100).

Recording the Number of Electors Who Have Voted

The deputy returning officer:

- Counts the number of electors who have voted and records that number at the end of the *Official List of Electors* as follows: “The number of electors who voted in this election at this polling station is (indicate the number).”
- Signs the *Official List of Electors* and places the list into the *Document Envelope* (EC 50460).

The poll clerk:

- Completes and signs the “Results of the Poll as Counted by the Deputy Returning Officer and Poll Clerk” located in the *Poll Book* (EC 50060).

- ✓ Writes the number of electors recorded on the *Official List of Electors* on line 1 and those listed as having voted on lines 2, 3 and 4.
- ✓ On line 5, records the total number of electors who voted at his polling station.
- ✓ Counts the number of electors who were vouched for and records this number on line 6.

- Completes and signs the “Report on Registration for This Polling Station” located in the *Poll Book* (EC 50060).

- ✓ Writes the mobile polling station number in the box at the top of the page.
- ✓ Copies the numbers entered on lines 2 and 6 of the “Results of the Poll as Counted by the Deputy Returning Officer and Poll Clerk” page.
- ✓ Counts the number of *Registration Certificates* (EC 50050). Do not count *Correction Certificates* (EC 50051) or cancelled *Registration Certificates* (EC 50050).
- ✓ Compares this number with the number recorded on line 2 of the “Report on Registrations for This Polling Station” page and records the number on the white *Registration and/or Correction Certificates Envelope* (EC 50390).

The deputy returning officer:

- Reviews and signs the completed “Results of the Poll as Counted by the Deputy Returning Office and Poll Clerk” and “Report on Registration for This Polling Station” located in the *Poll Book* (EC 50060).

The poll clerk:

- Detaches the signed “Report on Registrations for This Polling Station” from the *Poll Book* (EC 50060) and inserts it into the small *Envelope for the White Copy of the Statement of the Vote* (EC 50370). The envelope must not be sealed.
- Records the total number of electors who have voted in box 1 of the *Statement of the Vote* (EC 50100).

Recording the Number of Spoiled Ballots

The deputy returning officer:

- Opens all the *Envelopes for Spoiled Ballot Papers* (EC 50430) and removes the ballots.
- Counts the number of spoiled ballots, places them into an unused *Envelope for Spoiled Ballot Papers* (EC 50430).
- Records the number of spoiled ballots on the envelope and seals the envelope.

The poll clerk:

- Records this number in box 6 of the *Statement of the Vote* (EC 50100).

Recording the Number of Unused Ballots

The deputy returning officer:

- Without removing them from the books, counts the unused ballots.
- Places them with the stubs of the used ballots into the *Envelope for Unused Ballot Papers and for Stubs of Used Ballot Papers* (EC 50420) from the last institution.
- Records the number of unused ballots on the envelope and seals the envelope.

The poll clerk:

- Records this number in box 7 of the *Statement of the Vote* (EC 50100).

Counting the Ballots

Only a deputy returning officer may handle the ballots. However, he must handle them in such a way that anyone present can see how each ballot is marked.

The deputy returning officer:

- Gives a *Tally Sheet* (EC 50090) to the poll clerk and to any person present who asks to have it.
- Opens the ballot box and empties it carefully onto the table.
- Opens all the *Envelopes for Mobile Poll Ballots* (EC 50410) for the ballots cast at each of the institutions and empties the marked ballots carefully onto the table.
- Counts the ballots in the following way:
 - Unfolds one paper at a time and makes sure that his initials are on the back.
 - Calls out the name of the candidate for whom it has been marked.
 - Places the counted ballots for each candidate in a separate pile on the table.
 - Makes an additional pile for the rejected ballots.

The poll clerk:

- Each time a candidate's name is called, enters a mark under the candidate's name on the *Tally Sheet* (EC 50090).

Exceptions to the Usual Counting Procedure

The deputy returning officer resolves the following exceptions to the usual counting procedures.

The Counterfoil Is Still Attached to the Ballot

Before unfolding the ballot, remove the counterfoil. Then, in full view of everyone present, tear up the counterfoil and place it in the small plastic bag provided.

- ✗ Do not read the serial number or allow anyone else to read it.

No Initials on the Ballot

Check the ballot carefully, especially if there were any ballots not accounted for. If you are satisfied that this is a ballot that you have issued, initial it and count it in the usual way.

Ballots Not to Be Rejected

A ballot should not be rejected if it is obvious for which candidate an elector intended to vote. The following ballots must not be rejected:

- ✓ ballots marked with a sign other than a cross (X);
- ✓ ballots marked with a writing instrument other than a black lead pencil;
- ✓ ballots where the mark extends outside the circle;
- ✓ ballots where the circle is completely filled.

No ballot shall be rejected by reason only that the deputy returning officer placed any writing, number or mark on it, or failed to remove the counterfoil.

Rejected Ballots

Review the *Samples of Marked Ballot Papers* (EC 50130). The following ballots must be rejected:

- ✗ ballots not supplied by the deputy returning officer;
- ✗ ballots not marked;
- ✗ ballots marked for more than one candidate;
- ✗ ballots marked or written on by an elector in such a way that the elector can be identified;
- ✗ ballots not marked in the circle.

Objections to a Ballot (by a Candidate or His Representative)

A candidate or his representative may request that a ballot be rejected. Electors acting as witnesses may not object to a ballot.

The deputy returning officer:

- Assigns a consecutive number to each objection on the “Objections to Ballots at the Time of the Count” page of the *Poll Book* (EC 50060) and writes the name of the person making the objection and the reason for the objection.
- Writes this same number and his initials on the back of the ballot.
- Assesses and decides whether the ballot is to be accepted or rejected by referring to the *Samples of Marked Ballot Papers* (EC 50130).
- Writes his decision in the “Accepted” or “Rejected” column on the “Objections to Ballots at the Time of the Count” page of the *Poll Book* (EC 50060).

Note: Only the deputy returning officer may decide to accept or reject a ballot and his decision is final. Only a judge may reverse it, if there is a judicial recount.

After Counting All the Ballots

The deputy returning officer and poll clerk must record the details of the counting of the ballots on the *Statement of the Vote* (EC 50100) and the *Copy of the Statement of the Vote for Candidates and Representatives* (EC 50110).

Recording the Number of Votes Cast for Each Candidate

The deputy returning officer:

- Counts the total number of ballots cast for each candidate.
- Compares these numbers to those on the poll clerk's *Tally Sheet* (EC 50090).

The poll clerk:

- Enters the total number of ballots cast for each candidate on the *Statement of the Vote* (EC 50100).
- Adds the total number of ballots cast for each candidate.
- Records the number of valid votes cast in box 2 of the *Statement of the Vote* (EC 50100).

Recording the Number of Rejected Ballots

The deputy returning officer:

- Counts the number of rejected ballots.

The poll clerk:

- Records this number in box 3 of the *Statement of the Vote* (EC 50100).

Recording the Total of All Votes Cast

The poll clerk:

- Adds the valid votes cast in box 2 to the number of rejected ballots in box 3 to determine the total votes cast.
- Records this number in box 4 and box 5 of the *Statement of the Vote* (EC 50100).
- Compares box 1 to box 5 of the *Statement of the Vote* (EC 50100). This number must be the same.

Recording the Final Details on the Ballot Count

The deputy returning officer:

- Inserts the following documents into the appropriate envelope.

Each candidate's counted ballots	<ul style="list-style-type: none"> • Places the counted ballots for each candidate into separate envelopes. • Indicates the candidate's name and the number of votes that he received on each <i>Envelope for Ballots Cast</i> (EC 50450). • Seals the envelope.
Rejected ballots	<ul style="list-style-type: none"> • Places the rejected ballots into the <i>Envelope for Rejected Ballot Papers</i> (EC 50440). • Writes the number of rejected ballots on the envelope. • Seals the envelope.

The poll clerk:

- Adds the following numbers recorded on *Statement of the Vote* (EC 50100):

Number of votes cast (box 5)	
Number of spoiled ballots not deposited in ballot box (box 6)	
Number of unused ballots (box 7)	
TOTAL	

- Records the total number of all ballots in box 8 of the *Statement of the Vote* (EC 50100).
- Compares the number recorded in box 8 with the number of ballots received from the returning officer in box 9 of the *Statement of the Vote* (EC 50100). The total number of elector who have voted, spoiled ballots and unused ballots should equal the number of ballots that the returning officer supplied to you, as indicated on the *Notice to the Deputy Returning Officer* (EC 10002).
- Records the seal number that will be used to seal the ballot box after the count in box 10 of the *Statement of the Vote* (EC 50100) and on the *Seal Control Sheet* (EC 50205).
- Completes and signs the *Statement of the Vote* (EC 50100).

The deputy returning officer:

- If the count does not balance, clearly indicates the problem on the bottom of the *Statement of the Vote* (EC 50100) or, if there is not sufficient space, on a separate piece of paper. He must also inform the central poll supervisor, if one has been appointed, or the returning officer of the problem.
- Verifies and signs the *Statement of the Vote* (EC 50100).
- Completes and signs the *Copy of the Statement of the Vote for Candidates and Representatives* (EC 50110).

Note: For more information on completing these two forms, see “Completing the Statement of the Vote (EC 50100)” on page 76 and “Completing the Copy of Statement of the Vote for Candidates and Representatives (EC 50110)” on page 78.

Completing the *Statement of the Vote* (EC 50100)

Follow the instructions in the table below to complete the form.

Letter	Description
(A)	In box 1, enter the number of electors who voted (from the <i>Poll Book</i>).
(B)	In box 6, enter the number of spoiled ballots.
(C)	In box 7, enter the number of unused ballots.
(D)	The names of the candidates have been printed in the same order as on the ballot.
(E)	Enter the number of ballots cast for each candidate.
(F)	In box 2, add up the number of ballots cast for each candidate to identify the total number of votes cast.
(G)	In box 3, enter the number of rejected ballots.
(H)	In box 4, add boxes 2 and 3 and enter the total votes cast. In box 5, enter the total from box 4 (which should be the same as box 1).
(I)	In box 8, the total must equal the number of ballots given to you by the returning officer (box 9).
(J)	Enter the serial number from the ballots given to you by the returning officer, which is indicated on the <i>Notice to Deputy Returning Officer</i> (EC 10002).
(K)	Enter the number of books of ballot given to you by the returning officer, which is indicated on the <i>Notice to Deputy Returning Officer</i> (EC 10002).
(L)	Record the seal number used to seal the ballot box after the count.
(M)	The phone number that deputy returning officers and central poll supervisors are to call on election day.
(N)	The deputy returning officer and poll clerk must sign.
(O)	Candidates' representatives or witnesses sign (optional).

Note: If the count does not balance, clearly indicate the problem on the bottom of the *Statement of the Vote* (EC 50100) or, if there is not sufficient space, on a separate piece of paper. Inform the central poll supervisor, if one has been appointed, or the returning officer of the problem.

Completing the *Copy of Statement of the Vote for Candidates and Representatives (EC 50110)*

Follow the instructions in the table below to complete the form.

Letter	Description
Ⓐ	Record the electoral district, the election date and the advance poll number or the polling station number (as applicable).
Ⓑ	Write the names of the candidates in the order that they appear on the <i>Statement of the Vote</i> (EC 50100).
Ⓒ	Enter the number of ballots cast for each candidate.
Ⓓ	Enter the number of rejected ballots, as indicated in box 3 of the <i>Statement of the Vote</i> (EC 50100).
Ⓔ	Enter the number of electors who voted, as indicated in box 1 of the <i>Statement of the Vote</i> (EC 50100).
Ⓕ	Enter the total of ballots cast, as indicated in box 4 of the <i>Statement of the Vote</i> (EC 50100).
Ⓖ	Enter the number of spoiled ballots, as indicated in box 6 of the <i>Statement of the Vote</i> (EC 50100).
Ⓗ	Enter the number of unused ballots, as indicated in box 7 of the <i>Statement of the Vote</i> (EC 50100).
Ⓘ	Add boxes A, B and C and write the total. This should match the number of ballots received from the returning officer recorded below.
Ⓙ	Record the number of ballots received from the returning officer, as indicated in box 9 of the <i>Statement of the Vote</i> (EC 50100).
Ⓚ	The deputy returning officer must sign.

Communicating the Results of the Ballot Count

The deputy returning officer:

- Provides a copy of the *Copy of the Statement of the Vote for Candidates and Representatives* (EC 50110) to each candidate and/or each candidate's representative.
- Communicates the results of the counting of the ballots to the central poll supervisor, if one has been appointed, by providing him with the *Statement of the Vote* (EC 50100).
- If the counting of the ballots has been done at the last location of the mobile poll, communicates the results to the returning officer by phone.
- If the counting of the ballots has been done at the office of the returning officer, communicates the results to the returning officer by providing him with the *Statement of the Vote* (EC 50100).

Note: The deputy returning officer may not leave the polling station without communicating the results of the count.

Closing the Poll

Once the ballots are counted, the deputy returning officer and poll clerk must complete and file all required documents as indicated on the *Closing Instructions for the Deputy Returning Officer* (EC 50020).

Deputy returning officer	Poll clerk
<ul style="list-style-type: none"> • Follows the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) • Places the unused <i>Statement of the Electors Who Voted on Polling Day</i> (EC 50111) forms in the ballot box • Deposits any <i>Voter Information Cards</i> left at his polling station by electors into the <i>VIC Collection Box</i> (EC 50255) • Returns ballot box and election materials to the returning officer or central poll supervisor, as instructed 	<ul style="list-style-type: none"> • Signs the <i>Poll Book</i> (EC 50060) at the close of the poll • Follows the <i>Closing Instructions for the Deputy Returning Officer</i> (EC 50020) to assemble all materials to close the poll

The following regulations must be followed:

- ✘ Do not place the completed *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms in the ballot box.
- ✘ Do not throw *Voter Information Cards* away, as they contain personal information.

Filing Documents in Envelopes

As indicated on the *Closing Instructions for the Deputy Returning Officer* (EC 50020), the deputy returning officer and poll clerk:

- Record the electoral district number and polling station number on all envelopes.
- Insert the documents into the appropriate envelope.
- ✘ Do not seal the envelopes.

Performing the Final Verification

Prior to sealing envelopes, the central poll supervisor or the information officer authorized by the returning officer must perform a quality control to ensure that all steps on the *Closing Instructions for the Deputy Returning Officer* (EC 50020) have been followed.

Note: If there is no central poll supervisor or information officer, the deputy returning officer conducts the quality control at this point.

Once the final verification is complete, the deputy returning officer and poll clerk can seal the envelopes and ballot box.

Sealing the Envelopes

After the quality check has been performed, the deputy returning officer and poll clerk:

- Seal the envelopes with the *Official Seal* (EC 50180) as indicated in the table below.

Envelope	Task
The small <i>Envelope for the White Copy of the Statement of the Vote</i> (EC 50370)	<ul style="list-style-type: none"> Seal the envelope. Return it separately.
<i>Registration and/or Correction Certificates Envelope</i> (EC 50390)	<ul style="list-style-type: none"> Seal the envelope. Return it separately.
The white <i>Document Envelope</i> (EC 50460)	<ul style="list-style-type: none"> Seal the envelope. Place it into the <i>Large Purple Plastic Envelope for Mobile Poll Materials</i> (EC 50490).
The small yellow <i>Envelope for the Yellow Copy of the Statement of the Vote</i> (EC 50380)	<ul style="list-style-type: none"> Seal the envelope. Place it into the ballot box.
<i>Large Purple Plastic Envelope for Mobile Poll Materials</i> (EC 50490)	<ul style="list-style-type: none"> Seal and place the envelope into the ballot box.

- Sign the seals (candidates' representatives or witnesses may also sign).

Sealing the Ballot Box

The deputy returning officer and poll clerk:

- Insert the following into the ballot box:
 - the sealed *Envelope for the Yellow Copy of the Statement of the Vote* (EC 50380);
 - The sealed *Large Purple Plastic Envelope for Mobile Poll Materials* (EC 50490);
 - all remaining material (manuals, unused forms, pencils, signs, unused seals, etc.);
 - the unused *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms.
- Seal the ballot box, including the slot, using the *Ballot Box Seal – Long* (EC 50200) and two *Ballot Box Seals – Short* (EC 50190) that was set aside previously.

Completing the *Closing Instructions for the Deputy Returning Officer* (EC 50020)

To complete the *Closing Instructions for the Deputy Returning Officer* (EC 50020):

- The deputy returning officer and poll clerk sign, date and identify the polling station number to declare that instructions were followed and materials were verified.
- The central poll supervisor or the authorized information officer also signs the form.

Returning Materials to the Office of the Returning Officer

The deputy returning officer follows the instructions of the returning officer set out in box 7 of the *Notice to the Deputy Returning Officer* (EC 10002) for the return of election materials and the ballot box.

The following materials must be returned to the office of the returning officer:

- the sealed white *Envelope for the White Copy of the Statement of the Vote* (EC 50370);
- the sealed large white *Registration and/or Correction Certificates Envelope* (EC 50390);
- the sealed ballot box;
- the signed *Closing Instructions for the Deputy Returning Officer* (EC 50020);
- the *VIC Collection Box* (EC 50255), if applicable;
- the completed *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms that have not been picked up

If the returning officer has instructed you not to return the ballot box and the election materials to the office of the returning officer on election night, the deputy returning officer must fax the pink copy of the *Statement of the Vote* (EC 50100) to the office of the returning officer by noon the day following election day.

Completing the Final Tasks

The deputy returning officer retains the pink copy of the *Statement of the Vote* (EC 50100) for **60 days**.

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 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.

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 shoveled 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?

