

ORDINARY POLL Election



Central Poll Supervisors' Manual

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This manual explains the tasks that the central poll supervisor must complete at an ordinary poll on polling day.

Revision Record

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

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Important Information

IMPORTANT
INFORMATION

Polling Day	
Returning Officer's Name	
Returning Officer's Toll-Free Phone Number	
Local Police Phone Number	
Ambulance Phone Number	
Fire Department Phone Number	
Polling Station Address (See <i>Appointment and Oath</i> form)	
(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 central poll supervisor to prepare and run a polling place during a federal election.

Although you may have served as a central poll supervisor before, you must study this manual. Many changes have been made to your 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 territorial, provincial and municipal levels.

As a central poll supervisor, a very important part of your job is to ensure that all those involved in the process (the deputy returning officer, the poll clerk, information officer, registration officer and the candidates' representatives) follow these rules and procedures.

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 and other pertinent manuals. Have them handy while you work, so you may refer to them.
- ✓ 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

As the official in charge of a central polling place, you must ensure that the other members of your team facilitate the voting process for the electors.

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.

(To vote at a by-election, an elector must also have been residing in the electoral district since the beginning of the revision period.)

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.

Note: Under the *Canada Elections Act*, the maximum penalty for voting when not qualified as an elector is a \$5,000 fine, a prison term of five years, or both.

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 43.

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.

Manuals for Other Election Officials

As a central poll supervisor, it is important for you to fully understand the roles and responsibilities of other election officials of your polling place. This is why you have been provided with a copy of the *Deputy Returning Officer's and Poll Clerk's Manual (Ordinary Poll)*, the *Registration Officer's Manual* and the *Information Officer's Manual*. Please review them carefully before polling day. This will help you to supervise their activities more effectively on polling day.

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. Either the deputy returning officer or the poll clerk must remain at the polling station.

Disinfecting Material

Disinfecting products are very effective in providing protection against harmful pathogens. Due to the high volume of electors at a central polling place, the returning officer has provided you with antibacterial wipes and hand sanitizer. Ensure that the allotted amount of disinfecting wipes is included in your kit. Please note that the hand sanitizer is included in the deputy returning officer's supplies.

Poll officials must use these products. 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. The hand sanitizer bottle must be next to the ballot box.

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.

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.

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 document containing elector information out of public view. Ensure that completed certificates are placed in the appropriate envelopes.
- Ensure that election officials do not discuss with an elector the names of the other electors who may be listed at the elector's current or former address.
- Ensure that election officials 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 provided for in the *Canada Elections Act*.

Terms You Should Know

The table below lists terms that you should know in order to perform your duties.

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 inside 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 a list of electors to 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.

Term	Definition
Deputy returning officer	The officer responsible for the management of a polling station.
Election officer designated for accessibility	An election officer designated by the RO to conduct accessibility verifications of the polling place throughout voting day(s) and to monitor and resolve accessibility issues.
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	<p>The election officer responsible for greeting electors at the polling place. He answers elector's questions. He directs the elector either to the correct polling station or to the registration officer, as appropriate.</p> <p>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 returning officer, as the case may be.</p>
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 number	An inventory control number (e.g. EC 50060) that helps identify official forms, books and other documents.
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.
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.

Term	Definition
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 ballots	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

As the central poll supervisor, it is your responsibility to manage the tasks, activities and behaviours of all people present. You are responsible only to the returning officer who appointed and instructed you in your work. You alone are in charge of the central polling place.

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 the copy of the form that you have received and keep it with you at all times.

Roles and Responsibilities of Election Officials

Central poll supervisor: The central poll supervisor reports to the returning officer. The central poll supervisor:

- Ensures that the polling place opens at the time specified in the *Canada Elections Act*.
- Prepares and manages a central polling place.
- Ensures that election officials carry out their work according to established procedures.
- Liaises between the returning officer, assistant returning officer, and election officials.
- Must not take part in partisan political activities on election day.
- Maintains peace and good order within the central polling place.
- Manages the distribution and return of the *Alphabetical List of Electors by Polling Site* in the *Large All-Purpose Envelope* (EC 11520) to and from all registration officers at the central polling site.
- Checks and signs the *Closing Instructions for the Deputy Returning Officer* (EC 50020) once satisfied with the assembly of materials.
- Provides the returning officer with the result of the count for the polling stations in the central poll as each *Statement of the Vote* (EC 50100) is provided to him.
- Manages the collection and return of election materials, ballot boxes and *VIC Collection Boxes* (EC 50255) following the completion of the count on polling night.

Deputy returning officer: The deputy returning officer reports directly to the returning officer or the central poll supervisor. The deputy returning officer:

- Is responsible for the operation of the polling station to which he is assigned.
- Receives *Authorization of a Candidate's Representative* (EC 20020) forms and administers oaths.
- Provides the designated information officer with the *Authorization of a Candidate's Representative* (EC 20020) form for the representative who is authorized to collect the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms. If there is no information officer, he provides this authorization form to the central poll supervisor.
- Ensures that voting proceeds in an orderly fashion.
- Receives *Transfer Certificates* (EC 10190).
- Prepares *Transfer Certificates (Moved Poll)* (EC 50052) for an elector whose polling station moves to another location after the *Voter Information Cards* have been sent and who wishes to vote at the polling station set out in the card.
- Accepts the acceptable proof of identity and address that must be provided by each elector in order to receive a ballot.
- Receives *Registration Certificates* (EC 50050) issued by the registration officer, or issues the certificates.
- 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.
- At the close of polls, collects, from the information officer, the *Authorization of a Candidate's Representative* (EC 20020) forms for the representative authorized by each candidate to collect the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms.

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

- Assists the deputy returning officer with the conduct of the vote.
- 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.
- Enters pertinent information on exceptional voting situations 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.

Information officer: If one is appointed, the information officer reports directly to the central poll supervisor or the deputy returning officer. The information officer:

- Politely greets electors.
- Provides general information and directs electors to the appropriate polling stations or the registration desk, as required.
- Reminds electors that they need to provide acceptable proof of identity and address according to the *Remember: To vote, you must prove your identity and address* poster (EC 94036).
- If an elector wishes to leave the polling location to retrieve proof of identity, offers to provide a copy of the *Remember: To vote, you must prove your identity and address* pamphlet (EC 90189).
- If the elector agrees, collects the elector’s *Voter Information Card* and places it into the *VIC Collection Box* (EC 50255).
- When an elector arrives with a *Voter Information Card* that has the polling division number of a polling station that has moved to another location, on request, directs the elector to one of the deputy returning officers where the elector may ask for a *Transfer Certificate (Moved Poll)* (EC 50052).
- Consults the *Poll Key* to identify an elector’s correct polling station, when necessary.
- Directs candidates’ representatives to the appropriate polling station.
- Limits the number of electors in the polling station at one time and ensures that circulation is not obstructed inside or outside the polling place.
- Ensures that the polling place closes at the prescribed time and that all electors who are in line at a polling station at that time can vote.
- Removes all electoral signs inside and outside the central poll and gives them to a central poll supervisor after the close of the polls.

Information officer designated for providing the *Statement of the Electors Who Voted on Polling Day (EC 50111)* forms: If one is appointed, the information officer reports directly to the central poll supervisor or the deputy returning officer. The information officer:

- Receives from each deputy returning officer the *Authorization of a Candidate's Representative (EC 20020)* form for the representative of each candidate who comes to pick up the *Statement of the Electors Who Voted on Polling Day (EC 50111)* forms.
- Every 30 minutes, collects the completed *Statement of the Electors Who Voted on Polling Day (EC 50111)* forms from each poll clerk, detaches the forms and places a copy in each folder labelled with the candidate's name.
- Provides the *Statement of the Electors Who Voted on Polling Day (EC 50111)* forms to the authorized representative of each candidate who comes to pick them up.
- At the end of polling day, returns the *Authorization of a Candidate's Representative (EC 20020)* forms to the appropriate deputy returning officers.
- Provides the completed *Statement of the Electors Who Voted on Polling Day (EC 50111)* forms that have not been claimed to the central poll supervisor.
- Removes all electoral signs inside and outside the central poll and gives them to a central poll supervisor after the close of the polls.

The election officer designated for accessibility:

- Sets up the Accessibility Feedback Station.
- Conducts the accessibility verification process throughout voting days using the *Verification of Accessible Facilities Booklet*.
- Handles any accessibility issues identified during the accessibility verifications.
- Manages the *Polling Site Accessibility Feedback Forms (EC 50119)*.

Registration officer: If one is appointed, the registration officer reports directly to the central poll supervisor or to the returning officer. The registration officer:

- Sets up the registration desk.
- Admits candidates' representatives.
- Receives electors wishing to register to vote.
- Explains the registration process.
- Requests and verifies proof of identity and address.
- Checks the *Alphabetical List of Electors by Polling Site* to see if electors are on the list before issuing a *Registration Certificate (EC 50050)*.
- Completes *Registration Certificates (EC 50050)*.
- Instructs electors to take their *Registration Certificate* to their polling station.
- Receives *Authorization of a Candidate's Representative at a Registration Desk (EC 20030)* forms.

Person responsible for maintaining order: If one is appointed, the person responsible for maintaining order reports directly to the central poll supervisor or the returning officer. The person responsible for maintaining order:

- Monitors and directs the flow of persons within and outside the polling place.
- Monitors and directs traffic outside the polling place as required.
- Assists the central poll supervisor and/or deputy returning officer in making an arrest and holding in custody those persons who have committed an offence.

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 You and Your Team

As the central poll supervisor, you must follow the guidelines in the table below.

<ul style="list-style-type: none"> ✓ Bring all manuals provided to you and refer to them frequently during polling day and at the counting of the votes. ✓ Make sure any incidents that occur are reported immediately to the returning officer. ✓ If you have any questions, ask your returning officer. 	<ul style="list-style-type: none"> ✗ Do not smoke while you are carrying out your duties. You may go outside to smoke when the level of activity at the central polling place permits. ✗ Do not assume the role of either the deputy returning officer or poll clerk at any time on polling day.
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The deputy returning officer and poll clerk:

- Must remain on duty while the poll is open and while the ballots are being counted on election night.
- If either leaves for a washroom or smoking break, voting must be suspended at that polling station. Voting may be resumed when both of them are present. Only one of the two can be absent at any given time.

All election officials (including the deputy returning officer and poll clerk):

<ul style="list-style-type: none"> ✓ Report to you. ✓ Must always be polite to electors. ✓ Dress appropriately for the occasion. Wear presentable and comfortable clothes. ✓ Wear their identification at all times while at work. ✓ Washroom or smoking breaks should be taken during slow periods of the day. ✓ Maintain order at the polling place on polling day. ✓ Must follow the current federal procedures described in their manuals. ✓ Must bring their own meals or arrange to have them delivered to their polling place. 	<ul style="list-style-type: none"> ✗ Must not take part in any partisan political activity while on duty on polling day. ✗ Must not offer personal opinions. ✗ Must not display material that supports or opposes a political party or candidate while performing their duties. ✗ Should avoid wearing clothing of a partisan colour. ✗ Should answer only those questions relating to the electoral process.
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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 central poll supervisor or the returning officer immediately.
- Unless the returning officer makes a new appointment, the poll clerk must take the deputy returning officer's 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).
- The poll clerk must 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 central poll supervisor or the returning officer.
- Unless the returning officer makes a new appointment, the deputy returning officer must 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).
- The poll clerk must 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 central poll supervisor or returning officer.

Replacing the Central Poll Supervisor

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

The returning officer must appoint and swear in someone to take his place.

Requesting Assistance from an Interpreter

If an elector uses a language other than French or English and is not understood, or the elector is hearing-impaired, and an interpreter was not appointed in advance by the returning officer, you must immediately contact your returning officer to determine whether it is still possible to find and hire one within the time required.

Before assisting an elector, the interpreter must swear the oath on the *Appointment and Oath (for election or referendum officers)* form (EC 10130). The interpreter reports to the returning officer who called for his services.

If necessary, the deputy returning officer may appoint and administer an oath to the interpreter using the *Appointment and Oath* form of the *Poll Book* (EC 50060). This form must be inserted into the small white *Envelope for the White Copy of the Statement of the Vote* (EC 50370).

Candidates' Representatives

Candidates' representatives monitor the activities on polling day. However, these representatives are not election officials. 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.

Two representatives for each candidate are allowed at each polling station.

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;
- ✓ request that an elector take an oath if they have reasonable doubt about the elector's residence and his qualification to vote;
- ✓ enter and leave as they please during polling hours, without having to provide a new authorization form, as long as there are no more than two representatives 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 support or opposition to any candidate, political party or opinion.

Note: A candidate's representative may observe at more than one 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 visible identification in the polling station;
- ✗ use a communications device, such as a cellular phone or other portable communications 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 that the candidate's representative 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.
- For the candidate's representative collecting the *Statement of the Electors Who Voted on Polling Day* (EC 50111), submits that *Authorization of a Candidate's Representative* (EC 20020) form to the information officer.

Candidate's Representative for a Registration Desk

Representatives of candidates may observe the proceedings, but not take an active part in them.

- ✓ One representative of each candidate may be present at a registration desk and no oath is required.
- ✓ Before exercising his rights, each candidate's representative at a registration desk must be officially admitted by the registration officer, and must present a duly completed *Authorization of a Candidate's Representative at a Registration Desk* (EC 20030) form signed by the candidate or official agent.
- ✓ A photocopy of the candidate's or official agent's signature on the form is acceptable.
- ✓ The candidate's representative may leave the registration area and return without having to show a new authorization form.

The registration officer must keep the authorization forms until after the polls close. He then returns all other working materials, including the authorization forms, to the central poll supervisor.

Handling Complaints or Concerns About a Candidate's Representative's Behaviour

If there is a complaint or a concern about the behaviour of a candidate's representative, the deputy returning officer who is unable to bring the situation under control may signal for your help.

According to the *Canada Elections Act*, candidates' representatives are entitled to question an elector's residence or qualification to vote and request that the deputy returning officer ask the elector to take the *Oath of Elector as to Residence* or the *Oath of Qualification to Vote*. However, the Act does not permit that objections be systematically applied and disturb or slow down the voting process (e.g. a candidate's representative systematically objects to persons of ethnic origin from voting on the basis that they may not be Canadian citizens, or to electors who appear too young to be eligible to vote).

In a case like this:

- You should attempt to resolve the situation as calmly as possible, while respecting the rights of the candidate's representative.
- If you cannot resolve the situation, the candidate's representative must be asked to leave.
- Make a record of the incident, including the names and coordinates of the individuals involved.
- Inform the returning officer immediately.

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

According to the *Canada Elections Act*, every 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.

To obtain this information:

- ✓ The candidate must appoint one of his representatives to retrieve the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms by completing the *Authorization of a Candidate's Representative* (EC 20020) form and providing it to his representative.
- ✓ Upon arriving at the polling station for the first time, each candidate's representative presents an *Authorization of a Candidate's Representative* (EC 20020) form to the deputy returning officer of each polling station for which he is picking up the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms and sign the oath of secrecy.
- ✓ The candidate goes to the designated information officer to retrieve all the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms.

The deputy returning officer:

- Receives the *Authorization of a Candidate's Representative* (EC 20020) form, completes the oath or affirmation and signs the form.
- Provides the authorization to the designated information officer who 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.
- If there is no information officer or central poll supervisor, provides the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms to each candidate's representative.

Removing All Partisan Material

The *Canada Elections Act* prohibits anyone from posting or displaying, in or on the exterior of the premises 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 central poll supervisor may remove (or have removed) any material deemed to be “partisan” at any time during polling day.

Before Polling Day

Several very important activities must be carried out before polling day to ensure a smooth voting process.

You must:

- Read all the manuals that have been included in your supplies.
- Ensure that you have the required supplies.
- Visit the polling place.
- Contact all election officials for your polling place.
- Perform any other tasks your returning officer asks you to carry out before polling day.

Taking Inventory of Required Supplies

The returning officer will provide you with some supplies required to set up and manage your central polling place.

You must take inventory of these supplies before polling day. If anything is missing, advise the returning officer immediately.

Checklist of Central Polling Place Supplies

- copy of the *Notice of Grant of a Poll* (EC 10170)
- Closing Instructions for the Deputy Returning Officer* (EC 50020) document
- Deputy Returning Officer's and Poll Clerk's Manual (Ordinary Poll)* (EC 50340)
- Information Officer's Manual* (EC 50356)
- Registration Officer's Manual* (EC 50357)
- Yellow Pennants* (EC 50160) and *Arrow Indicators* (EC 50220)
- Smoking Prohibited Signs* (EC 50230)
- Level Access Sign* (EC 10960)
- Bilingual Services Labels* (EC 50150)
- Bilingual Welcome Cards* (EC 50145)
- Public Notice - Qualifications to vote* (EC 50045)
- five blank *Authorization of a Candidate's Representative* (EC 20020) forms
- Guidelines for Candidates' Representatives* (EC 20045)
- list of the names and telephone numbers of the election officials working at the central polling place
- photocopies of the "Record of Electors Voting by *Registration Certificate*" page of the *Poll Book* (EC 50060)
- Large All-Purpose Envelope* (EC 11520) containing the *Alphabetical List of Electors by Polling Site* for each registration officer at your central poll
- Registration Certificates* (EC 50050); these may be required by one or more of the deputy returning officers or registration officers
- Correction Certificates* (EC 50051); these may be required by one or more of the deputy returning officers
- Supplies for One Polling Station* envelope (EC 50470) containing voting pencils, *Official Seals* (EC 50180) for envelopes, *Election Personnel Identification Cards* (EC 50210), a pen and a pencil sharpener
- masking tape
- a ruler
- VIC Collection Box* (EC 50255)
- Remember: To vote, you must prove your identity and address* poster (EC 94036) (if no information officer is appointed by the returning officer)
- copies of the *Remember: To vote, you must prove your identity and address* pamphlet (EC 90189)
- neutral-coloured file folders labelled with the name of each candidate

- Disinfecting Wipes* (EC 50602):
 - 1 unit for 1 to 5 polling stations
 - 2 units for 6 to 10 polling stations
 - 3 units for 11 to 15 polling stations
 - 4 units for 16 polling stations or more

Materials for election officer designated for accessibility

- One *Verification of Accessible Facilities Booklet* (for advance or ordinary poll);
- Two *Accessible Voting* (EC 501118) posters;
- One *Accessibility Envelope* (EC 50122) (three for advance polls);
- One *Accessibility Feedback Box* (EC 50121) (three for advance polls); and
- Copies of the *Polling Site Accessibility Feedback Forms* (EC 50119).

Visiting the Polling Place

The returning officer should have already made the necessary arrangements with the landlord of your central polling place and should have briefed you on the particulars during your training session.

- Ensure that:
 - all necessary furniture will be available on polling day;
 - you can obtain the keys on the morning of polling day;
 - you have access to a telephone. Confirm the telephone number with the returning officer.
- Examine the layout of the facility and identify any potential issues you may have with the facility to your returning officer. This will eliminate any delays in opening the polling station on polling day.
- Make sure that you have received enough *Yellow Pennants* (EC 50160) and *Arrow Indicators* (EC 50220) from the returning officer to identify the polling place and how to reach the room where the polls will be properly set up.
- If the entrance for electors who require level access is different from the main entrance, use signs to ensure that the entrance is clearly identified and highly visible. Additional arrows and pennants or any other signs provided by the returning officer should be used.

The Accessibility Verification Prior to Polling Day(s)

The election officer designated for accessibility must conduct an initial verification of the polling place during the week prior to polling day(s) (advance or ordinary). He must complete **Section 1** of the *Verification of Accessible Facilities Booklet*. Any accessibility issue identified during this verification must be addressed with the landlord and rectified immediately. If the situation cannot be remedied, the election officer must call the returning officer and bring it to their attention as soon as possible.

Contacting Election Officials

The returning officer will provide you with a list of the election officials assigned to your central polling place. On the day before polling day:

- Contact all deputy returning officers, poll clerks, information officers and registration officers assigned to your central polling place.
- Make sure that they know where the polling place is located.
- Remind them to be at the central polling place at least 45 minutes before the polls open to set up their workstations.
- Remind all election officials to bring their meals (or arrange to have them delivered).
- Try to answer any questions election officials may have regarding polling day procedures and, if you do not have the answer, call your returning officer or his staff.
- Ensure that election officials have checked their election materials. If anything is missing, advise the returning officer immediately.
- If any of the staff will not be available, advise the returning officer immediately so that a replacement can be appointed.

Conduct of the Poll

On polling day, the polling station will be very busy. In order to set up at a central polling place efficiently, arrive there with all required supplies at least **60 minutes** before the poll opens.

People Who May Be Present on Polling Day

The only people who may be present in a polling place on polling day are:

- the deputy returning officer and poll clerk for each polling station;
- one or more registration officers (if appointed);
- a person responsible for maintaining order (if appointed);
- the candidates;
- 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);
- the returning officer or the person he delegates;
- a central poll supervisor (if appointed);
- one or more information officers (if appointed);
- an interpreter (if appointed);
- up to two representatives of each candidate, or in their absence, up to two electors per candidate for each polling station. Candidates may act, if they wish, as their own representatives;
- one representative for each candidate at the registration desk;
- 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).

For more information about the roles and responsibilities of election officials, see "Election Officials" on page 9.

Note: No other person is entitled to remain at the polling place during voting hours. Any unauthorized person will be asked to leave the premises.

Preparing for the Opening of the Polls

Your main tasks to complete before the polls open are:

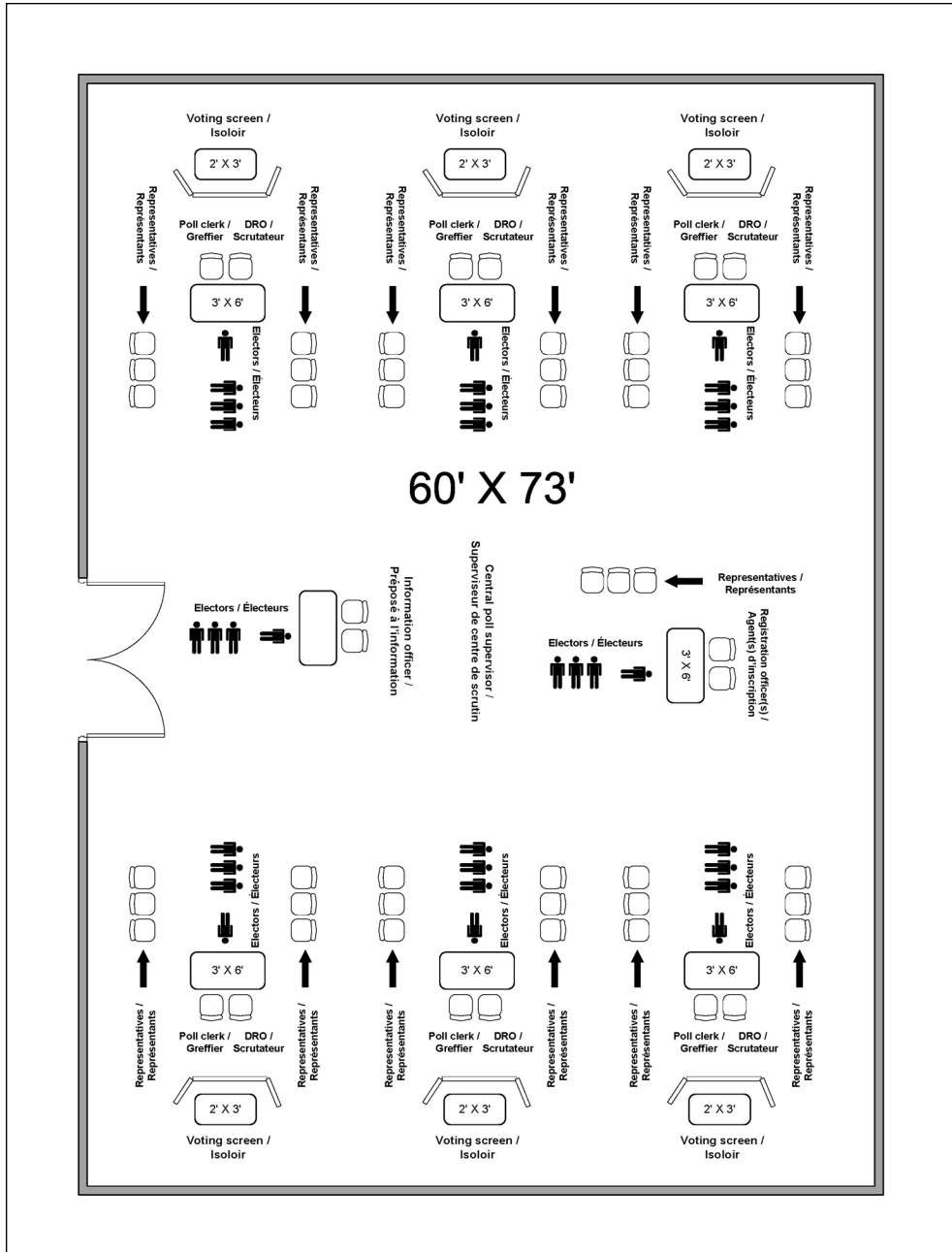
- Prepare the polling place by posting, inside and outside, the signs, notices and arrow indicators.
- Confirm to the returning officer that all election officials have arrived or have been replaced for those who have not arrived or cannot be reached.
- Ensure that all polling stations open at the time prescribed according to the *Canada Elections Act*.
- Designate an information officer to be responsible for collecting the completed *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms, provide him with file folders already labelled with the candidate's name by the returning officer, and supervise his work.

Setting Up a Central Polling Place

As the central poll supervisor, you must ensure that each polling station is set up so that it faces the incoming electors. It is the responsibility of each deputy returning officer to set up his own polling station.

- Arrange the polling stations in numerical and logical order within the layout of the central polling place (e.g. 91, 92, 93, 98, 101 and 105).
- Ensure that there are enough tables and chairs available for deputy returning officers, poll clerks, information officer(s), registration officer(s) and yourself.
- Ask the deputy returning officers and poll clerks to set up the individual polling stations when they arrive (as per their manuals).
- Ensure 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.
- Ensure that there are enough chairs for two representatives for each candidate. Tables for candidates' representatives are optional.
- Make sure that the tables (if available) and chairs for candidates' representatives are placed on either side of the deputy returning officer and poll clerk's table.
- Ensure that candidates' representatives are not seated at the same table as the deputy returning officer and the poll clerk.

Layout for a Central Polling Place



Accessibility Verification Schedule on Polling Day(s)

Using the *Verification of Accessible Facilities Booklet*, the election officer designated for accessibility must conduct **three** accessibility verifications **each** day of advance polls and on polling day. The results of the first verification must be communicated to the returning officer when calling to confirm that all election workers have arrived. If necessary, the second and third verification can be delegated to the information officer. The following table outlines the times.

Verification	Each day of advance polls	Polling day
First	Before the opening	
Second	Between 3:00 and 4:00 p.m.	Between noon and 1:00 p.m.
Third	Between 6:00 and 7:00 p.m.	Between 4:00 and 5:00 p.m.

Note: Any accessibility issue that cannot be remedied by on-site staff must be reported to the returning officer without delay.

The returning officer must take immediate and appropriate action to remedy the situation; i.e. Call the Landlord, dispatch additional staff or seek assistance from the field liaison officer or ECSN.

Setting Up the Accessibility Feedback Station

The returning officer has designated an election officer responsible for setting up the Accessibility Feedback Station. Ensure that all polling officials are aware of who the designated election officer is so that they may refer electors with accessibility issues to him.

If you have been designated, you must ensure that the following material is set up, in a visible area, prior to the opening of the polls on the first day of advance polls or on polling day:

- Two *Accessible Voting* (EC 50118) posters (English and French) to be posted on the wall;
- The assembled *Accessibility Feedback Box* (EC 50121); and
- The *Polling Site Accessibility Feedback Forms* (EC 50119) to be placed next to the box.

Note: A new *Accessibility Feedback Box* (EC 50121) must be assembled and used each day of advance polls.

Posting Documents Inside and Outside the Polling Station

Within the first 15 minutes, post the documents as indicated in the table below where they can easily be read.

Inside the polling station	Outside the polling station
<ul style="list-style-type: none"> • <i>Notice of Grant of a Poll</i> (EC 10170) • <i>Remember: To vote, you must prove your identity and address poster</i> (EC 94036) • <i>Public Notice-Qualification to Vote</i> (EC 50045) • <i>Bilingual Services Labels</i> (EC 50150) • <i>Smoking Prohibited Sign</i> (EC 50230) 	<ul style="list-style-type: none"> • <i>Level Access Sign</i> (EC 10960) to designate a parking place for electors with a disability • <i>Yellow Pennants</i> (EC 50160) • <i>Arrow Indicators</i> (EC 50220) in the appropriate areas to direct electors toward the polling stations
<p>To direct electors toward the polling stations from the main and level access entrances:</p> <ul style="list-style-type: none"> • <i>Yellow Pennants</i> (EC 50160) • <i>Arrow Indicators</i> (EC 50220) • any other signs provided by the returning officer 	<p>If the level access entrance is different from the main entrance:</p> <ul style="list-style-type: none"> • <i>Yellow Pennants</i> (EC 50160) • <i>Arrow Indicators</i> (EC 50220)

Admitting and Providing Materials to Election Officials and Candidates' Representatives

You are responsible for admitting and providing materials to election officials and candidates 45 minutes before the polls open.

- Once all election officials have arrived, call the returning officer to confirm their arrival.
- If any election officials have not arrived on time, you must call them at home. If you cannot reach them, call your returning officer to set up replacements. For instructions on how to replace a deputy returning officer or a poll clerk, see "Replacing a Deputy Returning Officer or Poll Clerk" on page 15.
- Provide each registration officer with his copy of the *Alphabetical List of Electors by Polling Site* in the *Large All-Purpose Envelope* (EC 11520).
- Ensure that candidates' representatives are admitted to the appropriate polling station, they have the *Authorization of a Candidate's Representative* (EC 20020) and they take the oath.
- Also make sure that candidates' representatives are admitted to the registration desk and that they have the *Authorization of a Candidate's Representative at a Registration Desk* (EC 20030).

Note: Ensure that candidates' representatives present the appropriate authorization form for a polling station (EC 20020) and for a registration desk (EC 20030).

- Call your returning officer immediately if you encounter any difficulties that you cannot resolve or to report any incidents. You are responsible for keeping the returning officer informed of any matter that could delay the opening of your polling place.
- Ensure that the deputy returning officers provide candidates' representatives with an official identification label that states their function and political affiliation. Nothing else may be written on or added to these labels.

Verifying That Polling Officials and Election Materials Are Ready for the Opening of the Polls

Within the last 15 minutes before the polls open:

- Ensure that deputy returning officers have set up their voting screens in such a way that no one can see how electors mark their ballots (away from windows, mirrors and entrances).
- Make sure there is a pencil behind each voting screen. Remind the poll clerks to keep a sharpened pencil behind the voting screen at all times.
- Ensure that all election and campaign materials have been removed from the facility (from the inside and outside of the central poll).
- Ensure that deputy returning officers have initialled one book of ballots before the polls open.
- Ensure that the ballot boxes are sealed correctly before the polls open.
- Ensure 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's table and are accessible to all electors.
- If necessary, inform the deputy returning officers that an interpreter or person responsible for maintaining order is available on site or on call (you will have been informed by the returning officer, if this is the case).

Opening the Poll

At the prescribed hour for the opening of the poll:

- Ensure that all polling stations are prepared to receive electors.
- Open the poll and allow electors to vote.
- Ensure that all doors to main and level access entrances are unlocked and set up to admit electors.

Monitoring Activities Throughout the Day

You are responsible for keeping the returning officer informed of any matter that is likely to adversely affect the proceedings at your polling place. To do this, you must:

- Act as a liaison in the central polling place between the returning officer and the election officials.
- Check regularly inside and outside the polling place for politically partisan materials that may have been placed in and around the polling place. Remove all partisan materials.
- Make the decision, when authorized by the returning officer, regarding an elector who appeals the decision of the deputy returning officer requiring him to take an oath.

Providing 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:

- If you do not understand the official language used by any person you are serving, ask if any election officials present can assist you.
- Provide either of the following cards to the elector:
 - *Bilingual Services Cards* (EC 50140)
 - *Bilingual Welcome Card* (EC 50145), to ask for acceptable proof of identity and address that will enable you to determine where the elector resides and to which polling station he should be directed.

These cards can be used by yourself or by an information officer. These cards should also help to resolve most situations that may arise.

If you are unable to resolve a situation, immediately advise the returning officer. He can take action to provide service to this person in the appropriate official language.

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 for your polling place and provide you with further information.

Note: If a media representative arrives at the polling place without your prior knowledge, instruct them to wait outside until you obtain confirmation from the returning officer that they have received authorization. Follow the returning officer's instructions.

Maintaining the 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.

Providing Information and Documents (no information officer)

If there is no information officer:

- Inform electors that they need to provide acceptable proof of identity and address according to the *Remember: To vote, you must prove your identity and address* poster (EC 94036) and offer, if an elector wishes to leave the polling location to retrieve proof of identity, to provide a copy of the *Remember: To vote, you must prove your identity and address* pamphlet (EC 90189), which includes the list of pieces of identification authorized by the Chief Electoral Officer of Canada.
- Provide the copies of the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms to the authorized candidates' representatives responsible for collecting them.

Supervising the Work of Election Officials

Throughout the day:

- Keep track of the hours worked by the election officials, especially if a replacement was needed, using the list of election officials. Report any changes in hours of work to the returning officer at the end of the day.
- Ensure that election officials eat their meals at quiet times during the day.
- Check regularly with deputy returning officers throughout the day to ensure that they have enough *Registration Certificates* (EC 50050), *Correction Certificates* (EC 50051) and *Transfer Certificates (Moved Poll)* (EC 50052).
- Check regularly with registration officers throughout the day to ensure that they have enough *Registration Certificates* (EC 50050).
- Remind deputy returning officers and poll clerks throughout the day to write the electoral district name and polling station number on the various forms and envelopes. This will save time after the count has been completed.

Note: As a central poll supervisor, you cannot replace a deputy returning officer or poll clerk if either is absent, even for a few minutes. If one or the other must leave their polling station, voting must be suspended.

Verifying the Number of Ballots Given to Electors

The deputy returning officer and poll clerk must to verify regularly during the day that the number of ballots given to electors matches the total number of electors who voted.

The poll clerk must:

- Add 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 a <i>Transfer Certificate (Moved Poll)</i> (EC 50052) or <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 must:

- Count the number of spoiled and unused ballots.
- Add 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.

This will help identify possible problems at the count.

Maintaining Peace and Good Order

Election officials (deputy returning officer, central poll supervisor, information officer or person responsible for maintaining order appointed by the returning officer) are responsible for maintaining order at the polling place.

If there is a disturbance or if anyone is obstructing electors:

- Order the suspected offender to leave. The *Canada Elections Act* requires that the suspected offender leave the polling place without delay.
- If necessary, call the local law enforcement authorities to have the person removed from the premises.
- Ensure that a detailed report of the incident is provided to the returning officer, including contact information.

Controlling the Flow of Electors

- ✗ The *Canada Elections Act* states that electors who are waiting to vote and those who have already voted must not crowd the polling station. Do not let electors crowd inside the polling place.

Should electors form a crowd inside the polling place:

- If the electors have already voted, ask your staff to politely encourage them to leave the polling place.
- If the electors are waiting to vote, ask them to move away from the polling station in respect for the elector currently being served.

If many electors arrive at the same time:

- Ensure that the information officer(s) and/or the person(s) responsible for maintaining order keep track of the flow of traffic into the polling place and admit only a few at a time.

Handling Accessibility Complaints

The election officer designated for accessibility must be conscious of obstacles that may impede electors from voting throughout the day. If an elector voices a concern in this regard, direct the elector to the designated election officer.

If you have been designated, 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.

Reporting an Elector Who Left the Polling Place with His Ballot

An elector who has been handed a ballot refuses to return it to the deputy returning officer and takes the ballot out of the polling place.

This is an offence under subsection 167(2) of the *Canada Elections Act*.

- Report the incident immediately to the returning officer, providing as much detail as possible (name and address of the elector, if known, time of the incident, any statements made by the elector, etc.). The returning officer will then call the local law enforcement authorities to try to retrieve the ballot.
- If you are unable to reach the office of the returning officer, call the authorities. Report the situation to the returning officer as soon as possible.
- You must also prepare a detailed written report of the incident and provide it to the returning officer at the end of the day. Remember that details are important should the incident result in a prosecution.
- Ask the deputy returning officer and poll clerk to prepare a detailed written statement as well.

Responding to a Suspected Electoral Violation

At a polling station, the *Canada Elections Act* prohibits a person from:

- ✗ using a forged ballot;
- ✗ having a ballot in his possession if not authorized to have it;
- ✗ altering, defacing or destroying a ballot;
- ✗ putting anything in a ballot box that is not intended to be put in that box;
- ✗ taking a ballot out of a polling station;
- ✗ destroying, taking, opening or otherwise interfering with a ballot box or book of ballots.

The deputy returning officer will immediately report these incidents and identify the suspected violator to the central poll supervisor.

- Do not attempt to arrest the person. Report the incident immediately to the returning officer.
- Ask the deputy returning officer to record a detailed description of the violation and include any information that he may have on the person suspected of the offence.
- You should also record the sequence of events and the coordinates of any witnesses to the violation. This report should be delivered to the returning officer at the close of the polls.
- Make sure that the deputy returning officer's report is not deposited into his ballot box.

Responding to a Suspected Electoral Violation – Arrest Required

A deputy returning officer believes on reasonable grounds that a person has:

- ✘ requested a ballot in the name of another person (impersonated another elector);
- ✘ attempted to vote twice;
- ✘ attempted to vote knowing that he is not qualified as an elector or otherwise not entitled to vote.

According to the *Canada Elections Act*, a deputy returning officer must order the person to leave the polling station and notify the central poll supervisor of the situation.

If the deputy returning officer is unable to convince the offender to leave the polling place, he may arrest the person without warrant, as follows:

- Advise the person of his right to be represented by counsel.
- Give the person an opportunity to obtain counsel (by providing access to the telephone you use).
- Complete an *Information and Warrant for Arrest* (EC 50120) form (contact the returning officer to obtain the judge's name).
- Deliver the person to a peace officer (such as the local police) who will take action in accordance with the *Criminal Code*. Give the *Information and Warrant for Arrest* (EC 50120) form to the peace officer.

In all such cases, you must:

- Ask any persons who witnessed the incident, in addition to the deputy returning officer, to prepare a report.
- Complete a full written report of the events and provide the reasons for your suspicions to the returning officer when the ballot box is returned.
- Provide all reports to the returning officer at the close of the polls.

Verifying Acceptable Proof of Identity and Address

Only the deputy returning officer and the registration officer may view the proof of identity and address (including the *Attestation of Residence*).

An elector may 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 establishes 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.

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). 	<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 or information officer offers to give him a copy of the *Remember: To vote, you must prove your identity and address* pamphlet (EC 90189).

- ✗ Do not participate in any way in the verification of proof of identity and address. The deputy returning officer is solely responsible for deciding on accepting or rejecting a piece of identification.

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 51 to resolve the situation.

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 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).

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 it against the one listed on the *List of Authorized Signatures – Attestation of Residence* (EC 50054) provided by the returning officer.

Requiring Identification Documents to Vote

If an elector is furious because he is being asked for identification documents:

- Inform the elector that, under subsection 143(2) of the *Canada Elections Act*, he must prove his identity and address.
- However, instead of providing the authorized pieces of identification on the *Remember: To vote, you must prove your identity and address* poster (EC 94036), inform the elector that he may instead be vouched for by another elector whose name appears on the list of electors or is registered from the same polling division and who has acceptable proof of identity and address if:
 - that elector has not himself been vouched for at this election; and
 - both electors take the prescribed oaths.

Requiring Identification Documents to Register

An elector arrives at the registration desk but does not have the required documents as proof of identity and address. The elector is furious that he cannot be registered. The registration officer, being unable to resolve the situation, signals for your help.

- Take the elector aside. Calmly explain that the *Canada Elections Act* requires that an elector produce documents that prove his identity and residential address before he can be registered.
- Ask the elector if someone else from his polling division is present at the central poll. If so, this other elector must be a registered elector and must possess the acceptable proof of identity and residential address in order to vouch for the elector.
- If no one can vouch for the elector, provide him with a copy of the *Remember: To vote, you must prove your identity and address* pamphlet (EC 90189) and ask the elector to go home and return with the required documentation.

An Elector Who Has His Face Covered

To register the elector to vote, the deputy returning officer or registration officer must:

- Ask to see two pieces of identification to establish the elector's identity (one piece of identification with photo is not sufficient to establish the identity of a person whose face is covered).
- If he cannot provide the required proof of identity, ask the elector if someone can vouch for him.

To enable the elector 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, the deputy returning officer advises the elector that he must show two pieces of identification to establish his identity or be vouched for, and then take the *Oath of Qualification to Vote*.

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

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.
- ✓ Be patient. It may take the elector longer to complete every action.
- ✓ 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.

Note: An elector with a disability has several options for getting help, which are described in detail in the *Deputy Returning Officer's and Poll Clerk's Manual (Ordinary Poll)*.

Assistance for an Elector with a Visual Impairment (no information officer)

If there is no information officer:

- Greet a person who has a visual impairment by saying who you are and what you do.
- Ask the elector if he needs help.
- Provide verbal description of everything you are doing. For example, when you take the *Voter Information Card* from the elector, advise him that you will put it in a box and explain to him that this box is placed at the disposal of electors in order to shred the *Voter Information Cards*.
- Find the polling station where the elector needs to vote.
- Offer your arm to the elector to guide him to the polling station. Some electors may prefer to simply follow you instead of taking your arm.
- Warn him of any obstacles he may encounter while walking.
- If there is a waiting line, tell the elector how many people are ahead of him. If you leave the elector, tell him that you are going to come back.
- While the elector is in the waiting line, remind him of the different types of proof of identity and address required.
- When the deputy returning officer is ready to attend to the elector, advise the elector that you are directing him to the polling station so that he can vote.

Other Polling Day Scenarios

Issues that affect all of the polling stations become the responsibility of the central poll supervisor. If an incident occurs, contact the returning officer immediately who will advise you on the appropriate reporting method. In addition, the appropriate response to each of these situations, from a central poll supervisor's perspective, has been provided below.

Handling Emergency Situations

The central poll supervisor must never fill in for a deputy returning officer or poll clerk (for legal reasons). You must wait for a replacement to arrive and suspend voting until that occurs.

Medical Emergency

If an election official, an elector or a candidate's representative becomes ill or is injured on polling day:

- Make the person as comfortable as possible. Remember that moving someone who is injured is not always a good idea. Have someone stay with the person.
- Call or have someone call 911 (or the local emergency number, where 911 service is not available).
- Advise the returning officer immediately of the situation and determine any actions required (e.g. to obtain a replacement).
- Cooperate with emergency staff to the best of your ability.

The ballot box must be protected at all times by the election official who is not affected by the emergency (e.g. if the deputy returning officer is ill, the poll clerk must take charge of the ballot box).

If an election official is ill or injured, but not sufficiently ill or hurt to request an ambulance, the returning officer should be contacted immediately. If required, he will make the necessary arrangements to send a replacement.

Bomb Threats

In the event of a bomb threat:

- Ensure that everyone remains calm.
- If possible, ensure that the deputy returning officers and poll clerks put all documents, including unused ballots, into the large plastic envelope (unless they are in danger).
- If possible, ensure that the registration officers take all their documents (unless they are in danger).
- Ensure that the deputy returning officers take their ballot boxes with them.
- Evacuate the premises; make sure that everyone gets out safely (conduct a head count or roll call to confirm that no one has been left in the building).
- Call 911 (or the local police force, where 911 service is not available) to report the incident.
- Contact the returning officer and advise him of the situation.
- Return to the building only when permitted to do so by the authorities.

To facilitate the resolution and follow-up to this incident, be prepared to provide as much information as possible to the returning officer or authorities.

Fire Orders

All staff should be familiar with all exits and be aware of a central meeting place outside where they are to wait for the central poll supervisor. If you discover fire, see smoke, smell gas or should the fire alarm sound:

- Ensure that everyone remains calm.
- If possible, ensure that the deputy returning officers and poll clerks put all documents, including unused ballots, into the large plastic envelope.
- As a minimum, deputy returning officers must take their ballot box and keep it in their possession at all times (unless they are in danger).
- If possible, ensure that the registration officers take all their documents.
- Evacuate immediately using the nearest safe exit. Do not use the elevators.
- Make sure that everyone gets out safely (conduct a head count or roll call to confirm that no one has been left in the building).
- Call 911 (or the local police force, where 911 service is not available) to report the incident.
- Do not attempt to remove any vehicle from the parking garage or lot.
- Advise the returning officer of the situation.
- Return to the building only when permitted by the authorities.

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.

The deputy returning officer may ask you to contact the returning officer for verification if there is a discrepancy on the list of electors. A description of the elector codes and the actions to take (if any) can be found in “Handling Situations Involving the List of Electors” in the *Deputy Returning Officer’s and Poll Clerk’s Manual (Ordinary Poll)*.

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

An elector who is already registered may request that his name be deleted from the National Register of Electors.

The *Canada Elections Act* stipulates that every elector has the right not to be included in the National Register of Electors or to have his name removed or to prevent the transfer of his name to the provinces or territories for use in electoral events under their jurisdiction.

Direct any elector who wishes to be deleted from the National Register of Electors to write to the Chief Electoral Officer to request deletion. Each written request must state the elector’s name, date of birth, current home and mailing addresses and must be signed by the elector. All letters requesting deletion should be addressed to:

The Chief Electoral Officer of Canada
Elections Canada
OTTAWA ON K1A 0M6

Electors can also call 1-800-463-6868 for more information.

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) from the registration officer.

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.

Correcting Errors on the List of Electors

If the deputy returning officer believes that the name and address on the list of electors correspond to those of the elector before him (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.

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).

The elector then votes following the regular voting procedure.

Handling Exceptional Voting Situations

All of these situations concern the voting regulations and are the responsibility of the deputy returning officer and poll clerk to resolve.

In general, they usually slow down the voting process, which may create a short delay for electors at the polling place.

Voting by *Transfer Certificate*

The *Transfer Certificate* (EC 10190) or the *Transfer Certificate (Moved Poll)* (EC 50052) enables an elector to vote at a polling station other than the one where he is listed.

The table below lists the rules that apply to the two types of transfer certificates.

<i>Transfer Certificate</i> (EC 10190)	<i>Transfer Certificate (Moved Poll)</i> (EC 50052)
<ul style="list-style-type: none">• Is issued by the returning officer or assistant returning officer.• Applies only to a candidate, an election official (who was appointed after the advance poll) or an elector requiring a polling station with level access, and to no one else.• Requested to transfer from one polling station to another only within the same electoral district.	<ul style="list-style-type: none">• Applies only to an elector if the polling station has been moved to another location after the <i>Voter Information Card</i> has been sent to the elector.• Is issued by the deputy returning officer upon request by an elector and after verification, by the returning officer or assistant returning officer, of the elector's name and address on the list of electors.

For more information, refer to the *Deputy Returning Officer's and Poll Clerk's Manual (Ordinary Poll)*.

Voting by *Registration Certificate*

A *Registration Certificate* (EC 50050) is used to register an unregistered elector.

The elector can obtain this certificate by registering with the registration officer, if one was appointed for your polling place. If not, the deputy returning officer can issue a *Registration Certificate* (EC 50050) exclusively to an unregistered elector who resides in the polling division.

Every eligible elector may vote, whether or not he is registered on the *Official List of Electors*.

- To obtain a *Registration Certificate* (EC 50050), the elector must provide acceptable proof of identity and address, or if he cannot provide the required proof of identity and address, he must ask someone to vouch for him.
- The deputy returning officer must verify the acceptable proof of identity and address of the elector. For more information, see “Verifying Acceptable Proof of Identity and Address” on page 40.
- The registration officer or the poll clerk must complete the *Registration Certificate* (EC 50050).
- The poll clerk:
 - Records the elector’s name and current address on the appropriate pages of the *Poll Book* (EC 50060).
 - Places the *Registration Certificate* (EC 50050) into the *Envelope for Registration and/or Correction Certificates* (EC 50390).
- The elector then votes following the regular voting procedure.

When a *Registration Certificate* (EC 50050) 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 in the *Official List of Electors*.

Note: For more detailed instructions on managing the registration process, refer to the *Deputy Returning Officer’s and Poll Clerk’s Manual (Ordinary Poll)*.

Challenging An Elector's Residence or Qualification to Vote

The deputy returning officer's and poll clerk's procedures for processing challenges to an elector's residence or qualification to vote appear in the *Deputy Returning Officer's and Poll Clerk's Manual (Ordinary Poll)*.

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.

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.

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. In general, this delegation of authority is given to the central poll supervisor.

If it is decided that the elector is not required to take the oath and is entitled to vote, the deputy returning officer must 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 name and address and writes that the elector "refused to take an oath" on the appropriate pages 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.

The deputy returning officer:

- Without examining the original ballot, writes "spoiled" across the back of it.
- Places it into the *Envelope for Spoiled Ballot Papers* (EC 50430).
- Issues 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.

Closing the Poll

Closing the Advance Poll

The advance polling station closes at 8:00 p.m. local time. If at that time there are still electors waiting to vote, either inside or outside the poll, follow these rules:

- ✓ Anyone who arrives at the polling station at or before 8:00 p.m. must be allowed to vote. The poll will close once the last of these electors has voted.
- ✗ Anyone who arrives at the polling station after 8:00 p.m. must not be allowed to vote, even though voting may still be going on.

Note: Please refer to the *Deputy Returning Officers' and Poll Clerks' Manual (Advance Poll)* EC 50300 for further instructions on the daily closing and re-opening procedures.

Closing the Accessibility Feedback Station Each Day of the Advance Polls

The election officer designated for accessibility must close the Accessibility Feedback Station. If you have been designated, at the close of polls each day of advance polls, you must:

- Remove all completed *Accessibility Feedback Forms* (EC 50119) from the *Accessibility Feedback Box* (EC 50121);
- Write on the form the date it was received (mm/dd/yy);
- Review each completed form and resolve the issue(s) for the next day;
- Any issue that cannot be remedied by on-site staff must be reported to the returning officer;
- Insert the forms into the *Accessibility Envelope* (EC 50122); and
- **Immediately** return them to the returning officer along with the documents mentioned in the next section.
- Recycle the box after the close of polls each day of advance polls, if possible.

Note: The *Verification of Accessible Facilities Booklet* must be inserted in the *Accessibility Envelope* (EC 50122) at the close of polls on the last day of advance polls.

Providing Documents to the Returning Officer after each day of the Advance Polls

At the end of each day of the advance polls, you must ensure the following are provided to the returning officer:

- The white copies of the completed *Records of Votes Cast at the Advance Polling Station* (EC 50080);
- The sealed *Registration and/or Correction Certificates Envelope* (EC 50390);
- All completed or partially completed *Statement of the Electors Who Voted at the Advance Poll* (EC 50109) forms; and
- The *Accessibility Envelope* (EC 50122).

However if these documents are faxed on a daily basis to the returning officer, the **deputy returning officer** must:

- Return the original forms to the returning officer, **outside of the ballot box**, after the counting of the votes on polling day.

Closing the Central Polling Place on Polling Day

Your main tasks for closing the poll are to:

- Ensure that all polling stations close on time.
- Supervise the counting of the ballots by the deputy returning officers and poll clerks.
- Report voting results for each polling station to the returning officer, once they are available.
- Supervise and perform quality control measures with the information officer (if designated to assist in the quality control measures) and all deputy returning officers and poll clerks.
- Ensure that no document or electoral materials are left in the polling place.
- Give back the keys to the person responsible for the premises.
- Prepare a report on the events of the day for the returning officer.
- Manage the return of all election materials.

Note: You must deliver all election materials for the central poll (including those of the registration officers and deputy returning officers) to the returning officer at the same time.

Ensuring That the Poll Closes on Time

If, at the time specified for the close of the polls, electors are still 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 has 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.

Who May Be Present for the Ballot Count

Candidates and no more than two representatives 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.

After the ballots have been counted, the deputy returning officer completes the *Copy of the Statement of the Vote* (EC 50110) and gives a copy to any candidates' representatives present.

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

Registration officers and information officers are not required to stay until ballots have been counted.

Note: For information on the ballot count, refer to “Counting of the Ballots” in the *Deputy Returning Officer's and Poll Clerk's Manual (Ordinary Poll)*.

Supervising the Registration Officer's Final Tasks

Registration officers are not required to stay until ballots have been counted.

As soon as he has completed his duties, the registration officer may:

- Give you any blank *Registration Certificates* (EC 50050).
- Provide you with all *Authorization of a Candidate's Representative at a Registration Desk* forms (EC 20030).
- Return the *Alphabetical Lists of Electors by Polling Site* in the *Large All-Purpose Envelope* (EC 11520).
- Leave once he has given you all of his election materials.

Thank him and allow him to leave the polling place.

Supervising the Information Officer's Final Tasks

Information officers may leave the polling place once all the electors have voted and left the polling place.

Before leaving the polling place, the information officer:

- Must give you all election materials as well as the *VIC Collection Boxes* (EC 50255).
- If necessary, may be asked by you to remove all electoral signs from outside and inside the building.
- If authorized by the returning officer, may help you with performing the quality control measures specified in the *Closing Instructions for the Deputy Returning Officer* (EC 50020) document, as well as returning the ballot boxes and all election materials.

The information officer designated to receive the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms must provide you with all completed and unclaimed forms by the candidates' representatives.

Receiving and Reporting Results for Each Polling Station

As you receive the results of each polling station:

- Ensure that the *Statement of the Vote* (EC 50100) was completed correctly, verified and signed.
- Call the returning officer to report the results.
- Ask the deputy returning officer to follow the steps in the *Closing Instructions for the Deputy Returning Officer* (EC 50020) document.

Doing a Quality Assurance Check

The central poll supervisor or an authorized information officer must perform a quality assurance check to ensure that all steps have been completed by the deputy returning officer and poll clerk.

To do so:

- Follow the steps in the *Closing Instructions for the Deputy Returning Officer* (EC 50020) document.
- Verify the contents of envelopes listed in the table below.

Envelopes	Description
<p>The small white <i>Envelope for the White Copy of the Statement of the Vote</i> (EC 50370)</p>	<p>Ensure that it contains:</p> <ul style="list-style-type: none"> • the white copy of the completed and signed <i>Statement of the Vote</i> (EC 50100); • the completed and signed “Report on Registrations for This Polling Station” page from the <i>Poll Book</i> (EC 50060) (does not apply at advance polls); • if applicable, the <i>Appointment and Oath</i> form(s) from the <i>Poll Book</i> (EC 50060); • if applicable, an incident report. <p>Have the envelope sealed by the deputy returning officer.</p>
<p>The small yellow <i>Envelope for the Yellow Copy of the Statement of the Vote</i> (EC 50380)</p>	<p>Ensure that it contains the yellow copy of the <i>Statement of the Vote</i> (EC 50100).</p> <p>Have the envelope sealed by the deputy returning officer.</p>
<p>The <i>Registration and/or Correction Certificates Envelope</i> (EC 50390)</p>	<p>Ensure that it is correctly completed and contains the completed <i>Registration Certificates</i> (EC 50050) and <i>Correction Certificates</i> (EC 50051) (does not apply for advance polls).</p> <p>Have the envelope sealed by the deputy returning officer.</p>
<p>The white <i>Document Envelope</i> (EC 50460)</p>	<p>Ensure that it is correctly completed and contains:</p> <ul style="list-style-type: none"> • the <i>Official List of Electors</i>; • the <i>Revised List of Electors</i> and the <i>Statement of Changes</i>, if applicable (only for advance polls); • the <i>Transfer Certificates</i> (EC 10190) and <i>Transfer Certificates (Moved Poll)</i> (EC 50052) completed or spoiled (does not apply for advance polls); • all <i>Authorization of a Candidate’s Representatives</i> (EC 20020) forms. <p>Have the envelope sealed by the deputy returning officer.</p>

- Check all materials prepared by the deputy returning officer in step 3B of the *Closing Instructions for the Deputy Returning Officer* (EC 50020) document and ensure that all brown envelopes containing the ballots cast have been correctly completed and are all sealed.
- Have all envelopes sealed with the *Official Seals* (EC 50180) and ensure that they are signed by the deputy returning officer and the poll clerk. Candidates, candidates' representatives or witnesses can also sign.
- Ask the deputy returning officer to insert all prepared materials and the sealed *Document Envelope* (EC 50460) into the appropriate large plastic envelope (EC 50480, EC 50490 or EC 50500) and seal it with the *Official Seal* (EC 50180).
- Sign the *Closing Instructions for the Deputy Returning Officer* (EC 50020) document and ask the deputy returning officer and poll clerk to sign it also.

Supervising the Deputy Returning Officer's and Poll Clerk's Final Tasks

- Supervise the tasks indicated in the *Closing Instructions for the Deputy Returning Officer* (EC 50020) document. Ensure that the ballot box seal number is the same one as indicated in the *Statement of the Vote* (EC 50100).
- You should receive from the deputy returning officer:
 - the sealed ballot box;
 - an unsealed small white *Envelope for the White Copy of the Statement of the Vote* (EC 50370);
 - a sealed large white *Registration and/or Correction Certificates Envelope* (EC 50390) (does not apply for advance polls);
 - the *Closing Instructions for the Deputy Returning Officer* (EC 50020) document signed by the deputy returning officer and poll clerk.
- Thank the deputy returning officer and poll clerk and allow them to leave the polling station.

Closing the Accessibility Feedback Station on Polling Day

The election officer designated for accessibility must close the Accessibility Feedback Station. If you have been designated, you must:

- Remove all completed *Accessibility Feedback Forms* (EC 50119) from the *Accessibility Feedback Box* (EC 50121);
- Insert them into the *Accessibility Envelope* (EC 50122) along with the *Verification of Accessible Facilities Booklet*;
- **Immediately** return the envelope to the returning officer along with all other election materials for your central poll; and
- Recycle the *Feedback Box* and *Accessible Voting* posters, if possible.

Closing a Central Polling Place

When it is time to close your central polling place:

- Inspect the site.
- Pick up all loose papers and ensure that nothing is left on the premises.
- Make sure that election officials have not discarded any documents containing personal information about electors (e.g. *Voter Information Cards*) in the trash bin.
- Ensure that any signs that have been posted inside and outside the polling place are removed.
- Report any damage to the returning officer.
- Return the keys to the person in charge of the facility, as the case may be.
- Prepare a report of the day's proceedings for the returning officer.

Managing the Return of Election Materials

After closing the central polling place, follow the returning officer's instructions for the return of all election materials for your central poll.

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

- the completed *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms that have not been picked up;
- the sealed small white *Envelopes for the White Copy of the Statement of the Vote* (EC 50370);
- the sealed large white *Registration and/or Correction Certificates Envelopes* (EC 50390) (does not apply for advance polls);
- the *Alphabetical Lists of Electors by Polling Site* in the *Large All-Purpose Envelope* (EC 11520);
- the sealed ballot boxes;
- the signed *Closing Instructions for the Deputy Returning Officer* (EC 50020) documents;
- the *VIC Collection Boxes* (EC 50255), if applicable; and
- the *Accessibility Envelope* (EC 50122).

Note: If the returning officer has instructed you not to return ballot boxes and the election materials to the office of the returning officer on election night, the central poll supervisor must fax copies of the *Statement of the Vote* (EC 50100) to the office of the returning officer by noon the day after election day.

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 Freedom

- 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, south 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 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 too close together, blocking his path. EC officials had to rearrange 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 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 through. Outside the doors, there was snow on the ground which had not been sufficiently cleared. The width shovelled looked like it had been done with ambulatory people in mind. It was barely wide enough for 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?

