

Election



Information Officers' Manual



Information Officers' Manual

This manual explains the tasks that the information officer must complete at an ordinary poll.

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

To Be Completed for Future Reference

Electoral District	
Polling Place Address	
Polling Day	
Returning Officer's Name	
Assistant Returning Officer's Name	
Returning Officer's Toll-Free Phone Number	
Office Address	
Name and Phone Number of the Central Poll Supervisor (if one has been appointed) or Deputy Returning Officer	

Telephone Numbers to Call in Case of Emergency

Local Police Phone Number	
Ambulance Phone Number	
Fire Department Phone Number	

VOTING HOURS ARE	
FROM	TO

Message from Elections Canada

This manual explains the parts of the *Canada Elections Act* that deal with the work of the information officer.

It is important to remember that voting rules at the federal level differ from those at the provincial, territorial and municipal levels.

As an information officer:

- ✓ Be sure to follow all instructions in this manual carefully.
- ✓ Your responsibility is to direct electors to the proper poll and to control the flow of persons moving in and out of the polling place.
- ✓ Bring your manual on polling day; you may need to refer to it.

Depending on the size of the polling place, a varying number of information officers may be appointed. Each information officer reports directly to the central poll supervisor, if one has been appointed, or to the deputy returning officer or returning officer. You are not accountable to any political party, candidate or candidate's representative.

The election officers for each polling place (information officer, deputy returning officer, poll clerk and, if present, central poll supervisor and registration officer) form a very important team, one that ensures that all polls function properly.

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. Please try your best to make this happen.

If you have any questions, ask a central poll supervisor, if one has been appointed; otherwise, ask the deputy returning officer or 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

Voter Eligibility

To vote, an elector must:

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

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

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

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

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

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 Electors with a Visual Impairment” on page 36.

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.

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 the polling place, the returning officer has provided your team with antibacterial wipes and hand sanitizer. You must use these products. The wipes are used to disinfect table surfaces but may also be used to clean supplies handled by electors.

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.

Confidentiality of Information

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

- In the course of your duties, you may come in contact with personal information about friends, family, neighbours, colleagues and others. You must keep this information private.
- Ensure that election officials do not throw the *Voter Information Cards* or other documents containing private information in the trash.

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.
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	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. 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.
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.

Term	Definition
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.
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

The information officer is the first election officer that electors will meet during the course of an electoral event. Each information officer reports directly to the central poll supervisor, if one has been appointed, or to the deputy returning officer or returning officer.

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.
- May not participate 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.
- Completes *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 designated information officer, the *Authorization of a Candidate's Representative* (EC 20020) forms for the representative authorized by each candidate to collect the completed *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.
- Crosses out the elector's name, after he has voted, 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), which includes the list of pieces of identification authorized by the Chief Electoral Officer of Canada.
- 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 place at one time.
- Ensures that circulation is not obstructed inside or outside the polling place.
- Ensures 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, if one is appointed, or the deputy returning officer 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, if one is appointed, or the deputy returning officer.

The election officer designated for accessibility:

- Sets up the Accessibility Feedback Station.
- Conducts the accessibility verification procedure 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 *Authorization of a Candidate's Representative at a Registration Desk (EC 20030)* forms.
- 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 (EC 50050)* to their polling station.

Person responsible for maintaining order: If one is appointed, the person responsible for maintaining order reports directly to the central poll supervisor or the deputy 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 one of the deputy returning officers 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

All election officials must follow the guidelines below:

<ul style="list-style-type: none">✓ 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 the Information Officer

If you are unable to perform your duties before polling day, advise your returning officer immediately. He will then need to appoint someone to take your place and swear him in.

If you are unable to perform your duties on polling day, advise the central poll supervisor (if there is one), returning officer or deputy returning officer immediately.

Candidates' Representatives

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

You must:

- Greet each candidate's representative.
- Direct candidate's representatives to the polling stations for which they have been appointed or to the registration desk, as required.
- When necessary, remind representatives that they are not permitted to use any communications device (such as, cellular or portable telephones) inside the polling place. This rule does not, however, apply to electors who come to vote.

If you are designated to provide the completed *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms to authorized candidate's representatives, follow the instructions in "Collecting and Distributing the Statement of the Electors Who Voted on Polling Day (EC 50111)" on page 18.

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 identification for candidates' representatives 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

To act as a candidate's representative, a person must produce a signed *Authorization of a Candidate's Representative* (EC 20020) form or a signed *Authorization of a Candidate's Representative at a Registration Desk* (EC 20030) form. Candidate's representatives may leave and return to a polling station or registration desk at any time before the close of polls without having to produce a new authorization.

A candidate does not need to produce an authorization.

Candidate's Representative for a Registration Desk



One representative of each candidate may be present at a registration desk and no oath is required.

- ✓ Representatives of candidates may observe the proceedings, but not take an active part in them.
- ✓ 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 registration officer must keep the *Authorization of a Candidate's Representative at a Registration Desk* (EC 20030) forms until after the polls close. He then returns all other working materials, including the authorization forms, to the central poll supervisor, if one is appointed, or to the deputy returning officer.

To be admitted to the registration desk, a candidate's representative must arrive at the polling place with a completed *Authorization of a Candidate's Representative at a Registration Desk* (EC 20030) form.

When a candidate's representative arrives, direct the representative to a registration desk at your polling place.

	AUTHORIZATION OF A CANDIDATE'S REPRESENTATIVE	AUTORISATION DU REPRÉSENTANT D'UN CANDIDAT	EC 20030 (01/00)
	AT A REGISTRATION DESK	À UN BUREAU D'INSCRIPTION	
Registration desk address / Adresse du bureau d'inscription <i>15, Alice, Kingston</i>			
Name / Nom <i>George Bank</i>		Candidate / Candidat <i>Bob White</i>	
Electoral district / Circonscription <i>Ottawa-Nepean</i>			
I hereby authorize the person named above to act as a representative of the above-mentioned candidate at the said registration desk for the pending federal election.		J'autorise par les présentes la personne susmentionnée à agir à titre de représentant du candidat susmentionné audit bureau d'inscription au scrutin fédéral en cours.	
 Signature of candidate or official agent Signature du candidat ou de l'agent officiel		<i>27-07-03</i> Date	
THIS AUTHORIZATION MUST BE DELIVERED TO AND RETAINED BY THE REGISTRATION OFFICER		CETTE AUTORISATION DOIT ÊTRE REMISE À L'AGENT D'INSCRIPTION, QUI DOIT LA CONSERVER	
IMPORTANT			
Candidates' representatives at a registration desk are not permitted to intervene in the proceedings, except with the permission of the registration officer.		Les représentants des candidats au bureau d'inscription ne peuvent intervenir dans les procédures, sauf avec la permission de l'agent d'inscription.	
To the Registration Officer: ON COMPLETION OF ALL DUTIES, RETURN THIS DOCUMENT TO THE RETURNING OFFICER ALONG WITH ALL OTHER SUPPLIERS		À l'agent d'inscription : APRÈS AVOIR REMPLI TOUTES VOS FONCTIONS, RETOURNEZ CE DOCUMENT AU DIRECTEUR DU SCRUTIN AVEC TOUT LE MATÉRIEL.	

CANDIDATES' REPRESENTATIVE

Candidate's Representative for a Polling Station

Each candidate or official agent can appoint, in writing, up to a maximum of two representatives at a time for each polling station. Each candidate's representative must arrive at the polling place with a completed *Authorization of a Candidate's Representative* (EC 20020) form and be admitted by the deputy returning officer.

When a candidate's representative arrives:

- Greet him.
- Ask him for his *Authorization of a Candidate's Representative* (EC 20020) form.
- Direct the candidate's representative to the deputy returning officer of the polling station indicated at the top right of the form.

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



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

EC 20020
(01/10)

Representative's Name / Nom du représentant <i>John Taylor</i>		Candidate / Candidat <i>Mary Smith</i>	Polling Station No. N° du bureau de scrutin <i>93</i>
Electoral District / Circonscription <i>Ottawa - Nepean</i>			

I hereby authorize the person named above to act as a representative of the above-mentioned candidate at the said polling station for the pending federal election.	J'autorise par les présentes la personne susmentionnée à agir à titre de représentant du candidat susmentionné au dit bureau de scrutin au scrutin fédéral en cours.
<i>Mary Smith</i> SIGNATURE OF CANDIDATE OR OFFICIAL AGENT SIGNATURE DU CANDIDAT OU DE L'AGENT OFFICIEL	<i>29/01/2010</i> DATE

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

<p>OATH OF A REPRESENTATIVE OR ELECTOR REPRESENTING A CANDIDATE</p> <p>I, the undersigned, authorized to be in attendance at this polling station, swear or solemnly affirm that:</p> <ul style="list-style-type: none"> - I will maintain and aid in maintaining the secrecy of the vote; - I will not interfere with the marking of a ballot paper by an elector or obtain or communicate any information as to how an elector is about to vote or has voted; - I will not directly or indirectly induce an elector to show a marked ballot paper to any person. 	<p>SERMENT D'UN REPRÉSENTANT OU D'UN ÉLECTEUR REPRÉSENTANT UN CANDIDAT</p> <p>Je, soussigné, étant autorisé à être présent à ce bureau de scrutin, jure ou affirme solennellement que :</p> <ul style="list-style-type: none"> - je garderai et aiderai à garder le secret du vote; - je n'interviendrai pas auprès d'un électeur qui marque son bulletin de vote et ne tenterai pas de savoir comment un électeur est sur le point de voter ou a voté; - je n'inciterai pas un électeur, directement ou indirectement, à montrer un bulletin de vote marqué à qui que ce soit. 												
<p>SWORN OR AFFIRMED BEFORE ME SERMENT PRÊTÉ OU AFFIRMATION FAITE DEVANT MOI</p> <table border="1"> <tr> <td>AT À</td> <td colspan="3"><i>Ottawa</i></td> </tr> <tr> <td>THIS CE</td> <td><i>29</i></td> <td>DAY OF JOUR DE</td> <td><i>January</i></td> </tr> <tr> <td></td> <td></td> <td>YEAR ANNÉE</td> <td><i>2010</i></td> </tr> </table> <p><i>Rob Wright</i> DEPUTY RETURNING OFFICER / SCRUTEUR</p>	AT À	<i>Ottawa</i>			THIS CE	<i>29</i>	DAY OF JOUR DE	<i>January</i>			YEAR ANNÉE	<i>2010</i>	<p><i>John Taylor</i> SIGNATURE OF PERSON TAKING OATH SIGNATURE DU DÉCLARANT</p>
AT À	<i>Ottawa</i>												
THIS CE	<i>29</i>	DAY OF JOUR DE	<i>January</i>										
		YEAR ANNÉE	<i>2010</i>										

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

Collecting and Distributing 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's representative can only obtain the *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms of the polling stations for which he has presented an *Authorization of a Candidate's Representative* (EC 20020) form.
- ✓ The candidate's representative 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.

The designated information officer:

- Where possible, sets up a table at the entrance to the polling place on which he places a set of folders, one for each candidate running in this electoral event. Each folder is labelled with the candidate's name.
- Sets up this table in such a way that no one can see the documents that are placed on it.
- Receives from every deputy returning officer an *Authorization of a Candidate's Representative* (EC 20020) form for each authorized representative to pick up the forms for a candidate. The information officer uses the authorizations to identify the candidate's representatives.
- Every 30 minutes, collects the completed and signed forms from each poll clerk.
- Detaches the sheets and places one copy in each folder on the table.
- Gives each authorized candidate's representative all the forms in the candidate's folder.
- At the end of polling day, hands over all the *Authorization of a Candidate's Representative* (EC 20020) forms to the appropriate deputy returning officers.
- At the end of polling day, if any signed *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms have not been claimed, ensures that they are returned to the returning officer, according to his instructions.



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

EC 50111
(12/07)

A Electoral District / Circonscription
Ottawa-Centre

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

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

Circle the sequence number of the elector who has voted / Encerler le numéro séquentiel de l'électeur qui a voté

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
1	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
~	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
100	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80
	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120
101	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140
~	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160
200	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180
	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200
	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220
201	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240
~	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260
300	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280
	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300
	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320
301	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340
~	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360
400	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380
	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400
	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420
401	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440
~	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460
500	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480
	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500
	501	502	503	504	505	506	507	508	509	510	511	512	513	514	515	516	517	518	519	520
501	521	522	523	524	525	526	527	528	529	530	531	532	533	534	535	536	537	538	539	540
~	541	542	543	544	545	546	547	548	549	550	551	552	553	554	555	556	557	558	559	560
600	561	562	563	564	565	566	567	568	569	570	571	572	573	574	575	576	577	578	579	580
	581	582	583	584	585	586	587	588	589	590	591	592	593	594	595	596	597	598	599	600
	601	602	603	604	605	606	607	608	609	610	611	612	613	614	615	616	617	618	619	620
601	621	622	623	624	625	626	627	628	629	630	631	632	633	634	635	636	637	638	639	640
~	641	642	643	644	645	646	647	648	649	650	651	652	653	654	655	656	657	658	659	660
700	661	662	663	664	665	666	667	668	669	670	671	672	673	674	675	676	677	678	679	680
	681	682	683	684	685	686	687	688	689	690	691	692	693	694	695	696	697	698	699	700

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

E

<i>702</i>	<i>755</i>	<i>707</i>	<i>801</i>	<i>785</i>																	
701																					
+																					

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

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

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

CANDIDATES' REPRESENTATIVE

Before Polling Day

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

You must:

- Become familiar with the location of your polling place.
- Ensure that you have the required election materials.

Taking Inventory of Required Election Materials

The returning officer will provide you with some election materials required to perform your duties.

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

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.

Information Officer's Election Materials Checklist

- Poll Key*
- set of the *Bilingual Welcome Card* (EC 50145)
- Election Personnel Identification Card* (EC 50210)
- where necessary, a list of streets included in each split list of electors
- pencils and paper
- Remember: To vote, you must prove your identity and address* poster (EC 94036)
- Information Officer – Quick Reference Guide – Ordinary Poll* (EC 50009)
- Remember: To vote, you must prove your identity and address* pamphlets (EC 90189), which list the pieces of identification authorized by the Chief Electoral Officer.

If no central poll supervisor has been appointed for your polling place, you may receive the following additional supplies:

- VIC Collection Box* (EC 50255)
- neutral-coloured file folders labelled with the name of each candidate.

Materials for election officer designated for accessibility

- One *Verification of Accessible Facilities Booklet* (for advance or ordinary poll);
- Two *Accessible Voting* (EC 50118) 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).

Polling Day

You must arrive at the polling place at least **45 minutes** before the poll opens in order to set up your workstation and receive instructions from the central poll supervisor or deputy returning officer. You should have a table and chair already set up inside the front door.

Your main duties on polling day are listed below.

- Politely greet electors.
- Provide general information.
- Direct electors to where they can vote or register to vote.
- Help electors enter and exit the polling place if they require assistance.
- Limit the number of electors in the polling place at one time.
- Ensure that no traffic obstruction occurs inside or outside the polling place.
- Ensure that the polling place closes at the time specified for your time zone (see “Important Information” on page 1).

Preparing for the Opening of the Polls

Before the polls open, you must:

- Take the time to familiarize yourself with the location of the closest washrooms, public telephone and nearest emergency exits.
- If you are designated to provide the authorized candidate’s representatives with their copies of the *Statement of the Electors Who Voted on Polling Day* (EC 50111) form:
 - Ensure that you have an additional table.
 - Lay out the folders, one for each candidate.

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. You may be given the responsibility of performing the second and third verification. 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 as soon as possible so that he may take immediate action.

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. All polling officials must be 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.

People Who May Be Present

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

- the deputy returning officer and poll clerk;
- one or more central poll supervisors, appointed by the returning officer;
- one or more registration officers (if appointed by the returning officer);
- one or more information officers (if appointed by the returning officer);
- a person responsible for maintaining order (if one was appointed by the returning officer);
- an interpreter (if one was appointed);
- candidates;
- up to two representatives of each candidate or, in their absence, up to two electors, to represent the candidate at each polling station (a candidate may act as his own representative);
- one representative of each candidate at each registration desk;
- 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);
- any observer or member of the Chief Electoral Officer's staff whom he has authorized to be present (if this is the case, the returning officer will advise you);
- the returning officer and/or his representatives.

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.

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, contact the returning officer immediately (central poll supervisor if applicable) and follow their instructions.

Greeting Electors

When electors arrive, you must greet them politely and direct them to where they can register or vote.

Providing Bilingual Services

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, you must greet electors in a bilingual manner (e.g. “Hello, Bonjour”).

If you do not understand the official language spoken by an elector, try to obtain assistance from the central poll supervisor (if one was appointed) or another election officer at your poll.

If this does not resolve the situation, there are two cards that you can hand to the elector:

- ✓ The *Bilingual Welcome Card* (EC 50145), which is included in your kit of supplies, asks for an identification or other document that will enable you to determine where the elector resides and to which polling station you should direct him. The card also states that in order to receive a ballot, the elector must provide acceptable proof of identity and address, according to the *Remember: To vote, you must prove your identity and address* poster (EC 94036); alternatively, someone can vouch for him, if he cannot provide acceptable proof of identity and address.
- ✓ Each deputy returning officer will have received a stock of the *Bilingual Services Card* (EC 50140) as part of the polling station supplies. This card explains in both official languages the steps to be followed to vote.

These cards should help resolve most situations that arise. If you cannot resolve a situation, advise the central poll supervisor or the returning officer immediately.

Directing the Elector to Appropriate Polling Station

After you have greeted the elector, direct the elector to the appropriate polling station as follows:

- Ask the elector if he has his *Voter Information Card*.
- If he has it, see “Elector Has His Voter Information Card” on page 28.
- If the elector has not brought his *Voter Information Card* or never received one, see “Elector Did Not Bring His Voter Information Card (using the Poll Key)” on page 28.
- If the elector never received a *Voter Information Card*, see “Elector Did Not Receive a Voter Information Card (providing info on Registration Certificates)” on page 30.
- If the elector’s polling station has moved since the *Voter Information Card* was issued, see “Election Official Wishes to Vote at Another Polling Station (using Transfer Certificate)” on page 32.

Elector Has His *Voter Information Card*

If the elector has his *Voter Information Card*:

- Direct the elector to the polling station indicated on his *Voter Information Card*.
- Ask the elector whether he wishes to provide you with his *Voter Information Cards*. If he consents, place the card in the *VIC Collection Box* (EC 50255), which is provided for this purpose at the entrance to the polling place.

Note: Electors have the option of keeping their *Voter Information Cards*.

Elector Did Not Bring His *Voter Information Card* (using the *Poll Key*)

On polling day, you will be given a list of street names and civic numbers in your electoral district to help you identify an elector’s correct polling station. This list is called a *Poll Key*. Your returning officer will decide whether you will need the *Poll Key* for your entire electoral district or just for the municipality where your polling place is located.

If the elector received a *Voter Information Card* but did not bring it with him and he is unsure which polling station he should vote at:

- Ask the elector for his complete address.
- Consult the *Poll Key* to identify the correct polling division.
- Direct the elector to the correct polling station.
- Inform him that he will have to show the deputy returning officer acceptable proof of identity and address, according to the *Remember: To vote, you must prove your identity and address* poster (EC 94036).

If you cannot locate the address in the *Poll Key*:

- Ask the elector to wait while you obtain the information.
- Contact the central poll supervisor (if there is one) or call the office of the returning officer to determine the polling station number.

REVISE POLL KEY BY STREET INDICATEUR DES SECTIONS DE VOTE RÉVISE PAR RUE								
Electoral District/ Circonscription:	35093	Toronto Centre Toronto-Centre						10/01/2008 14:24:35 Page 45 of / de 53
STREET NAME / NOM DE RUE	FROM / DE	TO / À	FROM / DE	TO / À	SIDE / CÔTÉ	PD / SV	AP / BVA	
Saint Andrews GDNS	City / Ville : Toronto Douglas DR	Douglas DR	3	64	All/En entier	18-0	600	
Saint Bartholomew St/rue	City / Ville : Toronto Regent St/rue	Extremity / Extrémité	1	29	All/En entier	122-0	610	
St. Clair Ave/av E	City / Ville : Toronto Unnamed River / Rivière sans nom	Mount Pleasant RD	125	253	Odd/Impair	4-0	600	
	Unnamed River / Rivière sans nom	Mount Pleasant RD	158	262	Even/Pair	5-0	600	
	Mount Pleasant RD	Harper Ave/av	271	443	Odd/Impair	10-0	600	
	Mount Pleasant RD	Harper Ave/av	276	514	Even/Pair	10-0	600	
Saint David St/rue	City / Ville : Toronto Parliament St/rue	Regent St/rue	2	17	All/En entier	122-0	610	
Saint David WALK	City / Ville : Toronto Regent St/rue	Extremity / Extrémité	78	100	All/En entier	122-0	610	
St. Enoch's SQ	City / Ville : Toronto Extremity / Extrémité	Shuter St/rue	----	----	All/En entier	104-0	608	
St. James Ave/av	City / Ville : Toronto Bleecker St/rue	Ontario St/rue	----	----	Both Sides/Deux Côtés	69-0	602	
	Ontario St/rue	Parliament St/rue	----	----	Both Sides/Deux Côtés	70-0	603	
St. James CRT	City / Ville : Toronto Wellesley St/rue E	Extremity / Extrémité	2	16	All/En entier	72-0	604	
Saint Joseph St/rue	City / Ville : Toronto Yonge St/rue	Bay St/rue	1	35	Odd/Impair	43-0	605	
	Yonge St/rue	Bay St/rue	4	42	Even/Pair	43-0	605	
			44	----	Even/Pair	442-0	605	
	Bay St/rue	Queens Park CRES E	50	100	Even/Pair	41-0	605	
	Bay St/rue	Queens Park CRES E	95	121	Odd/Impair	41-0	605	
Saint Lawrence St/rue	City / Ville : Toronto Eastern Ave/av	King St/rue E	2	57	All/En entier	140-0	612	
Saint Mary St/rue	City / Ville : Toronto Yonge St/rue	Saint Mary St/rue	7	23	Odd/Impair	42-0	605	
	Yonge St/rue	Bay St/rue	10	40	Even/Pair	42-0	605	
			25	----	Odd/Impair	435-0	605	
	Saint Mary St/rue	Bay St/rue	27	79	Odd/Impair	42-0	605	

Elector Did Not Receive a *Voter Information Card* (providing info on *Registration Certificates*)

If an elector did not receive a *Voter Information Card* or is unsure whether he received one:

- Ask him for his complete address.
- Consult the *Poll Key* to determine the correct polling division.
- Direct him to the registration officer (if there is one) or the deputy returning officer of that polling station. The elector will need a *Registration Certificate* (EC 50050) to register to vote.
- Inform him that he must provide the deputy returning officer with acceptable proof of identity and address, according to the *Remember: To vote, you must prove your identity and address* poster (EC 94036).

***Registration Certificate* (EC 50050)**

An elector whose name is not on the list of electors can vote at the appropriate polling station by obtaining a *Registration Certificate* (EC 50050). He can do this in one of three ways:

- He can visit a registration desk located in your polling place.
- If there is no registration officer at your polling place, the elector can register with the deputy returning officer at his polling station (which you can identify using the *Poll Key*).
- If he does not provide sufficient proof of identity, he can go to his polling station (which you can identify using the *Poll Key*) and have a registered elector, from the same polling division and who possesses acceptable proof of identity and address, vouch for him.

You must inform electors that they will have to show the deputy returning officer acceptable proof of identity and address, according to the poster (EC 94036).



**REGISTRATION CERTIFICATE
CERTIFICAT D'INSCRIPTION**
(See sections 161, 169, 170, 47 of the Canada Elections Act /
(Voir articles 161, 169, 170, 47 de la Loi électorale du Canada)

Electoral district / Circonscription



Ottawa - Nepean

Polling division
Section de vote

150

EC55050
(07/09)

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

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

Vouched for by

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

Répondant

Nom	
Adresse	
Téléphone	
Bureau de vote	
Numéro de séquence	



POLLING DAY

Election Official Wishes to Vote at Another Polling Station (using *Transfer Certificate*)

The returning officer or assistant returning officer may issue a *Transfer Certificate* (EC 10190) to permit an elector to vote at another polling station.

If this is the case:

- Verify the polling station number is shown at the top right of the *Transfer Certificate* (EC 10190).
- Direct the elector to the correct polling station.


		TRANSFER CERTIFICATE CERTIFICAT DE TRANSFERT		EC 10190 (03/00)
ELECTORAL DISTRICT / CIRCONSCRIPTION <i>Beauce</i>		CERTIFICATE NO. N° DU CERTIFICAT <i>102</i>		POLLING STATION BUREAU DE SCRUTIN FROM / DE TO / A NO. N° <i>47</i> NO. N° <i>56</i>
Issued to / Délivré à NAME / NOM <i>Marie Landry</i>		ADDRESS / ADRESSE <i>432 Principale</i>		
MUNICIPALITY / MUNICIPALITÉ <i>St-Joseph-de-Beauce</i>		POSTAL CODE / CODE POSTAL <i>M3X 6R4</i>		
Please check appropriate box / Veuillez cocher la case appropriée				
ELECTION / REFERENDUM OFFICER <small>A transfer certificate must be issued to any election or referendum officer appointed after the holding of the advance polls who will be working at a polling station other than the polling station established for the polling division in which the officer is registered on the list of electors.</small>		FONCTIONNAIRE ÉLECTORAL / RÉFÉRENDAIRE <small>Un certificat de transfert doit être délivré à chaque fonctionnaire électoral ou référendaire nommé après la tenue du vote par anticipation et qui travaillera à un bureau de scrutin autre que celui établi pour la section de vote dans laquelle le fonctionnaire est inscrit sur la liste électorale.</small>		
CENTRAL POLL SUPERVISOR <input type="checkbox"/> DEPUTY RETURNING OFFICER <input type="checkbox"/> POLL CLERK <input checked="" type="checkbox"/> REGISTRATION OFFICER <input type="checkbox"/> INFORMATION OFFICER <input type="checkbox"/> PERSON RESPONSIBLE FOR MAINTAINING ORDER <input type="checkbox"/>	<input type="checkbox"/> SUPERVISEUR DE CENTRE DE SCRUTIN <input type="checkbox"/> SCRUTATEUR <input checked="" type="checkbox"/> GREFFIER DU SCRUTIN <input type="checkbox"/> AGENT D'INSCRIPTION <input type="checkbox"/> PRÉPOSÉ À L'INFORMATION <input type="checkbox"/> PERSONNE RESPONSABLE DU MAINTIEN DE L'ORDRE			
OR / OU				
CANDIDATE <small>A transfer certificate may be issued to a candidate whose name appears on one of the lists of electors within the electoral district in which the candidate has filed his nomination paper. The certificate allows the candidate to vote at another polling station in the same electoral district.</small>		CANDIDAT <small>Un certificat de transfert peut être délivré à un candidat qui est inscrit sur une des listes électorales de la circonscription où il a présenté sa candidature. Le certificat permet au candidat de voter à un autre bureau de scrutin de la même circonscription.</small>		
OR / OU				
ELECTOR WITH A PHYSICAL DISABILITY <small>A transfer certificate to vote at a polling station with level access in the same electoral district may be issued to an elector with a physical disability, if the elector's polling station is without level access.</small>		ÉLECTEUR AYANT UNE LIMITATION FONCTIONNELLE <small>Un certificat de transfert peut être délivré à un électeur ayant une limitation fonctionnelle si son bureau de scrutin n'est pas accessible de plain-pied, de façon à ce qu'il puisse voter à un bureau de scrutin accessible de plain-pied à l'intérieur de la même circonscription.</small>		
CERTIFICATE <small>I hereby certify that the above name appears on the list of electors for the polling division from which it has now been transferred and that the person so named may now vote at the polling station indicated above.</small>		CERTIFICAT <small>Je, soussigné, atteste que la personne susmentionnée apparaît sur la liste électorale de la section de vote d'où elle a obtenu un transfert, et qu'elle est autorisée à voter au bureau indiqué plus haut.</small>		
DATE <i>01-07-2009</i>		 RETURNING OFFICER OR ASSISTANT RETURNING OFFICER DIRECTEUR DU SCRUTIN OU DIRECTEUR ADJOINT DU SCRUTIN		
This certificate must be given to the deputy returning officer at the poll where the elector will be voting		Ce certificat doit être remis au scrutateur du bureau de scrutin où l'électeur votera		
DISTRIBUTION ▶ White: Person transferred / Blanche: Personne nommée dans le certificat Yellow: DRO of original polling station / Jaune: Scrutateur de la section de vote originale Pink: Returning Officer / Rose: Directeur du scrutin				

Elector's Polling Station Has Moved [using *Transfer Certificate (Moved Poll)*]

If an elector arrives with a *Voter Information Card* that indicates a polling station that has moved to another location:

- Direct him to the deputy returning officer of the polling station that has the shortest line-up.

The deputy returning officer will, upon request and after confirming with the central poll supervisor (if there is one) or returning officer, grant the elector a *Transfer Certificate (Moved Poll)* (EC 50052).

		TRANSFER CERTIFICATE <i>(Moved Poll)</i> CERTIFICAT DE TRANSFERT <i>(Bureau de scrutin déplacé)</i>		EC 50052 (10/07)
Reference: Canada Elections Act 158(4)		Référence : Loi électorale du Canada 158(4)		
Instructions to Deputy Returning Officer:		Instructions au scrutateur :		
<p>This Transfer Certificate may be issued to an elector whose polling station was moved to another location after he has received his Voter Information Card.</p> <p>Ask the elector to provide satisfactory proof of identity and residential address. Contact your returning officer to receive confirmation to issue a transfer certificate to this elector. Record information below as provided by the returning officer. Verify that proof of identity and residential address provided by the elector matches the information provided by the returning officer.</p>		<p>Ce certificat de transfert peut être émis à un électeur dont le bureau de scrutin a changé d'adresse après que l'électeur a reçu la Carte d'information de l'électeur.</p> <p>Demandez à l'électeur de présenter une preuve satisfaisante d'identité et d'adresse résidentielle. Communiquez avec le directeur du scrutin pour obtenir confirmation pour émettre un certificat de transfert. Veuillez inscrire toute l'information que le directeur du scrutin vous transmettra sur ce formulaire et par la suite vérifier que les preuves d'identité et d'adresse résidentielle présentées par l'électeur concordent avec les renseignements fournis par le directeur du scrutin.</p>		
ELECTORAL DISTRICT / CIRCONSCRIPTION <i>Ottawa-Nepean</i>		CERTIFICATE NO. / N° DU CERTIFICAT NO. <i>93</i> N°		POLLING STATION / BUREAU DE SCRUTIN FROM / DE TO / À NO. <i>150</i> N°
Issued to / Émis à NAME / NOM <i>John Taylor</i>		ADDRESS / ADRESSE <i>432 Main</i>		
MUNICIPALITY / MUNICIPALITÉ <i>Nepean</i>		POSTAL CODE / CODE POSTAL <i>M3X 5R4</i>		
CERTIFICATE I, undersigned, certify that I have confirmed with the returning officer that the above name appears on the list of electors for the polling division from which it has now been transferred and that the person so named may now vote at the polling station indicated above.		CERTIFICAT Je, soussigné, atteste que j'ai confirmé auprès du directeur du scrutin que le nom de la personne susmentionnée apparaît sur la liste électorale de la section de vote d'où elle a obtenu un transfert, et qu'elle est autorisée à voter au bureau indiqué plus haut.		
DATE <i>2009-07-01</i>		DEPUTY RETURNING OFFICER / SCRUTATEUR <i>Mary Smith</i>		
This certificate must be returned to the returning officer in document envelope EC 50460		Ce certificat doit être remis au directeur du scrutin dans l'enveloppe EC 50460		

POLLING DAY

Providing Information about Acceptable Proof of Identity and Address

Every elector must provide acceptable proof of identity and address before being allowed to vote. Acceptable types of identification are listed on the *Remember: To vote, you must prove your identity and address* poster (EC 94036) and are summarized as follows:

- ✓ One original piece of identification showing his photo, name and address, issued by a Canadian government, whether federal, provincial or local, or an agency of that government; or
- ✓ Two original pieces of identification authorized by the Chief Electoral Officer, each of which establishes his name and at least one of which establishes his address; or
- ✓ If an elector cannot provide the required proof of identity and address, he can be vouched for. He can request that an elector vouch for him who is from the same polling division, whose name is on the list of electors and who has the required proof of identity and address.

No elector may vouch for more than one other elector in an election. An elector who has been vouched for may not vouch for another elector in that election.

Note: Under no circumstances should you verify electors' proof of identity and address. The deputy returning officer is the only person responsible for accepting or rejecting pieces of identification.

Elector Wishes to Correct Errors on the *Voter Information Card*

If an elector says that his name or address is not the same as what is indicated on the *Voter Information Card* and that he wishes to correct the error, direct him to the appropriate polling station.

Elector Does Not Have Acceptable Proof of Identity and Address

If an elector informs you that he does not have acceptable proof of identity and address, according to the *Remember: To vote, you must prove your identity and address* poster (EC 94036):

- Inform him that another elector from the same electoral division and who has acceptable proof of identity and address can vouch for him.
- Then direct the voucher and the elector to the registration officer or the correct polling station.
- If the elector does not have someone who can vouch for him, advise him that he may wish to leave the polling place to retrieve one or more identification documents.
- Offer him a *Remember: To vote, you must prove your identity and address* pamphlet (EC 90189), which lists the pieces of identification authorized by the Chief Electoral Officer.

Assisting Electors with a Visual Impairment

When assisting electors with a visual impairment, provide a verbal description of everything you are doing. For example, when you take an elector's *Voter Information Card*, advise him that you will put it in the *VIC Collection Box* (EC 50255) and explain that this box is used to collect the cards for later shredding.

Be patient. It may take the elector longer to complete every action. This can happen, for example, if he wants to know whether his proof of identity and address is acceptable to register or vote.

This is how to welcome the elector:

- Greet him by saying who you are and what you do.
- Ask him whether he needs help.
- Find the polling station where he needs to vote.
- Offer him your arm to guide him to the polling station. Some electors may prefer to simply follow you instead.
- Warn him of any obstacles he may encounter while walking.
- If there is a line-up at the polling station, tell the elector how many people are ahead of him. If you leave him, say that you will come back at regular intervals to check on the progress of the line.
- While the elector is in the line-up, remind him of the different types of proof of identity and address that are acceptable for voting.
- When the deputy returning officer is ready to attend to the elector, let him know that he can now start the voting process.

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 retuning 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.

Close of the Polls

If, at the time specified for the close of the polls, there are still electors waiting to vote, either inside or outside the polling place, follow these procedures:

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

Closing the Accessibility Feedback Station Each Day of the Advance Poll

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);
- 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);
- **Immediately** return the envelope to the election officer responsible for providing documents to the returning officer after each day of the advance polls; and
- If possible, recycle the box after the close of polls on each day of the advance polls.

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.

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 person responsible for the return of all election materials; and
- Recycle the *Feedback Box* and *Accessible Voting* posters, if possible.

Completing Your Final Tasks

After the last elector has voted, you must:

- Remove all electoral signs from inside and outside the polling place and give them to a central poll supervisor (if there is one) or deputy returning officer.
- Dispose of any papers that electors may have left behind, and ensure that no document containing personal information is left at the polling place.
- Carry out any additional tasks that a central poll supervisor (if there is one) or deputy returning officer asks you to complete.
- If you have been directed to, assist the central poll supervisor in performing the quality control measures indicated in the *Closing Instructions for the Deputy Returning Officer* (EC 50020). Help the central poll supervisor return the ballot boxes and all election materials.
- If there is no central poll supervisor, perform the quality control measures indicated in the *Closing Instructions for the Deputy Returning Officer* (EC 50020).
- If there is no central poll supervisor, give the *VIC Collection Box* (EC 50255), the folders containing the completed *Statement of the Electors Who Voted on Polling Day* (EC 50111) forms and all of your other election materials to the deputy returning officer.

Frequently Asked Questions

Why are you collecting my *Voter Information Card*?

Elections Canada will properly dispose of the card (i.e. by shredding it) to ensure the confidentiality of personal information that appears on it. An elector has the option of keeping his card.

I live at 2525 Pokey Street. Where do I vote?

- If an elector does not have his *Voter Information Card* with him and says that he did not receive one, tell him that he will have to show acceptable proof of identity and address in order to vote. Locate his address in the *Poll Key* and direct him to the appropriate polling station.
- If an elector does not have acceptable proof of identity and address, ask him whether another elector, who resides in his polling division and has acceptable proof of identity and address, can vouch for him. If so, direct both of them to the correct polling station.
- If an elector does not have acceptable proof of identity and address, and does not have someone to vouch for him, offer him a *Remember: To vote, you must prove your identity and address* pamphlet (EC 90189), which lists the pieces of identification authorized by the Chief Electoral Officer of Canada.

I am not on the list of electors. Where do I go to register?

- If there is a registration desk in your polling place, an elector can register there. The registration officer will complete a *Registration Certificate* (EC 50050) and give it to the elector, who will then be directed to the correct polling station in order to vote.
- If there is no registration officer in your polling place, direct the elector to the appropriate polling station. The deputy returning officer will give him a *Registration Certificate* (EC 50050).

Is my name on the list of electors?

- If an elector tells you that he did not receive a *Voter Information Card*, but he has acceptable proof of identity and address, according to the *Remember: To vote, you must prove your identity and address* poster (EC 94036), locate his street address in the *Poll Key*.
- Direct him to the registration officer (if there is one) or to the appropriate polling station, where the deputy returning officer will verify whether the elector is registered.
- If an elector tells you that he has neither his *Voter Information Card* with him nor acceptable proof of identity and address, according to the *Remember: To vote, you must prove your identity and address* poster (EC 94036), refer to “Providing Information about Acceptable Proof of Identity and Address” on page 34.

I am blind and require assistance. Can you or someone else help me vote?

- Be courteous and introduce yourself as an information officer.
- Offer to guide the elector to his polling station by offering your arm. Let him know that the deputy returning officer can help him vote or, if he wishes to vote alone, provide him with a *Voting Template*.
- Remember that service dogs must always be allowed into the polling place.
- Once the elector has voted, offer to help him to the door of the polling place.

I am in a wheelchair and am having difficulty entering the building. Can you or someone else help me come in and vote?

- If the entrance is not fully accessible, locate another entry that is more accessible.
- Ask the elector whether he requires further assistance to get to his polling station.

To whom do I give this *Transfer Certificate* (EC 10190)? How can I vote?

- Tell the elector to give the certificate to the deputy returning officer of the appropriate polling station (shown at the top right of the form). Let him know that he will have to provide acceptable proof of identity and address, according to the *Remember: To vote, you must prove your identity and address* poster (EC 94036).
- Once the deputy returning officer has accepted the elector's proof of identity and address, and after the poll clerk has entered the necessary information from the certificate into the *Poll Book* (EC 50060), the elector will be allowed to vote.

I have a complaint about a deputy returning officer or a poll clerk. Who can I talk to?

Ask the elector to speak to the central poll supervisor (if there is one) or the returning officer. You may also give him the returning officer's telephone number.

Reference Materials

Sections of Law Related to Accessibility

Canadian Human Rights Act

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

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

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

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

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

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

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

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

Canadian Charter of Rights and Freedoms

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

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

James Peter Hughes v. Elections Canada - Summary

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

1) First Electoral Event

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

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

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

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

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

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

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

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

3) The Second Electoral Event

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

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

4) Post-Election, Tribunal Hearing and Decision

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

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

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

5) Remedies

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

- Greater consultation with voters with disabilities and disability groups, with a consultation plan to be formulated within 6 months upon discussion with other parties.
(6 months)
- Cease order re situating polling stations in locations that do not provide barrier-free access, subject to standard of bona fide justification and the duty to accommodate to the point of undue hardship, once a prima facie case of discrimination has been established.
- Implement a procedure for verification of accessibility of facilities on the day of an electoral event and consult with other parties regarding same.
(6 months)
- Review of Accessible Facilities Guide, Accessibility Checklist, and accessibility sections of the Manuals for ROs and other categories of election workers (CPSs, DROs, Poll Clerks, Information Officers and Registration Officers), and consult with other parties about same.
(12 months)
- Revise standard lease for polling locations to include the requirement that the leased premises provide level access and are barrier-free, and consult with other parties about same.
(6 months)
- Provide sufficient and appropriate signage at elections, including the universal accessibility symbol so that voters with disabilities can easily find the shortest and most appropriate route to all accessible entrances at polling stations, and consult with other parties about same.
- Review, revise and update training manuals and programs concerning accessibility issues for ROs and officials below them, and training to be given to every officer or employee who deals with disability and accessibility issues, including the CEO and senior management, the accessibility officers at national headquarters, the ROs and others in the electoral districts. EC officials are to be trained as well on the new public complaints process. The training materials are to include the *Hughes v. Elections Canada* reasons for decision, and a case study made from it for training purposes. EC is to consult with other parties about same.
(12 months)

- Implement a procedure for receiving, recording and processing verbal and written complaints about lack of accessibility and suitably publicize same. EC shall execute this reporting requirement for a period of three complete general election cycles. EC is to consult with other parties about same. (6 months)
- Elections Canada is to report to the Tribunal in at least three-month intervals about its progress in implementing the Order, and the Tribunal remains seized in the matter to the later date of the reporting of accessibility complaints by EC after the next general election and the implementation of the other parts of the Order, including any further implementation Orders as required.

Case Study - Rev. James Peter Hughes

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

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

