



Information Officer Guidebook

Two horizontal bars, one purple and one grey, stacked on top of each other, extending across the width of the page.


Important information



Electoral District Name and Number



RO Office Address




Advance Polling Days

Friday _____

Saturday _____


Sunday _____

Monday _____




Voting Hours on Advance Polling Days


9 a.m. to 9 p.m.



First day of Revision (only needed for a By-election)




Emergency Phone Numbers




RO Name & Phone Number

Press 9 to override automated message




Election Day

Monday _____



Voting Hours on Election Day

_____ a.m. to _____ p.m.



Time to Arrive at Polling Place

_____ a.m.

Table of Contents

Supplies.....	3
Getting ready	
Get ready the night before	6
Set up your station	7
What should be on my desk to serve electors?.....	9
During voting hours	
Directing elector to a service desk.....	12
Eligibility	13
Acceptable ID	13
Supporting health and safety measures in the polling place	14
Traffic or lineups	15
Collecting documents from the voting desk	15
Door Duty.....	16
Contact Tracing.....	17
After voting hours	
Close your station.....	20
Supporting the Counting of Ballots	22
Helping electors	
I think the elector might need help.....	26
Elector has a disability	26
Service animals	27
Tools for electors who need extra help	28
The elector wants to be served in French	29

The elector wants help from an interpreter	29
--------------------------------------------------	----

Other key information

Breaks and lunches	32
Cell phones in the polling place	32
Candidates' representatives	33
Visitors	34
Auditors	35
Media representatives	36
Feedback, concerns or complaints	37
Suspicious activities	37
Workplace harassment and violence.....	38

If you are facing a situation that isn't described in this guidebook, or you need additional help, see your **CPS**.

Supplies

The **office** decides what supplies you will receive from this list. Some or all of them may be given to you by the **CPS** at the polling place:

- ☐ **EC 10130** Solemn Declaration
- ☐ **EC 90189** Have Your ID Ready to Vote
- ☐ **EC 50065** Entry Register
- ☐ **EC 50154** Entry Register: Privacy Protection Statement
- ☐ **EC 50428** Visitors Log
- ☐ **EC 50140** Welcome to Your Polling Place Card – *1 pad*
- ☐ **EC 50210** Election Personnel Identification Card
- ☐ File folders with candidates' names (*ordinary polls only*)
- ☐ Blue pen

GETTING READY

p. 5-9

This section tells you how to get ready before voting days and when you arrive at the polling place.

Tips

- Notes have been added throughout the book to provide further context to instructions. If you need, feel free to add your own, as well
- Polling places may be hot or cold, and you may be working at an exterior door – be prepared for both
- You will set up your own station. The **CPS** will need your help to get the polling place ready too. You might help the **CPS**:
 - set up the tables and chairs and organize the room
 - put up posters and signs
 - do site checklists
- Make sure you know who to ask for help

Get ready the night before

- 1 If you are unable to work, call the **office**
- 2 Check that you know where the polling place is located
- 3 Have your signed *Solemn Declaration* **EC 10130** with you when working at the polling place and keep it with you all the time
- 4 Review Have your *ID Ready to Vote* **EC 90189**
- 5 Prepare any food, water and medication you will need
- 6 Do not wear political party colours or scented products at the polling place
- 7 Bring your masks with you if you are wearing personal ones (disposable masks will be available at the polling place)

Set up your station

- 1 Arrive at the polling place at the time written at the front of this guidebook
- 2 Report to your **CPS**, get your supplies and instructions
- 3 If your table is not set up, set it up at the entrance to face electors as they arrive

Make sure there is enough space for people with reduced mobility (e.g. in a wheelchair)

Note candidates' representatives may arrive during set-up – **p. 33**

- 4 Write your name and "**Information Officer**" on *Election Personnel Identification Card* **EC 50210** and put it on. Wear it at all times



- 5 Organize supplies on your table – **p. 9**
- 6 Find where polling stations, washrooms, public telephones and emergency exits are located
- 7 Find the designated accessible entrance and check that the automatic door opener works
- 8 Do any other tasks assigned by the **CPS**
- 9 Review *Have Your ID Ready to Vote* **EC 90189**
- 10 On election day only, if you are the **IO** assigned to handle the *Sequence Number Sheets*, lay out *File folders* with candidate names on the table, plus one extra folder for spares
- 11 At the start of voting hours written at the front of this guidebook, serve electors – **p. 12**

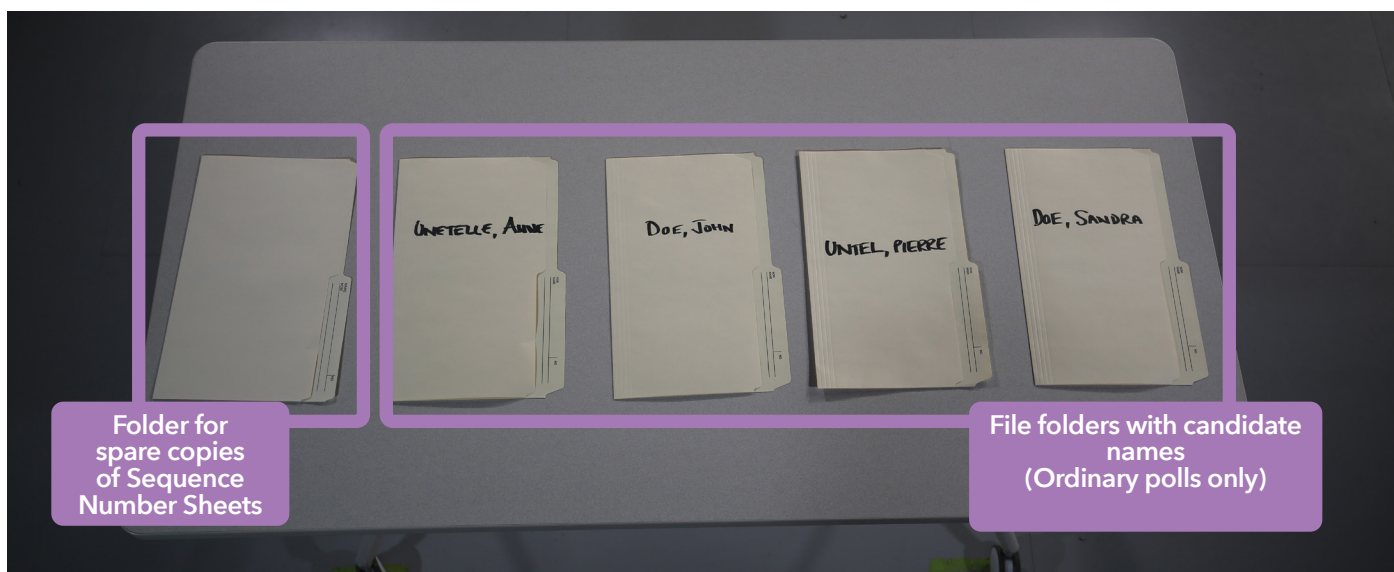
What should be on my desk to serve electors?

Check that you have everything. Tell the **CPS** if anything is missing.

Note **CPS** may also give you other supplies

Make sure that hand sanitizer is available to electors at the entrance to the building or the voting room.

Based on your role, you may have one or more tables with various items.



DURING VOTING HOURS

p. 11-17

This section tells you the different tasks that need to be completed at the polling place. Your **CPS** will assign your tasks.

Tips

- Your **CPS** will plan for breaks. Wait for your replacement before taking a break

Directing elector to a service desk

Remember:

Ask - Listen - Do
(A-L-D)

- 1 Greet the elector by saying "Hello, bonjour"
- 2 Ask them if they have their voter card and ID with their name
If they do, find their polling station number on the back of the voter card and direct them to their polling station
If they do not or for any other situation, direct them to the **RegO**
- 3 Tell them to have their ID and voter card (if they have one) ready to place on the table so that the election officer can see it
- 4 Tell them to line up at the appropriate table at the next available floor marker, and to only move forward when directed by the **election officer**

Remember:

- You do not usually need to directly handle elector ID
 - Instead, ask electors to show you their voter card with the polling station number facing you, so that you can direct them to the correct polling station
- Candidates and representatives should be sent to the **CPS**
- Assist the **CPS** with controlling the flow of electors
- After elector has voted, direct them to the exit doors

Note only a **DRO** or **CPS** can decide what ID are acceptable

Eligibility

To vote at a polling station, an elector must be:

- at least 18 years old on election day
- a Canadian citizen
- living at an address assigned to that polling station

Acceptable ID

When they vote, an elector must show acceptable ID or be vouched for. Acceptable ID proves who they are and where they live. Many different combinations of documents are acceptable. If an elector does not have acceptable ID, in certain circumstances, another elector may vouch for them. The ID combination options are listed on *Have Your ID Ready to Vote* **EC 90189**. Documents not listed there are not acceptable.

The documents must be in English or French (or Inuktitut, in Nunavut).

E-statement and e-invoice printouts are acceptable. They can also be shown on a mobile device.

Other photocopies or scans are not acceptable.

Expired documents are acceptable if they show the elector's name and current address.

Documents on which the address has been added by hand are not acceptable as proof of address, unless it has been added by the person or organization that issued the document. The ID is acceptable as proof of name as long as the name is printed e.g. passport.

Refer to *Have Your ID Ready to Vote* **EC 90189** when you're not sure.

Remember:

- Greet the elector by saying "Hello, bonjour"
- Ask, Listen, Do (A-L-D)

Supporting health and safety measures in the polling place

All relevant health and safety protocols for electors and visitors will be clearly displayed on posters placed outside the polling place. You will be stationed near the entrance to direct electors and visitors, answer questions, and provide information. Make sure the entrance and/or exit to the polling place is accessible to everyone, especially for people who may find it difficult to open the doors.

This may include:

- Directing electors to hand-sanitizing station
- Providing non-medical face coverings to any elector not wearing one

Note electors may enter the polling place, register and vote without a mask

- Disinfecting areas of the voting room or polling place as needed

You may also be asked to:

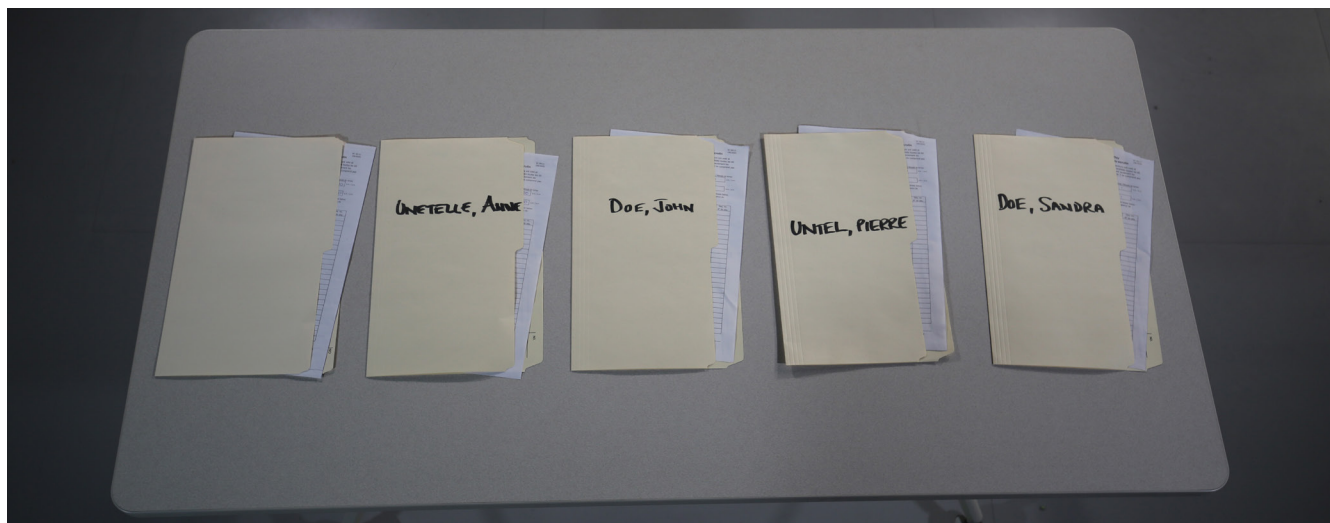
- Make sure the voting room is not over capacity
- Collect used pencils from polling stations to be returned to the **office**
- Direct electors to the voting room
- Direct electors to leave through an alternate exit, if there is one

Traffic or lineups

- 1 Ask electors to keep 2 metres apart
- 2 Politely ask electors who have voted to leave
- 3 If traffic persists, ask the **CPS** for help

Collecting documents from the voting desk

- 1 Every 60 minutes, collect the following items and make sure the polling division is written at the top
 - any **completed** forms and certificates (from the folder on **DRO** desk)
 - copies of *Sequence Number Sheet* **EC 50111** (leave original with **DRO**) – ordinary polls only
- 2 Put completed forms and certificates in the *Office Documents Bag* **EC 50390**
- 3 At **ordinary polls**, put a copy of the *Sequence Number Sheet* from each voting desk into each candidate's folder. Put extras in *File folder for spare copies*



Door Duty

Remember:

- Greet the elector by saying "Hello, bonjour"
- Ask, Listen, Do (A-L-D)

Your job is to make sure the entrance and/or exit to the voting place is accessible to everyone, especially for people who may find it difficult to open the doors.

Tasks

- Stay by the doors at all times and never leave them unattended
- Smile, be polite and respectful to everyone
- Look out for anyone who might have difficulty entering or leaving
- Open and hold the door open for anyone who might have difficulty entering or leaving
- Offer help to anyone who may need it
- Make sure someone takes over before you go for a break

Your supervisor will:

- Visit you at least every 2 hours to make sure all is well
- Make sure you get breaks, if you need them
- Assign other workers to the door so you can take turns, if possible

Contact Tracing

Due to the COVID-19 pandemic you will be required to assist in completing a log for contact tracing, provided by **Elections Canada**. Instructions will be provided.

AFTER VOTING HOURS

p. 19-23

This section tells you how to close your station after the close of polls and how to support the counting of ballots with the **DRO**.

Close your station

- 1 At the end of voting hours, finish serving electors and close the doors

Note electors who are in line before the end of voting hours (written at the front of this guidebook) are allowed to vote

- 2 **On the last day of polls**, collect protective barriers and voting screens from the service desks

- 3 Collect the remaining **completed** documents from each polling station and put inside *Office Documents Bag EC 50390*:

Note make sure the polling place is written on the *Office Documents Bag EC 50390* and that the polling division number is written at the top of each form or certificate

- **EC 50034** Qualification Form
- **EC 50036** Helper Form
- **EC 50049** Correction Form
- **EC 50055** Vouching Form
- **EC 50050** Registration Certificate
- **EC 50051** Voting Status Certificate
- **EC 50052** Transfer Certificate
- *Remaining copies of EC 50111 Sequence Number Sheet - Election Day to put in candidate's folder*
- **EC 50109** Sequence Number Sheets - Advance Polls
or
EC 50385 Envelope: Sequence Number Sheets *containing the original sheets (for ordinary polls)*

- 4 At **advance polls**, lay out *Sequence Number Sheets EC 50109* on the table for candidates or representatives to take a picture (they cannot take the sheets with them). Then put the sheets inside *Office Documents Bag EC 50390*

5 At **ordinary** polls:

- put any remaining copies of *Sequence Number Sheet* **EC 50111** into each candidate's folder
- put *Envelope: Sequence Number Sheets* **EC 50385** containing the original sheets inside *Office Documents Bag* **EC 50390**

6 Do any other tasks assigned by the **CPS**

Note you may be asked to witness or support the counting of ballots if you are working on election night – you can only act as a witness if you are a qualified elector (you must be a Canadian citizen and 18 years of age or older)

7 Fill out *Time sheet for the Election Worker* **EC 11655** from **CPS** before you leave

Supporting the Counting of Ballots

It is **mandatory** to have two **election officers (EO)** count the ballots. An **EO** will be assigned to help each **DRO** count the ballots, who will normally be an **IO** or a **RegO**, or in some cases a **CPS**.

Your **CPS** will advise you if you are expected to assist a **DRO** in counting the ballots.

The **DRO** is usually the "**Counter**" who will count the ballots and the second **EO** is usually the "**Recorder**" who will record the ballot count on the tally sheet.

Only the **Counter** should touch ballots

Counter

- 1 Unseal top of ballot box
- 2 Take one ballot out of the ballot box and make sure **DRO** initials and PD of the polling station are on the back

Note there may be different **DRO** initials. Compare initials on ballots with the initials of all **DROs** on *Log of poll workers - Events Log* (page 2-3) **EC 50060**

- 3 Unfold the ballot and say out loud which candidate is marked. Show it to everyone present
- 4 Put the ballot in its appropriate pile (one pile for each candidate and a pile for rejected)

Recorder

- 5 On *Tally Sheet* **EC 50090**, each time a candidate's name is called out, put a mark under that name. For rejected ballots, put a mark in the rejected column

Counter and Recorder

- 6 Repeat **steps 2-5** until every ballot has been placed in a pile

Counter

- 7 Make sure there are no ballots left in the box (check under flaps). Show it to everyone present. Set the box aside

Recorder

- 8 Write the totals in each column of the *Tally Sheet* **EC 50090**

Counter

- 9 Count each pile of ballots and compare the number to the *Tally Sheet* **EC 50090**

If a total does not match, count that ballot pile one more time and compare it against the total on the tally sheet

If they still do not match, consider the physical ballot count to be correct. Ask the **Recorder** to make a note on the tally sheet about the mismatch then move on to the next step

- 10 On each envelope, write the total number of ballots counted or "**NIL**" if none
- 11 Put each pile of ballots inside its appropriate envelope. Leave the envelopes open
- 12 Complete the *Statement of the Vote* **EC 50100**


When the *Statement of the Vote* has been completed, the second **EO** has finished their role in counting the ballots. They can see **CPS** for further instructions

HELPING ELECTORS

p. 25-29

This section tells you what to do when an elector needs further assistance.

I think the elector might need help

- 
- 1 **Ask** them if there is anything you can do to help
 - 2 **Listen** carefully to what they say and be patient
 - 3 **Do** your best to assist them

Elector has a disability

You are legally required to accommodate electors with disabilities and serve them in a way that respects their dignity.

Face the elector and speak calmly. If they have a hearing impairment, your natural facial expressions, gestures and body movements will help them understand.

Lip reading

If an elector is deaf or reads lips, it may help them if you remove your mask for a short period. Keep at least a 2 metre distance between you and the elector. Wear your face shield or stand behind a screen, if you have one. Talk calmly, so that they can read your lips. Do not shout as it will not help, and may cause air droplets to spread further.

Large-grip pencils

Make sure that any electors that need to use the large grip pencils, have one. Collect it after it is used. If you run short of clean unused large-grip pencils, you can disinfect them for reuse.

Cell phones or assistive devices

Electors are allowed to use their cellphone behind the voting screen as an assistive tool to help them vote. If an app is used to take a photo of the ballot, ask them to make sure the photo is deleted after they have voted.

Service animals

Service animals are allowed inside the polling place where local law permits.

If the elector considers the animal to be a service animal, treat it as a service animal at the polling place. You do not need to know if the animal is trained or if the person has a disability.

Service animals are working animals and should not be disturbed unless there is good reason to do so.

Some service animals, like dogs, might make noise or bark in order to assist the person. Do not disturb service animals when they make noise, unless the noise is excessive.

If conflict arises, contact **CPS** for them to try and resolve it to the satisfaction of everyone involved and to complete an *Incident Report* **EC 10051**

Tools for electors who need extra help

Some electors may need extra tools to vote independently.

This tool is at every table, including yours:

- **EC 50140** Welcome to Your Polling Place Card – *can be used to explain the voting process*

The **CPS** also has these tools:

- Magnifier – *used to magnify and illuminate a document so the elector can see it better*
- Braille list of candidates – *for electors who can read braille (at ordinary polls only)*
- **EC 50170** Voting Template – *used to hold the ballot in place and to help electors feel where to mark the ballot*
- **EC 78645** Signature Guide – *used to help sign documents in the correct location*

The **DRO** also has this tool:

- **EC 50174** List of Candidates in Large Print – *printed in a larger format for electors with a visual impairment*
- Large pencil for voting – *some electors may find this large wooden pencil easier to use*

The elector wants to be served in French

Electors have the right to be served in the official language of their choice. You are provided with tools to do so.

- 1 Say "Un moment s'il vous plaît," and ask the **CPS** if there is someone who is bilingual who can help
- 2 If there isn't someone who is bilingual, give the elector *Bienvenue à votre lieu de vote* **EC 50140**

Note the card explains the voting process. You can point to the steps as you do them

- 3 If the elector is having difficulty, the **CPS** can call **1-800-463-6868** and ask for interpretation services

The elector wants help from an interpreter

Direct the elector to the **registration desk**

OTHER KEY INFORMATION

p. 31-39

This section provides information about possible situations that may occur during the polling place's business hours.

Breaks and lunches

The **CPS** is to schedule breaks and meals during non-peak hours in order to avoid a disruption of service to electors. You will be replaced by another **EO** so that you may take your break outside of the voting room. Remember the following

- Disinfect your hands before you touch any of your personal items
- Do not eat meals or snacks at the service table between serving electors. Step away from the desk to take a break and remove your mask
- Maintain physical distancing and avoid group gatherings during breaks and lunch
- Try to bring your own lunch and dinner, and avoid ordering shared foods (e.g. pizza)

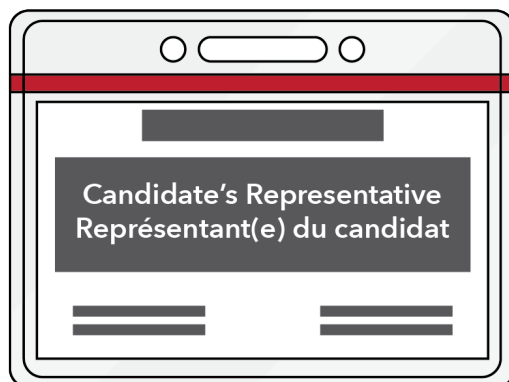
Cell phones in the polling place

Electors, candidates or representatives can use their cell phones inside the polling place if they do not disturb others.

No one may record, film or take pictures inside the voting place. There are three exceptions:

- 1 Electors with accessibility needs are allowed to use their cell phone behind the voting screen as an assistive tool to help them vote – **p. 26**
- 2 Candidates' representatives are allowed to use their cell phone to take pictures of *Sequence Number Sheets* after advance voting hours are over – **p. 33**
- 3 You may use your cellphone when you are on a break, away from your service desk, and not serving electors

Candidates' representatives



Candidates and representatives must wear their **Elections Canada** authorized ID badge at all times. They must sign in and sign out of the polling place each time on the *Visitors Log* **EC 50428**.

Their main contact is the **CPS**, who can ask them to leave or have them removed if they don't follow *Guidelines for Candidates' Representatives* **EC 20045**.

They must stay neutral in the polling place, respect the secrecy of the vote and respect the safety protocols in place.

If you have any questions about the behaviour of candidates or representatives, talk to the **CPS**

When a candidate's representative arrives at the polling place

- 1 Send them to the **CPS** to sign in each time using *Visitors Log* **EC 50428**
- 2 If they are observing at polling stations or the **registration desk**, show them where they can sit

Sequence Number Sheets

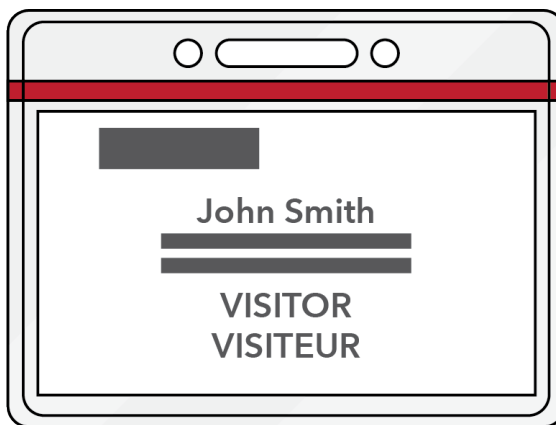
At **ordinary polls** only, give them any *Sequence Number Sheet* **EC 50111** from the folder for their candidate, if they are collecting them.

At **advance polls**, once voting is over for the day candidates or representatives may take a picture of *Sequence Number Sheet* **EC 50109**, but they may not take the sheets with them.

Observing the ballot count

When counting ballots on election night, candidates or representatives can observe the count, but cannot take any photos.

Visitors



Elections Canada authorizes visitors. They must wear the badge shown above.

Their main contact is the **CPS**.

They must stay neutral in the polling place, respect the secrecy of the vote and respect the safety protocols in place.

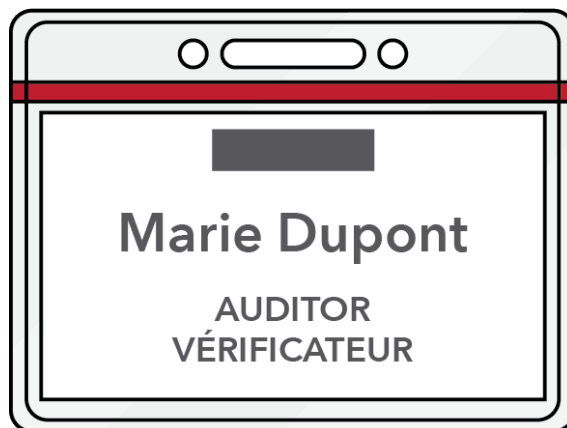
They might be alone or in a group. They might be observing any aspect of the polling place. They will not interrupt you or the voting process, but they might ask questions if you are not busy.

If you have any questions about the behaviour of visitors, talk to the **CPS**.

When a visitor arrives at the polling place

- 1 Ask to see their badge. If they don't have it, send them to the **CPS**
- 2 They need to sign the *Visitor's Log* **EC 50428**
 If you have it, have them sign in. If the **CPS** has it, send them to the **CPS**
- 3 Show them where they can sit

Auditors



The *Canada Elections Act* requires that an audit take place to ensure compliance of the procedures at polling places. An auditor may come to your polling place.

Elections Canada authorizes auditors. They must wear the badge shown above.

Their main contact is the **CPS**.

They must stay neutral in the polling place, respect the secrecy of the vote and respect the safety protocols in place.

Auditors usually work alone. They are observing voting procedures and reviewing the records being kept. They may observe at polling stations and at registration desks. They will not interrupt you or the voting process.

If you have questions about procedures, ask the **CPS**, not the auditor. If you have any questions about the behaviour of auditors, talk to the **CPS**.


When an auditor arrives at the polling place

- 1 Ask to see their badge. If they don't have it, send them to the **CPS**
- 2 They need to sign the *Visitors Log* **EC 50428**
 If you have it, have them sign in. If the **CPS** has it, send them to the **CPS**
- 3 Show them where they can sit

Media representatives

By law, media representatives are not allowed inside the room where voting is taking place, except by special arrangement with **Elections Canada** in the event a registered party leader is voting at the polling place

If a media representative arrives unexpectedly

- 
- 1 Tell them to wait outside the voting room
 - 2 Call the **CPS**

Good to know

- that by law they are not allowed to enter the room where voting is taking place
- that they can call **1-877-877-9515** or visit **www.elections.ca** for more information
- that they may take pictures and video footage from outside the door of the room or through a window
- that they may not prevent electors from entering the room
- that they may not do anything that might compromise the secrecy of the vote

Feedback, concerns or complaints

If someone has feedback, a concern or a complaint:

- Take it seriously
- If it is something you can address easily and quickly, address it, then tell the **CPS**
- If you cannot address it easily and quickly, tell or direct the person to the **CPS**

Let the elector know that they can leave feedback on accessibility and their experience receiving services. They can use the *Feedback on Accessibility and Voter Experience Form* **EC 50119** available near the front of the voting room. Inform your **CPS** of the situation. If the situation warrants it, an *Incident Report* **EC 10051** can be filled out with all the details of what has been done to help the elector.

Suspicious activities

- 1 Inform the **CPS** right away
- 2 Give them as much detail as possible, such as the person's name, address, time of incident and any statements made by that person so that they may fill out an *Incident Report* **EC 10051**
- 3 Follow their instructions

Some examples of suspicious activities include:

- destroying or removing electoral material or campaign signs
- trying to use a fake ballot or one that was not issued to the elector by the **DRO**
- leaving the polling place with a ballot(s)
- trying to register or vote when not eligible or encouraging someone else to do so
- trying to force someone to vote or refrain from voting
- being intimidating or violent towards someone
- spreading false or misleading information about candidates, political parties, when, where and ways to register and/or vote, or about qualifications to vote
- taking photos or video inside the polling place unless pre-authorized by the **Chief Electoral Officer**
- displaying campaign material inside a polling place

Workplace harassment and violence

Elections Canada upholds a **zero tolerance** policy on workplace harassment and violence.

The **CPS** is designated to receive, document and report incidents happening at the polling place.

See the **CPS** if you witness or are a victim of harassment or violence.

