# Elections Canada

# Stakeholder Engagement on New Voter Identification Requirements

## Final Project Report

**Submitted by:**

**The Centre for Excellence in Communications**
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# A.    Executive Summary

In the spring and summer of 2008, Elections Canada undertook a stakeholder engagement project designed to assist the agency to understand, validate and, ultimately, mitigate to the extent possible the challenges posed by the new requirements for proof of voter identity and residential address, passed by Parliament in 2007. The project was carried out mainly through stakeholder engagement sessions with the groups of Canadians identified as facing potential challenges in meeting the new requirements – homeless people, seniors/long-term care facility residents and students.

The key project findings and conclusions were:

1.  The new voter identification requirements did not present a major issue during the by-elections in the stakeholders' ridings, with the exception of homeless people, new Canadians residing in high-density housing and urban centres, students living in residences, and seniors and other individuals living in long-term care facilities.

2.  The principal challenge for the above groups of Canadians was their inability to provide a residential address in the context of the new voter identification requirements. Concrete suggestions for addressing this challenge ranged from inclusion of specific additional pieces of documentation on the list of identification authorized by the Chief Electoral Officer (see recommendations 1-3) to changes in Elections Canada's administrative procedures (see recommendations 4-8).

3.  Improved communications, stakeholder relations and community outreach will be among the key success factors in addressing the challenges encountered with the new voter identification requirements (see recommendations 9-16).

4.  A number of specific suggestions requiring possible legislative change were made under Option 1 of the new voter identification requirements, including the possible creation of a national voter identification card and acceptance of identification cards issued by provincial and municipal agencies and recognized national and provincial organizations (see recommendations 17-21).

5.  There is a need to increase the internal capacity of Elections Canada to take advantage of the significant desire among the groups involved in the stakeholder engagement project to collaborate with Elections Canada on improving communications and outreach activities directed at their members and to improve the administration of future elections (see recommendations 22-25).

6.  There is a major opportunity for improvement in Elections Canada's stakeholder relations activities through creation of a systematic approach to enhance and manage such relationships, including, in addition to the groups identified, those with new Canadians (see recommendations 26-27).

The stakeholder engagement project was a successful Elections Canada initiative and was well received by the groups and individuals involved. The project and the report's recommendations provide a solid base for Elections Canada to significantly improve its overall stakeholder relations, as well as the impact of its communications and outreach activities.

# B. Project Report

## 1. Introduction

The *Canada Elections Act* was amended in 2007. To vote in a federal election, electors must now prove their identity and address by providing one piece of government-issued photo identification showing their name and address (Option 1), or two pieces of identification authorized by the Chief Electoral Officer (CEO) of Canada, each of which establishes their name and at least one of which establishes their address (Option 2). Option 3 allows an elector to take an oath and be vouched for by another elector whose name is on the list of electors for the same polling division, and who has the necessary piece(s) of identification to establish his or her identity and address.

The new voter identification requirements were first implemented during the September 17, 2007 by-elections held in Outremont (Quebec), Roberval–Lac-Saint-Jean (Quebec) and Saint-Hyacinthe–Bagot (Quebec), and subsequently during the March 17, 2008 by-elections held in Desnethé–Missinippi–Churchill River (Saskatchewan), Toronto Centre (Ontario), Vancouver Quadra (British Columbia) and Willowdale (Ontario).

To fulfill its mandate, Elections Canada must make certain that all electors have access to the electoral process and know how to exercise their right to vote in federal elections. The agency must then fully understand challenges faced by electors in casting their vote and, in this context, those possibly presented by new requirements concerning proof of identity and residential address introduced by Bill C-31 and Bill C-18 and passed by Parliament in 2007.

The great majority of the electoral population will be able to fulfill voter identification requirements using a driver's licence, and evaluation of the 2007 and 2008 by-elections did not show any wide-spread problems with implementing voter identification. However, a number of possible challenges have been identified for certain target audiences and specific geographic areas of the country, specifically:

- homeless people
- seniors/long-term care facility residents
- students; and
- new Canadians

In early May 2008, following a competitive proposal process, Elections Canada contracted the Centre for Excellence in Communications (CEC) to undertake a stakeholder engagement project. Its purpose was to assist Elections Canada to understand, validate and, ultimately, mitigate to the extent possible the challenges of supplying proof of identity and address for various identified target audiences from both a communications and an accessibility perspective. The project was conducted mainly through stakeholder engagement sessions with the identified audiences.

This document is the final project report.

## 1.1  Project Scope, Objectives and Limitations

The Elections Canada Voter Identification Requirements Stakeholder Engagement Project had three primary objectives:

- to identify any barriers arising from the implementation of the new identification requirements;
- to determine the effectiveness of the list of identification authorized by the Chief Electoral Officer of Canada, and to assess whether additions or changes could be made to the list to reduce barriers; and
- to determine how Elections Canada can best provide information on the new voter identification requirements to targeted groups that are likely to experience challenges.

The project was implemented in three phases.

*Phase I:*  *Design of a Stakeholder Engagement Framework*, including, among other elements, identification of relevant service organizations to engage and their target audiences; development of preliminary discussion guides for each target audience; identification of risks involved in the project and mitigative approaches. For the purposes of the project, the number of target audiences was limited to homeless people, seniors/long-term care facility residents, and students. (See Appendices 1 and 5 for additional details.)

*Phase II:*  *Design and Delivery of Stakeholder Engagement Discussion Sessions and Interviews* with the organizations and individuals identified in phase one, using informal large- and small-group facilitation approaches and discussion moderation techniques, as well as one-on-one interviews.

Discussion sessions were held with the three target audiences in Vancouver, Ottawa, Toronto and Montréal, involving local, provincial and national organizations representing the three target audiences. (See Appendices 2 and 5 for additional details.) Structured interviews were conducted with 14 of the 28 by-election candidates in the ridings of Vancouver Quadra, Outremont, Toronto Centre and Willowdale. (See Appendix 4 for additional details.) Interviews were also undertaken with 11 field officers involved in those four by-elections. (See Appendix 3 for additional details.)

*Phase III:*  *Preparation of the Final Project Report* on findings and suggestions received from participants of the discussion sessions and the interviews, and recommendations for actions by Elections Canada, including possible future stakeholder engagement activities.

## 1.2 Approach and Methodology

As noted above, the overall project consisted of three discrete phases.

*Phase I: Design of a Stakeholder Engagement Framework*

In this phase, the focus was on the development of an overall stakeholder engagement framework with organizations providing services to the identified target audiences. The methodology and the work undertaken included the following key elements:

- creation of a mergeable database system based on:
  - identification of service organizations and their target audiences from the four selected by-election ridings, in collaboration with field officers. Over 300 organizations were included in the database
  - identification of target audience national and provincial service organizations for possible future Elections Canada stakeholder engagement activities. Close to 200 organizations were identified, researched and incorporated into the database
- identification of different options for the overall stakeholder engagement process
- preparation of the Facilitator Guide and agendas for the stakeholder discussion sessions
- preparation of interview guides for discussions with by-election candidates and with Elections Canada field officers

*Phase II: Design and Delivery of Stakeholder Engagement Discussion Sessions and Interviews*

The major activities during the second phase of the project included:

- organization, delivery, facilitation and reporting of half-day discussion sessions with the three target audiences in Vancouver, Ottawa, Toronto and Montréal (a total of 10 sessions, with over 100 national, provincial and local service organizations represented)
- organization, delivery and reporting of structured interviews with by-election candidates in the four selected by-election ridings
- organization, delivery and reporting of structured interviews with Elections Canada field officers involved in the four selected by-elections

*Phase III: Preparation of the Final Project Report*

In the final phase of the project, the focus was on:

- review and analysis of all relevant project documentation
- development of the structure and content of the final report; and
- writing and submission of the final project report

# 2.    Project Findings

The project produced a significant number of findings related to its three primary objectives. While specific findings are outlined in the sections that follow, below are several overriding findings and conclusions.

## Challenges of the New Voter Identification Requirements

The vast majority of the stakeholders involved in the project, including the by-election candidates and the Elections Canada field officers, believed that the new voter identification requirements did not present a major issue during the by-elections in their ridings. The exceptions involved homeless people, new Canadians residing in high-density housing and urban centres, students living in residences, and seniors and other individuals living in long-term care facilities.

The principal challenge involving the above groups of Canadians was their inability to provide a residential address in the context of the new voter identification requirements. Although the difficulties encountered in the by-election ridings among the target population groups did not reach critical levels, many of those involved also pointed out that among the groups concerned, the new voter identification requirements could present a significant problem during the next federal election, particularly in large urban centres.

## Possible Changes to Voter Identification Requirements

The stakeholders involved in the project have contributed a wide range of concrete and constructive suggestions for addressing the existing challenges. The suggestions ranged from inclusion of specific additional pieces of documentation on the CEO-authorized identification list to changes in administrative procedures that would provide greater flexibility to administrators of various target group facilities and organizations, as well as field election officers.

## Communications and Outreach

Information, communications tools and materials, and outreach activities are considered by all involved to be among the key factors for success in addressing the challenges encountered and in implementing proposed solutions. Increased and open collaboration between Elections Canada and its diverse stakeholder groups across the country will be an important part of mitigating the challenges involved with the new voter identification requirements.

## Regional Differences

The descriptions of the CEO-authorized pieces of identification were not seen by the stakeholders involved in the project as being regionally representative. Otherwise, there were no significant differences in the opinions and suggestions made by the session participants that could be attributed to their geographic location. To the extent that voter identification requirements were a by-election issue, this was due primarily to the demographic makeup of the ridings. In those with high concentrations of seniors/long-term care facility residents, new Canadians, students and homeless people, the new voter identification requirements played a more prominent role both during and after the by-elections.

**Willingness to Collaborate**

There is considerable good will among the groups involved in the stakeholder engagement discussions for collaborating and, in some cases, partnering with Elections Canada to improve communications and outreach activities and to ease the administration of future elections.

**Satisfaction with the Engagement Process**

The vast majority of those involved appreciated the invitation to participate in the project, complimented the process and look forward to learning the overall results, as well as Elections Canada's response to the recommendations.

## 2.1    Challenges Presented by the Voter Identification Requirements

**Stakeholders**

Stakeholders from each of the three target population groups (seniors/long-term care facility residents; homeless people; students) expressed concern that the new voter identification requirements present challenges to voting in a federal election for members of all three groups.

The primary challenge identified by all three stakeholder groups was the ability of their members to prove their address. Other primary challenges, particularly for homeless people and seniors/long-term care facility residents, included lack of identification due to lost or stolen documents and/or lack of access to original documents. Voter apathy and lack of understanding of the voting process was also highlighted as a challenge by student groups. Many stakeholders emphasized the importance of streamlining processes and requirements and introducing some flexibility to better accommodate the needs of people in these population groups.

**Elections Canada Regional Staff**

All of the individuals interviewed agreed that the new voter identification requirements did not present a major issue during the by-elections in their respective ridings. The exceptions encountered involved homeless people, new Canadians residing in high-density housing and urban centres, students living in residences and seniors and other individuals living in long-term care facilities. The primary solution identified was the need for broader wording of the CEO-authorized list of identification documents, which would allow field officers the flexibility to accept regionally diverse documents as proof of residential address.

**By-election Candidates**

The majority of the candidates did not believe the new voter identification requirements were a significant or controversial matter. Two thirds of the candidates interviewed did not encounter any specific problems raised by electors concerning the new voter identification requirements, either during the campaign or after the by-elections.

Among the other candidates interviewed, a number of issues were encountered both during the campaign and after the by-elections among four groups of electors: seniors/long-term care facility residents (most occurrences involving lack of documentation/identification); students (the second most-frequently noted group encountering problems with proving their address); new Canadians (the third most numerous group with address difficulties); and homeless people (in two of the by-election ridings). A number of the candidates interviewed noted that when problems occurred

during the actual voting process in their polling stations, these were quickly and efficiently handled by election officers.

One third of the candidates interviewed felt strongly that the new voter identification requirements were a disincentive to voting for Canadians, especially students, homeless people, seniors/long-term care facility residents and new Canadians.

## 2.2 Suggested Changes to the CEO-Authorized List of Identification

**Stakeholders**

A measure that would significantly reduce identification challenges for these population groups would be to allow photocopies of documents, rather than originals, to be accepted as identification. In many cases, people no longer possess their original documents; however, the seniors/long-term care residence administrator, shelter administrator, social service agency or other organization may have a photocopy of the documents.

Other suggestions that would improve the likelihood that members of these population groups could meet the new voter identification requirements included acceptance of self-printed electronic documents (such as utility bills, etc., delivered via the Internet), simplifying the language used on the list of authorized identification pieces to ensure clarity and understanding (e.g. the term "public curator" is not well known), and provision of more examples of identification types and sources (e.g. of groups/organizations that would be considered "community service centres").

Specific suggestions for additions to the list of identification pieces authorized by the CEO are identified in each population-group section of this report.

**Elections Canada Field Officers**

Key suggestions included revised lists of acceptable identification and documents, which would better reflect the needs of the specific communities with existing address documentation problems, as well as the provincial and regional realities. Many of those interviewed also suggested that Elections Canada allow returning officers greater flexibility and authority to accept documentation and identification not on the CEO-authorized list.

## 2.3 Suggested Changes to the Letters of Attestation of Residence

**Stakeholders**

There was agreement across the stakeholder groups that letters of attestation of residence are a useful tool. However, participants in all groups strongly recommended that one letter of attestation of residence issued by administrators of facilities, which lists all residents of a seniors/long-term care facility, shelter, student residence, etc., be accepted, instead of requiring individual letters for each voter. Issuing individual letters of attestation of residence is onerous for most organizations, which have limited staff and resources.

Other recommendations included the possible expansion of the list of "responsible authorities" who may sign the letter of attestation of residence to include family doctors, nurses, social workers, facility managers and staff, outreach workers, pastors, and people in similar care and/or service positions. Elections Canada should also provide clear information on any legal obligations and/or liabilities associated with issuing letters of attestation of residence.

## *2.4 Feedback and Suggestions on Communications and Outreach*

**Stakeholders**

There was a strong consensus that improved communication of the new voter identification rules is needed. Few participants were aware of the new identification requirements and/or letters of attestation of residence. Many stakeholders suggested that Elections Canada proactively work with the residences, facilities, organizations, education institutions and others to raise awareness of both identification requirements and the voting process. This could include on-site visits, distribution of pamphlets, slide shows and other promotional materials, use of institutional e-mail lists, attendance at meetings, and other activities. Participants also felt that the use of on-site voting booths and special polling arrangements would greatly increase opportunities for members of these population groups to vote. Other suggestions included:

- advertising and promotional materials should be developed and designed to reflect the needs of each population group

- improvement of the Elections Canada Web site; include links to voter information designed for these population groups

- inclusion of contact information on all material: both Web site and 1-800 number

- establishment of community relations officers for each population group; and

- ensuring that polling staff have a solid and common understanding of how voter identification requirements work

**Elections Canada Regional Staff**

The key suggestions of the interviewed election officers included:

- an expanded Community Relations Officer Program, with additional officers for seniors/long-term care facilities and ongoing community outreach between elections

- enhanced training for local election officers during and before elections, with a focus on the anticipated issues in specific communities of electors

- an improved communications tool kit that allows customization of information and tools such as posters, flyers and notices related to local circumstances and to specific communities

- greater emphasis on outreach and development of an ongoing relationship with gatekeepers and community organizations representing electors most affected by the new voter identification requirements

- ongoing, increased flow of interaction and exchange of information between Elections Canada and field officers

**By-election Candidates**

In general, the majority of those interviewed were aware of the new voter identification requirements before the by-election was called in their respective ridings. The level of awareness and the type of information the candidates received varied quite widely and was dependent on their contacts with Elections Canada before the by-election and on the media coverage of the new voter identification requirements in their area. Most candidates could not specifically recall the type of information provided by Elections Canada either before or during the by-elections, but the vast majority confirmed that information and documentation on the subject was indeed received by their campaign offices. In two cases, the candidates had a solid knowledge of the new voter identification requirements based on their membership in the Elections Canada Advisory Committee of Political Parties.

Half of the interviewed candidates had specifically identified the new voter identification requirements as one of the topics to be addressed in their campaign communications and activities. The other half did not specifically incorporate the new requirements into their campaign communications, but reacted to occasional requests for information on the subject from electors. In general, the information and documentation received from Elections Canada before and during the by-elections were deemed by the majority of the interviewed candidates to be both sufficient and useful in responding to electors' inquiries during the by-election.

For the next federal election, a number of candidates recommended that Elections Canada should develop and make available to candidates (and the electorate in general) a new range of tools with clearer and simpler information about voter identification requirements, through Elections Canada's own expanded communications activities, including the Web site and advertising, which should include free dailies and community newspapers.

## *2.5 Possible Legislative Changes*

**Stakeholders**

As previously noted, a measure that would significantly reduce identification challenges for these population groups would be to allow photocopies of documents, rather than originals, to be accepted as identification.

Other suggestions that would improve the likelihood that members of these population groups could meet the new voter identification requirements were:

- provision for "serial" vouching; this would be particularly welcome and effective when polling stations are on-site: staff of the residence/facility/organization could "vouch" for each voter

- development of a voter identification card specifically for members of the three identified population groups or, alternatively, a national voter identification card

**Elections Canada Field Officers**

A key suggestion was to provide greater flexibility and authority for returning officers to accept documentation and identification not on the CEO-authorized list. A number of those interviewed also endorsed a change to the vouching (Option 3) rules, to allow the various facilities' administrators to vouch multiple times. It was also suggested that Elections Canada consider the Ontario Elections approach, which allows individuals to swear an oath and be allowed to vote.

**By-election Candidates**

Several candidates offered suggestions for improving voting in general and for simplifying the voter identification requirements. Among the notable ideas were a $100 tax credit to Canadians who vote; a specific voter identification card and on-line voter registration.

# 3. Summaries of Stakeholder Feedback

## 3.1 Seniors/Long-Term Care Facility Residents

### 3.1.1 Challenges Presented by the Voter Identification Requirements

Participants emphasized that people living in seniors/long-term care residences have significant challenges meeting the new voter identification requirements. Some facilities may be able to take the time and/or may have the administrative resources to assist residents with meeting the identification requirements. However, for many facilities, especially larger ones, educating families and residents about requirements, or otherwise facilitating voting by residents, is not possible due to lack of time and/or resources. Many seniors/long-term care residents cannot easily meet the identification requirements of Option 1. Presenting photo identification, such as a driver's licence, with the local address is problematic: many people in seniors/long-term care residences no longer have a valid driver's licence; if they still have one, it likely shows the resident's former address, and the photograph may be outdated.

Meeting the identification requirements of Option 2 is also difficult for members of this population group. While a letter of attestation of residence from a facility administrator would provide one piece of identification, the challenge remains for residents to provide a second piece of identification. Many residents of seniors/long-term care facilities no longer manage their own affairs, which may be handled by a family member, guardian, a power of attorney, public curator or other person. As a result, these seniors/long-term care residents do not receive government documents, cheques, bills or other authorized identification items with their name and address. In addition, most residents of seniors/long-term care facilities do not have possession of their own identification; facilities usually keep photocopies, while the families and/or guardians of residents often possess the originals.

Participants felt that the current process for issuing and using a letter of attestation of residence raises challenges and concerns. A key challenge is the need to issue one letter for each resident. For many facilities, this could present a significant administrative burden, as staff often already have limited time and resources. For large facilities, it could mean hundreds or even thousands of letters to be written, printed and distributed to residents. There was also concern that residents could lose/misplace the letter.

Vouching was considered by participants to be of minimal use to this population group, due to the limit of one "vouching" per voucher and the requirement for a voucher to reside in the same polling division as the voter.

Other challenges to meeting the new voter identification requirements for this population group included the following.

- Some residents are in interim locations as they wait for a more permanent/long-term location, thereby creating a further identification/current address challenge.

- Seniors/long-term care facility residents are discouraged from carrying identification due to the risk of loss/theft of documents.

- Many documents, such as passports and drivers' licences, are not renewed due to costs.

- For women, birth certificates show their maiden name.

- There may be difficulties due to dementia or other memory factors that further complicate the identification process.

- Some seniors/long-term care facility residents have the assistance of family members or others to help them with voting and voter identification requirements. However, there are some seniors/long-term care facility residents who do not have anyone to help them.

- People living in modular/mobile homes do not own the land, and property tax receipts and similar correspondence are sent to the landowner. As a result, people in modular/mobile homes would not be able to provide property tax assessments.

- There are issues related to culture and language. For example, within the Chinese community there are hundreds of dialects.

Although not directly related to new voter identification requirements, participants noted that other barriers affect the ability of seniors/long-term care facility residents to vote, such as mobility, capacity and other factors.

### 3.1.2 Suggested Additions to the CEO-Authorized List of Identification

Participants suggested that the CEO add to the list of authorized identification pieces to better accommodate this population group. They recognized that there may be privacy issues related to some suggestions. The suggested additions included:

- the Canadian National Institute for the Blind (CNIB) identification card – includes photo and address and is issued to assist transportation of people, but it is not a "public transportation card"

- facility medical record – usually includes a photo and address

- facility identification document – a card or an identification wristband/bracelet that is issued to and worn by residents of some seniors/long-term care facilities; usually includes the resident's name, health card number and address of the facility

- monthly statement of care/rent, which includes the resident's name and address

- standardized lease form for residents of private facilities; starting in February 2009, all private facilities in Quebec need to be certified and a criterion is to have a standardized lease for each resident

- admissions form used by facilities – includes name, address, former address, health care number

- cellphone bills

- hospital and ambulance bills

- prescription/pharmacy receipts

- letter from a person holding power of attorney, public trustee, or guardian stating identification and residency, in addition to a letter from a public curator

### 3.1.3  Suggestions for Letters of Attestation of Residence

Participants supported a streamlined approach to the letter of attestation of residence, and recommended that a "blanket" letter, rather than individual letters, be accepted. With this approach, a letter of attestation of residence listing all residents' names and signed by an approved authority of the facility would be given to the returning officer. Residents would then be required to provide one additional piece of authorized identification, such as a health card, at the polling station. Other suggestions included the following.

- Expand the letter of attestation of residence to include a photocopy of a resident's identification, such as a medical card, or an imprint of a hospital card, facility bracelet, etc. The letter would then serve as two pieces of identification, thereby meeting the requirements of Option 2.

- Provide a sample letter of attestation of residence outlining all requirements, together with an electronic template, which may then be customized by facilities.

- Expand the list of authorized issuers of a letter of attestation to include family doctors, care providers, guardians, persons holding power of attorney, and others.

### 3.1.4  Suggestions for Elections Canada's Communications and Outreach

There was general consensus that increased communication of new voter identification requirements would enable more members of this population group to vote. Outreach initiatives should be targeted to residents, their families/guardians, and to facility administrators, who are the main point of contact with residents. Communication and promotion of identification requirements should be done well in advance of an election so that documents may be collected and/or retrieved. As the letter of attestation of residence is likely to be used by this population group, it is important to provide information about the process (eligibility, where to file the letter, conditions for type of election and for advance polling, etc.) and tools available (e.g. letter template).

Participants suggested that Elections Canada create materials, such as posters and pamphlets, especially designed for this population group, with large text, large graphics, few words, vivid colours, and pictures of seniors. Materials should include only the identification options that apply to this group (e.g. hospital cards, Old Age Security Identification Cards, etc.). It is also important to ensure that people with disabilities, especially blind persons, are considered when developing promotional materials.

Elections Canada could also produce electronic versions/templates of materials (posters, flyers, pamphlets, sample text for newsletters, etc.) for customizing by facilities. Materials could be used in newsletters, distributed to residents, given to family members, posted on bulletin boards, etc. Facilities could customize materials to highlight information of particular relevance to their residents and to provide facility staff contact information.

Some facilities would appreciate Elections Canada officials visiting to discuss requirements with residents. It was suggested that Elections Canada could establish community relations officers for this population group. It is also important to ensure polling staff are trained in how to work with/deal with seniors/long-term care facility residents.

Participants provided a number of suggestions for outreach activities and communication materials, including the following.

- Encourage facilities to communicate with families (for example in newsletters) so that they know that the residents can vote, what identification is required, and what help is available (e.g. letter of attestation).

- Develop a "tips" sheet for facilities, including timelines.

- Elections Canada could provide a PowerPoint presentation for facilities to present to residents.

- Include a phone number (1-800 if possible), as well as a Web site for additional information on all materials and in print, radio and television advertising. Not all residents use the Internet, but many residents have telephones and will call for more information.

- Create a program in which facilities could appoint a "mascot" to encourage voting by residents. Elections Canada could provide promotional items such as pins or T-shirts.

- Identify a "point of contact" within each facility – the person who will facilitate voting for the residents (not necessarily the Executive Director/CEO). Maintain the list of contacts between elections.

- Improve the Elections Canada Web site so that it is more user-friendly. Include downloadable documents on the Web site that can be printed and distributed and/or posted on a bulletin board.

### *Posters and Advertising*

Participants had the opportunity to comment on Elections Canada's posters and advertisements for the fall 2007 and spring 2008 by-elections. For the general population, the layout and messaging on the samples shown were generally considered appropriate. However, for members of this population group, the materials were too busy, too technical, too wordy, and too complicated to be effective. Some participants felt that the character with the "X" on his head (on the householder) takes up too much room and is not relevant/appropriate.

Other comments and suggestions included the following.

- Posters should be colourful, with less text and more graphics.

- All text and graphics, including maps, should be very large.

- Ensure both English and French versions use the same layout.

- The URL for the Elections Canada Web site should be part of all materials.

- Advertise in the free newspapers (e.g. *24 Hours*, *Metro News*, community newspapers) in addition to/instead of the traditional dailies.

- Include a full list of authorized pieces of identification on at least some ads/materials, for example, on voter information cards. When listing the pieces, group like items to make the list more concise. A list of identification documents should be produced for each province/territory, as provincial/territorial identification documents vary.

### 3.1.5  Other Suggested Solutions

Participants stressed the importance of addressing identification challenges for voters in this population group, as many still have a strong desire to vote. It is important to assure and maintain privacy, dignity and a sense of autonomy for seniors/long-term care facility residents throughout the process of confirming identification for voting. Their pride in being citizens of Canada should not be underestimated or ignored.

Overall, simplification of the identification requirements is recommended, as complicated or onerous procedures produce anxiety and confusion for these voters.

Many participants strongly urged Elections Canada to accept certified photocopies of original documents. Most seniors/long-term care facilities keep photocopies of documents for residents. At voting time, a certified copy could be given to residents for identification, along with a letter of attestation of residence. It was further suggested that at the time of intake/admission, facilities open a file for "voting identification" for the incoming resident and insert photocopies of the appropriate documents. When an election is held, these can be retrieved and presented.

Participants offered a number of other suggestions for simplifying voter identification procedures.

- A Canadian passport should be sufficient proof of identity under Option 1, when accompanied by the voter information card.

- Elections Canada could develop a voter identification card specifically for people in seniors/long-term care residences. The card could be created when a person is admitted, and kept with the facility administrator. It could then be easily retrieved on voting day.

- The seniors/long-term care facility administrator and Elections Canada could work together to confirm the list of electors against the list of current residents. The resulting list would be considered identification for residents to vote.

- When a polling station is on-site in a facility, allow a staff member to "attest" to the identification and residency of voters.

- Accept two identification documents from the same source. For example, the seniors/long-term care facility would issue two documents for each resident, one being a letter of attestation of residence and the other a financial statement or similar document, each with the resident's name and the facility address. This would meet the identification requirements under Option 2. It was suggested that a template be developed by Elections Canada to demonstrate what would be acceptable.

- The City of Toronto holds "identity clinics" for homeless people and issues identification cards to them. This process could be reviewed for applicability to seniors/long-term care facility residents.

## 3.2   Homeless People

### 3.2.1  Challenges Presented by the Voter Identification Requirements

Participants felt that the new voter identification requirements present significant barriers to voting for marginalized/indigent people, including homeless people, First Nations people (especially women), people recently released from correctional institutions, and others. People in these population groups often do not have any photo identification or documents with an address; very

few of the authorized pieces of identification would be held by a homeless person. The requirement for "original" documents is another major barrier.

Participants noted that when cards or other identification items are given to homeless people, they are often stolen, lost or misplaced within a few days. There is a large black market for identification documents, and some people do not want to carry identification because of the risk of theft. Replacing stolen/lost identification is costly, time consuming and complex. Most members of this population group who lose their identification documents do not replace them.

Most participants felt that the use of a letter of attestation of residence to provide one piece of identification would be beneficial for some members of this population group; however, the challenge would remain for people to produce a second piece of authorized identification. A letter of attestation of residence would not be available to people who have no attachment to any agency/facility or for people with a highly transient lifestyle.

Vouching is problematic also for this population group, as the voucher must be a registered voter in the same polling division and may only vouch for one voter. This greatly limits the ability of shelter workers, outreach workers and others to vouch for clients. In addition, homeless or transient people or those recently released from a correctional institution may not have anyone to vouch for them among their peers/network, as they may also be in similar circumstances and lack the required identification.

Other challenges noted by participants follow.

- Whereas individuals who live in shelters could use the shelter's address, homeless street people who live on the street have even greater difficulty meeting the new identification requirements.

- Some people may have a postal box address rather than a street address on their document.

- Some people have had to leave dangerous situations without their identification.

- Women often do not want their place of residence known. They often use former addresses when registering for services.

- At some transition shelters, the address is not published for security/safety reasons.

- Some people have been out of the mainstream for many years and identification they have may be outdated (i.e. the photo and/or address).

- There are literacy challenges in the homeless community that make it difficult for some individuals to understand the identification requirements. There are also challenges related to some individuals' capacity to vote (e.g. fear).

### 3.2.2 Suggested Additions to the CEO-Authorized List of Identification

Participants emphasized that welfare cards should be added to the list of authorized documents. They noted that welfare cards are the key identification for homeless people. Although the card does not include a photo, it does have the person's name. This and a letter of attestation of residence would provide two pieces of identification and satisfy Option 2. It was noted that welfare cards are accepted by police, hospitals and others as legitimate identification.

In this connection, it was noted that documents issued by provincial or municipal programs, such as the Ontario Ministry of Health's Agency Agreement (which allows pre-approved agencies to issue a letter attesting to a person's identity), should be accepted as voter identification, even though they are not national documents.

Participants suggested that the CEO add the following documents to the list of authorized identification to better accommodate this population group:

- welfare card

- identification cards that are issued by local/municipal or provincial social service agencies

- justice system documents (e.g. court papers, statements of fines, custody reports, police records, arrest reports (especially with photos), discharge papers, parole officer information, etc.)

- receipts and documents related to health care/services, such as hospital bills, ambulance bills, prescription receipts, and medication containers with prescription label

- YMCA card (it includes a photo)

- shelter and mission identification card (many shelters in Toronto issue these cards) and receipts for items and services (e.g. for sleeping bag)

- shelter letters (such as letters of stay), which are used to establish identity for some agencies/organizations, such as libraries

- statements of benefits given by shelters to homeless (e.g. Personal Needs Allowance)

- provincial government correspondence (e.g. BC Housing)

- Food Bank card

- for new Canadians, the Record of Landing

- application for social assistance

- provincial assistance program receipts and documents (e.g. Ontario Works, Ontario Disability Support Program, etc.)

- Money Mart (or similar cheque cashing service) receipts

Participants noted that there are privacy issues related to some of the suggested additions (e.g. justice system documents, prescriptions, etc.).

### 3.2.3  Suggestions for Letters of Attestation of Residence

Participants strongly recommended that Elections Canada accept a "blanket" letter of attestation of residence rather than requiring one letter for each person. This blanket letter could be provided to Elections Canada in advance or at the polling station on election day.

Another suggestion would be to permit members of this population group to use two letters of attestation of residence from two different organizations to meet the requirement of two pieces of identification. It was also suggested that Elections Canada accept both a letter of attestation of residence and a membership card from the same organization or service/care provider.

Other suggestions and comments related to letters of attestation of residence included the following.

- Clarify what agencies/institutions are eligible to issue letters of attestation of residence (e.g. community resource centres, drop-ins, soup kitchens, etc.) and who can act as the "responsible person" in issuing the letter.

- Expand the list of authorized "responsible persons" to also include pharmacists, outreach workers and other care and service providers.

- Provide a form letter that can be used as a template.

- Some administrators/service providers noted that some of their clients use multiple names (and have no identification). In this connection, there was concern about liability associated with issuing a letter of attestation of residence.

### 3.2.4 Suggestions for Elections Canada Communications and Outreach

Participants noted that communication and education about voter identification requirements is essential for the administrators and staff of shelters, food banks, soup kitchens and other service providers for homeless people. Elections Canada should also promote the range of services it can provide, such as community relations officers, special polling services (for example, a polling station can be brought to a shelter), etc. Elections Canada staff should be visiting shelters in advance of an election call (year-round outreach), offering workshops and information sessions, and working with shelter/social service agency staff to inform about identification requirements, letters of attestation of residence, etc.

Participants noted that staff at many organizations, such as shelters and food banks, would be willing to distribute information such as posters and flyers, and speak to homeless people about voting. With adequate notice and materials provided by Elections Canada, this would be an ideal way to reach members of this population group. Outreach workers would also be good community relations officers and could be hired by Elections Canada. It was suggested that Elections Canada contact ATRUQ (l'Association des travailleurs et travailleuses de rue du Québec) to explore this idea.

Participants suggested that funding be provided to organizations to support activities that encourage voting and to help ensure individuals have the necessary identification, for example, resources (funding, promotional materials, etc.) for agencies to hold "town hall" meetings to educate staff and clients.

Other comments and suggestions for improved Elections Canada communication and outreach follow.

- Improve and simplify the Elections Canada Web site. Ensure there is a direct link from the Service Canada Web site to Elections Canada's Web site. Include downloadable documents on the Web site that can be printed and distributed and/or posted on a bulletin board.

- Produce DVDs aimed at specific target groups that could be played on a loop; this would be beneficial especially for low literacy individuals.

- If polling stations are established on-site in shelters, etc., advertise/promote the location and time and that they are specifically for homeless people to vote.

**Posters and Advertising**

Participants had the opportunity to comment on Elections Canada's posters and advertisements for the fall 2007 and spring 2008 by-elections. They felt that the posters were far too cluttered and too wordy, especially for those with low literacy skills.

Participants noted that the content of posters and promotional materials should be adapted to suit this population group.

The need for simplicity and clarity was emphasized: the goal of the poster should be to advise homeless people about identification options that are relevant to them, including the letter of attestation of residence (what it is, where to obtain one, etc.), where to vote and when, and how to get more information (i.e. "see Shelter Director for more information").

Use large type, few and simple words, and large logos and graphics. It would be helpful if Elections Canada could provide templates for posters or printed posters with large spaces where tailored information can be added.

Additional suggestions regarding posters and advertising included:

- Advertise in *Itinéraire* magazine.
- Advertise in both free magazines/papers (*Metro News*, *24 Hours*, *Georgia Strait*) and major dailies (e.g. *Toronto Sun* and *Toronto Star*).
- Use mini poster-style ads in free magazines/newspapers. Include information for homeless people on voting rights, identification requirements, voting locations, etc.
- Use shelter logos in advertising to create a bond with homeless people.
- Use wording on posters that is more inclusive and engaging.
- Make promotional material more of an encouragement to vote: "Your vote matters."
- Do not place type over coloured sections (difficult to photocopy).
- Advertise and promote messages in appropriate media, in public places and where homeless people congregate and visit (e.g. bus shelters, bus stops, boards at construction sites, libraries, social service agencies, drop-in centres, churches, etc.).

### 3.2.5  Other Suggested Solutions

Participants emphasized the importance of enabling homeless and other marginalized/indigent people to vote: as one stakeholder put it, "the right to vote is inalienable and is afforded to all Canadian citizens regardless of circumstance or status." Effort should be put in to make proving identity and residence easier for this population group.

A measure that would significantly reduce identification challenges for this population group would be to allow photocopies of documents to be accepted as identification. Although a person may no longer have the original documents, many shelters and agencies keep photocopies of identification. A solution could be to allow photocopies to be certified by an authority (pastor, nurse, social worker or other) and accepted as identification.

The use of on-site polling stations would help enable members of this population group to vote. With on-site polling stations, letters of attestation of residence could be issued and distributed to clients; there would be less fear/anxiety for these voters; and shelter staff could provide assistance.

Participants noted that while administrators need to be educated on voter identification requirements before an election, homeless people require next day/same day solutions to assist them with the identification obstacles they may face. For example, membership cards for an agency, drop-in centre, etc., or a letter of attestation of residence would need to be issued on the day before or on the day of the election to avoid loss or theft of the documents.

Other comments and suggestions follow.

- Allow shelter workers to write a letter stating that an individual receives benefits through a local program, such as Ontario Works, Ontario Disability Support Program, Personal Needs Allowance, etc.

- For undisclosed addresses, pre-arrange with the Chief Electoral Officer to use a different address (e.g. the organization's headquarters) but allow residents to vote in the designated polling station.

- Use postal codes rather than street addresses for homeless people (as is done in Britain).

- Develop a national voter card (as is done in the Caribbean).

- Encourage shelters, social service agencies and outreach workers to proactively collect identification and issue identification cards for voting (some shelters already do this). This could be done at intake (when clients are housed and/or first receive their services).

- Expand the rules for vouching to enable an authorized person (for example, someone who would be authorized to issue a letter of attestation of residence) to vouch for more than one person.

- Allow a broader range of service groups/institutions/staff, such as health clinics, to provide letters of attestation of residence.

- Accept a letter from an authorized administrator of a shelter or homeless service attesting to a person's identity (the letter of attestation of residence attests only to a person's address).

## *3.3  Students*

### 3.3.1  Challenges Presented by the Voter Identification Requirements

Participants noted that most students have identification, both photo and non-photo (student cards, library cards, etc.). The challenge is having a document with an address within the local polling division.

Although most students have a student card that includes a photo, most student cards do not include a local address. If the student lives in residence, the card may include the name of the residence, but for security reasons it does not normally include a street address. Students who live off campus often share accommodation with other students, and only the primary leaseholder receives utility or other bills that show the local address. In addition, much of a student's correspondence (from the educational institution, banks, etc.) is sent to their permanent address (often a parent's address).

Students generally do not consider their academic residence as their permanent residence – they therefore do not change the address on their driver's licence, health card or other documents. Also, there may be costs to reissue documents.

Participants noted that an individual's identification is not verified when they register at an educational institution (i.e. passport, birth certificate or other identification is not requested). If payment is made, they receive a student card. There is concern that the use of a student identification card for the purpose of proving identity for voting in a federal election transfers responsibility to the educational institution for confirming the identity of the student.

Letters of attestation of residence would provide an item of identification for students living in on-campus residences. However, it may not be possible for the educational institution to attest to a local address for students off campus, as many students do not inform the school of their local address, and correspondence from the school is sent to their parents or another permanent address.

Other challenges noted by participants included the following.

- Many students may be voting for the first time and may not understand the voting process, including identification requirements.

- If the election is at the beginning/end of term when students are in the process of changing their identification documents, their ability to comply with the new requirements is poor.

- Some private educational institutions do not issue student ID cards.

- Many students are more interested in voting in the riding of their "permanent" address, rather than their academic residence. In this connection, it was noted that the interpretation of "permanent residence" varies among returning officers.

- The transient nature of the student population makes it very difficult to create an up-to-date voters list.

- The increasing use of the Internet for tuition payments and other transactions means there are fewer (if any) "original" documents, receipts, etc. Most students use the Internet exclusively, and do not receive paper mail from banks, credit card companies, utilities, etc.

### 3.3.2  Suggested Additions to the CEO-Authorized List of Identification

Generally, participants called for more flexibility to accommodate the identification challenges of this population group. Participants suggested that the CEO add the following documents to the list of authorized identification to better accommodate this population group.

- Accept less "official" documents, e.g. a letter from the student's parent. This letter would act as a "voucher" in paper form.

- Accept electronic statements from recognized organizations (banks, credit card companies, cellphone companies, etc.).

- Accept fee statements from educational institutions.

- Accept documents/correspondence about bursaries, awards, scholarships, student loans, etc.

- Accept photocopies of original documents. This would enable students to provide a photocopy of a transcript, as there is a cost to obtain an original. If they have to pay for an original, it could be construed by the students that they "are paying to vote."

### 3.3.3 Suggestions for Letters of Attestation of Residence

Participants expressed concern that issuing a separate letter of attestation of residence for each student would be administratively onerous. They suggested that Elections Canada accept one letter that would list the names of all students of an on-campus residence. This would act as the letter of attestation of residence for each student listed when they present themselves at the poll to vote.

Should such a blanket letter approach not be acceptable, a suggested alternative would be for Elections Canada to accept individual letters of attestation of residence electronically in PDF format. Similarly, students could, much as they access their grades, access an authorized letter of attestation of residence that they could self-print and provide to the deputy returning officer at the poll. Participants acknowledged that measures would be needed to mitigate the risk of fraud, ensure the legitimacy of files, and protect privacy. It was also suggested that Elections Canada collect signatures of authorized people in advance to verify the letters of attestation of residence.

### 3.3.4 Suggestions for Elections Canada's Communications and Outreach

Participants noted that most students, with adequate advance notice and information on voter identification requirements, can "pull together" the identification needed to vote. The bigger issue is getting students to vote – it is, therefore, important for Elections Canada to proactively engage students in the voting process and the "idea of voting".

Participants felt that having polling stations on campus and in residences would greatly increase the number of students voting.

Educational institutions and Elections Canada should work together to help promote voting and to raise awareness of voter identification requirements. Suggested activities included the following.

- Set up a link on the educational institution's Web portal to direct students to information about voting, including identification requirements.

- Include a "checkbox" on the educational institution's Web portal that would ask students if they consent to Elections Canada receiving updated address information.

- Create a "pop-up" in the student's portal that asks the student to confirm his or her address and provides information about polling locations.

- Send e-mails through the educational institution's e-mail address list.

- Staff a kiosk at the beginning of each semester to educate and inform students about identification requirements for voting; and for Elections Canada to update the voters list.

- Develop a "tool kit" of information pieces (i.e. several different types of promotional materials, such as videos, posters in various languages and sizes, text that can be copied into e-mails, etc.).

Participants suggested that Elections Canada also develop relationships with key student organizations, including student unions and student housing services, to explore potential ways to reach and inform students (for example, presentations to student staff meetings, participation in annual meetings, use of student e-mail address lists, use of student portals, etc.).

When asked, participants offered to participate in an advisory board of students to provide advice regarding poster design and other communication materials, and some participants also expressed interest in participating in future sessions on other Elections Canada topics, such as mobile polls, voting procedures in the home riding, etc.

Other outreach ideas included the following.

- Use social marketing tools: create an Elections Canada Facebook group/page.

- Hire students to promote voting and raise awareness of identification requirements through peer-to-peer marketing.

- Develop a campaign similar to "Rock the Vote" (U.S.) or "Momentum" (Quebec) that uses MuchMusic/MusiquePlus, local and national celebrities, artists and athletes to promote voting.

- Advertise in free newspapers such as *Metro* and *24 Hours*, as well as campus papers. Make sure the message is clear and concise.

- Use new Canadians (with citizenship) as ambassadors to highlight the benefits of the democratic process.

**Posters and Advertising**

Participants had the opportunity to comment on Elections Canada's posters and advertisements for the fall 2007 and spring 2008 by-elections. Generally, participants felt that the poster was "too conservative" to appeal to students. It was noted that students tend to be rather apathetic about public interest messages and the poster and radio campaign were "bland and not too catchy". There is a huge amount of "clutter" around campuses – materials must stand out to be effective. It was also suggested that the posters were displayed too far in advance of the by-election.

Communication and promotion materials should be student-specific. Posters and ads should have "quick" information about where and when to vote, and a Web site for more information. Include voter identification requirements – but only those documents that are most applicable to students. Materials should be attractive, eye-catching, minimalist, and include "clever tag lines".

Participants noted that the Elections Canada Web site needs to be revamped to be more user-friendly. It was suggested that the Ontario Elections Web site be reviewed as a model.

Suggestions regarding the posters and advertising included the following.

- Colours of posters should vary, if possible, from one election to another, as materials sometimes do not get removed from bulletin boards, etc.

- Include the Elections Canada Web site in large type on all communications materials.

- There is only limited need for bilingual posters/materials in Ontario; it may be more effective to target bilingual materials to bilingual schools.

- Advertise/promote in student-frequented locations: movie theatres, bus stops, campus bulletin boards, coffee shops, etc.

- Advertise in student newspapers and on student radio.

- Place banner ads on Web sites students visit and on school Web portals.

- Distribute pamphlets (a welcome change from e-mails – printed materials distributed door to door are successful again).

- Distribute bookmarks and/or advertise at campus bookstores.

- Run advertising/video on closed circuit television in residences and on campus.

### 3.3.5  Other Suggested Solutions

Many student cards of students living on campus include only the name of the residence and not the residence street address. Educational institutions could provide Elections Canada with the correlating street address at the polling station, and then the student card could be treated as acceptable identification under Option 1.

Participants suggested that educational institutions be encouraged to design student cards that include the student's photo and an address: the educational institution's address or the student's local address, either on campus (i.e. a residence) or off campus. This would enable the student card to satisfy Option 1. However, it was noted that the institution address may be in a different polling division than that of the on-campus residence. In addition, there are security concerns related to the inclusion of an address on a student card.

Participants suggested that in the future, it is likely that additional information will be embedded into student cards via an electronic bar code. Elections Canada could then use a card reader to access the student's address when the student card is presented as voter identification.

Other suggestions included the following.

- Educational institutions could provide a list of students to Elections Canada. However, concern was expressed regarding accuracy as well as management of the list (e.g. controlling access, ensuring that the list is returned, etc.).

- Vouching would be more useful if many students could be vouched for by the same person.

## *3.4*   *Elections Canada Field Officers*

The results of the 11 interviews present a good overview of how election officers in the ridings perceived the impact of the new voter identification requirements on both the management of polling stations and on electors during the by-elections held in September 2007 in Outremont and those held in Vancouver Quadra, Toronto Centre and Willowdale in March 2008.

### 3.4.1  Challenges Presented by the Voter Identification Requirements

The experience of Elections Canada's field officers in administering by-elections under the new voter identification requirements shows that although the new rules represent a significant change in voter identification requirements, the regime was well received by electors. Even those electors who were not aware of the new identification requirements were able to quickly adapt and produce the required documentation. In a number of polling stations, several election officers interviewed noted cases of individuals who could not produce the required documents but returned later with the appropriate identification to vote.

Most electors were simply not aware of the new voter identification requirements. In two of the ridings, election officers were called upon frequently to explain the new requirements. While in general, the new requirements were well received, many electors did not comprehend the rationale for the change.

Homeless people and seniors/long-term care facility residents were most affected, with significant negative consequences on their ability to vote. In the ridings with large student populations, students who were not able to produce the required mix of documents and identification encountered many problems. These problems occurred in spite of a comprehensive effort to inform the administrators and occupants of diverse facilities, shelters and student residences of the new requirements.

In several by-election ridings, election officers arranged a significant number of meetings on the subject of the new voter identification requirements with gatekeepers and administrators of organizations representing the four target groups after the by-elections were announced. In the opinions of the officers involved, these meeting significantly contributed to the general acceptance of the new requirements among the groups concerned. As a result, fewer problems than expected were encountered.

### 3.4.2  Suggested Changes to the CEO-Authorized List of Identification

For the majority of those interviewed, there is a strong need to revisit and revise the list of acceptable identification to allow more types of documents to be accepted as identification. As part of the revision, special attention should be paid to provincial characteristics and population dimensions.

Several individuals interviewed strongly recommended that the current list of CEO-authorized identification be revised and expanded to be more nationally representative (specific reference was made several times to "public curator" as a term that is unknown in various regions of the country).

A number of interviewees also strongly recommended that current procedures be revised to accept as voter identification specific documents that have been created by seniors/long-term care facilities, welfare agencies, social service agencies, police organizations, homeless shelters, student residences, and other similar organizations. Acceptance of identification bracelets issued by these organizations to their residents should also be considered. Similarly, current procedures should be revised to accept certified photocopies of CEO-authorized identification. These suggestions would give additional authority for producing acceptable pieces of documentation to managers and/or administrators of these organizations.

### 3.4.3  Suggested Changes to the Letters of Attestation of Residence

Interviewees suggested that the rules regarding letters of attestation of residence be changed to allow the managers and administrators of seniors/long-term care facilities, homeless shelters and student residences to issue one letter of attestation of residence for all the residents of their facility.

### 3.4.4 Feedback and Suggestions on Communications and Outreach

There was consensus among those interviewed that simplified, varied and visually appropriate communication and outreach materials, with different approaches for different target groups, need to be developed before the next federal election. As well, additional advertising should be undertaken in community and/or student newspapers.

Specific suggestions by the field officers interviewed for communication and outreach aimed at students included:

- advertising in movie theatres

- increasing the quantity and quality of posters, flyers and other materials; ensuring they are visually attractive to youth and posted in high-traffic areas such as residences and other on-campus sites

- allowing student residence administrators to produce one letter of attestation of residence for all residents

- undertaking ongoing outreach programs between and during elections

- increasing Elections Canada's electronic and social media presence

- increasing collaboration among community relations officers

Many of those interviewed suggested that additional community relations officers should be appointed to undertake outreach with seniors/long-term care facilities and possibly other major target groups of electors.

Outreach activities would be most beneficial for all groups if they could begin long before elections are announced. The field officers interviewed strongly believe that ongoing outreach would result in fewer problems on election day and easier administration of elections in general. One-on-one actions and contact by community relations officers and returning officers with the target organizations are seen as the most productive way to mitigate problems before the actual election day.

There is a shared belief among the field officers interviewed that more effort can certainly be put into activities involving youth in general and students specifically, as well as homeless people, new Canadians, and seniors/long-term care facility residents. There was strong consensus among those interviewed that an ongoing relationship featuring regular meetings and exchanges of information with gatekeeper organizations is possibly one of the most productive activities contributing to successful administration of federal elections.

It was also noted that the national report on homeless people prepared this year by one of the returning officers should receive wide circulation and be considered part of the overall identification of issues and solutions presented in the broader study on the Voter Identification Requirements Stakeholder Engagement.

Most of the individuals interviewed also stressed that the voter identification requirements need to be revised to reflect regional realities and customs. A similar argument was made for the customization of generic communications and outreach materials to specific regions, specific target groups, and diverse ethnic groups.

A number of those interviewed suggested that Elections Canada provide a PowerPoint presentation on the subject of voter identification, together with other electronic tools for field officers to provide customized texts and documents, such as posters and flyers, to their stakeholders.

Several individuals interviewed suggested that a new training video be developed specifically with communications and outreach activities in mind, based on the "communications tool kit" of Elections Canada materials and on best practices collected from field officers. Such a video would be especially beneficial for new returning officers, field liaison officers and community relations officers involved in administering federal elections for the first time. It was also suggested that at least one segment of the video should focus on cultural awareness and sensitivity training. Several community relations officers suggested that an Elections Canada business card be provided to them to give additional weight to the community work they undertake during elections.

### 3.4.5 Possible Legislative Changes

A number of those interviewed suggested that the vouching (Option 3) rules be changed to allow managers and administrators of the various target organizations and facilities to vouch multiple times. Several individuals interviewed also noted the need for returning officers to have a greater degree of flexibility in terms of accepting diverse types of documents as identification, which would enable electors to exercise their right to vote. Several interviewees suggested that Elections Canada consider the Ontario Elections approach, which allows individuals to swear an oath in order to vote.

**Other Comments**

Several of the interviewees strongly recommended conducting a survey of returning officers, field liaison officers and community relations officers before the next federal election to develop a list of best practices and approaches utilized in communications and outreach across the country. The survey could also collect suggestions from field officers on future communications and outreach tools and activities that would assist in the overall administration of elections in general and with the issue of voter identification requirements specifically. It was also strongly recommended that there be a more frequent and ongoing program of communications between Elections Canada and field officers across the country.

A number of those interviewed also suggested that Elections Canada needs to increase its profile across the country to create a better understanding of its mandate and activities. Field officers should be consulted and involved in such a promotion.

Several election officers interviewed suggested that Elections Canada develop a short video presentation on the subject of voting and voter identification requirements, showing "voting situations" involving target populations: homeless people, new Canadians and seniors. The video could be part of the Elections Canada Web site and could be made available to the gatekeeper organizations of the audiences involved for internal promotion. Versions of the video could be produced in many of the mainstream languages, using actors from the relevant target groups of new Canadians.

## 3.5   By-election Candidates and Members of Parliament

The results of the 14 interviews provide a good overview of the perceived impact of the new voter identification requirements on both candidates and electors during the by-elections held on September 17, 2007, in Outremont and those held in Vancouver Quadra, Toronto Centre and Willowdale on March 17, 2008. All of the interviewed candidates were both co-operative and forthcoming with their views, opinions and experiences during the by-elections and were interested in Elections Canada's overall project on Stakeholder Engagement on New Voter Identification Requirements. All of those interviewed would like to receive the results of the study in due course.

### 3.5.1   Challenges Presented by the Voter Identification Requirements

Two thirds of the candidates interviewed did not encounter any specific problems raised by electors related to the new voter identification requirements, either during the campaign or after the by-election. The other candidates interviewed encountered a number of issues both during the campaign and after the by-elections among four groups of electors: seniors (most occurrences involving lack of documentation/identification); students (the second most frequently noted group encountering problems with proving their address); new Canadians (the third most numerous group with address difficulties); and homeless people (in two of the by-election ridings). The majority of the candidates did not believe the new voter identification requirements were a significant or controversial issue. A number of the candidates interviewed noted that when difficulties occurred during the actual voting procedures in their polling stations, these were quickly and efficiently handled by election officers.

In one of the March 17, 2008 by-election ridings, one candidate's campaign manager noted that well over 100 calls were received on the day of the by-election and in the days immediately after from voters who had encountered difficulty in casting a vote due to the new voter identification requirements. The majority of calls were from seniors who were simply not aware of the new requirements. Among those candidates whose offices received calls after the by-election on this subject, the calls came primarily from seniors, students and new Canadians in large urban centres.

Most problems, both during and after the by-election, were related to:

- lack of documents showing current address (among homeless people, students, seniors, new Canadians and new arrivals in the province)
- lack of knowledge and understanding of the new voter identification requirements on voting day (among seniors, new Canadians); and
- general confusion about acceptable documents (seniors, new Canadians)

While the issue of new voter identification requirements was not considered a dominant one by the other six candidates, a few did note that the subject came up occasionally, particularly with students and ethnic voters (new Canadians). Among both these groups, there tend to be frequent moving of households and corresponding address changes. The new voter identification requirements were therefore viewed by at least four candidates as another disincentive to voting by ethnic Canadians and students.

### 3.5.2 Suggested Changes to the CEO-Authorized List of Identification

No specific suggestions were made.

### 3.5.3 Suggested Changes to the Letters of Attestation of Residence

No specific suggestions were made.

### 3.5.4 Feedback and Suggestions on Communications and Outreach

Several candidates believe that Elections Canada needs to become more proactive in its communications and outreach activities between (and during) elections to overcome apathy and encourage people to vote. In ridings with students, Elections Canada needs to have well informed and helpful election officers to assist students with voting options, both before and during the election.

For the next federal election, many candidates recommended that Elections Canada develop and make available to candidates (and the electorate in general) a new range of tools with clearer and more simplified information about the voter identification requirements, through Elections Canada's own communications and outreach activities, the Elections Canada Web site and through advertising, which should include free dailies and community newspapers.

Suggestions for tools on the subject of voter identification requirements provided by several candidates included:

- revised documentation with simple and clear language
- simple to use and simple to understand information for new Canadians, in languages spoken in the various ridings
- generic documents in electronic format that could be adapted by candidates' offices
- generic, plain language materials in different formats and levels of complexity, including downloadable texts from the Elections Canada Web site
- revised, more easily understood posters and householders (currently seen as too complex)
- simpler ads in the media and especially in free and community newspapers
- one simple document for voters explaining the voter identification requirements
- more effort by Elections Canada in educating people on the importance of voting

### 3.5.5 Possible Legislative Changes

Several candidates offered a number of suggestions for simplifying the voter identification requirements. Among the notable ideas was a $100 federal income tax credit to Canadians who vote, creation of a specific Elections Canada voter identification card and on-line voter registration.

# 4. Recommendations

## 4.1 Changes to the CEO-Authorized List of Identification

**Recommendation 1**
Expand the list of CEO-authorized identification pieces to include:

Documentation Issued by local, municipal and/or provincial service agencies and organizations

- identification cards issued by the following organizations (welfare, YMCA, shelters, missions, Canadian National Institute for the Blind (CNIB), etc.)

- medical and social services documents, such as pharmacy prescriptions, hospital or ambulance receipts, etc.

- provincial government correspondence

- documents from long-term care facilities, such as a card or the identification bracelets issued by such facilities

Financial and housing documentation

- Money Mart (or similar cheque cashing service) receipts

- monthly statements of care/rent

- leases

- admission forms

- bills and electronic statements from banks, credit card companies, cell phone companies, etc.

- print and electronic documents from educational institutions about fees, bursaries, awards, loans, etc.

Documentation from legal authorities

- letters from individuals holding power of attorney, lawyers, public trustees, or legal guardians, including parents of students

- justice system reports and papers issued by courts, police, parole officers, etc.

**Recommendation 2**
Accept self-printed electronic documents (such as utility bills, etc., delivered via the Internet).

**Recommendation 3**
In revising voter identification requirements and the list of acceptable identification, reflect both national and regional realities and types of available documentation.

## 4.2   Administrative Procedures for Voter Identification

**Recommendation 4**
Allow managers and administrators of identified facilities/service organizations to issue one letter of attestation of residence for all the occupants of their respective facility.

**Recommendation 5**
Expand the list of "responsible authorities," (organizations and their staff) able to issue letters of attestation of residence.

**Recommendation 6**
Increase the number and operating hours of mobile polling stations and determine locations in collaboration with administrators of diverse service organizations.

**Recommendation 7**
Allow homeless individuals to use two letters of attestation of residence issued by two different organizations as proof of identity.

**Recommendation 8**
Enable Elections Canada field officers to work with stakeholder groups to expand the list of authorized agencies and services, such as seniors/long-term care facilities, student residences, welfare agencies, social service agencies, police organizations, homeless shelters and others, with a view to creating specific voter identification and proof of residency documentation, including the ability to certify photocopies and other documents and to attest to a person's identity in addition to issuing the letter of attestation of residence.

## 4.3   Communications and Outreach

**Recommendation 9**
Develop new, basic, plain-language information materials in diverse formats that clearly explain the three voter identification options and voter identification requirements. The "plain language" restatement of the options and the requirements should be consistently used in all federal election documents and communications to/with electors (e.g. posters, householders, advertisements, Web site, radio announcements, etc.). Avoid placing the list of CEO-authorized identification on general communications tools such as posters; instead, develop specific tools that contain only the list. Include relevant contact information (Web site and 1-800 number) on all communications and outreach materials.

**Recommendation 10**
Expand placement of Elections Canada advertisements to include free dailies and community newspapers.

**Recommendation 11**
Develop a comprehensive, multi-year external communications and outreach strategy and action plan designed to reflect both the national mandate of Elections Canada and the regional and demographic realities of Canadian society and geography. As part of the strategy, develop both formal and informal partnerships with key national and provincial organizations representing the major target stakeholder groups for joint outreach and communications activities. A separate but integrated component of the strategy and action plan should focus on Canada's youth and include innovative new media and social media approaches to youth communications. Include an internal component with the external communications and outreach strategy.

**Recommendation 12**
Develop a comprehensive "Elections Canada Communications and Outreach Tool Kit", tailored to and made available to diverse stakeholder groups and partners, as well as to field officers. The kit would contain, among other tools:

- a PowerPoint presentation on voter identification

- electronic resources, such as generic texts, posters, fliers, advertisements, etc., designed to enable diverse organizations and service groups to customize texts, graphics and documents to their specific stakeholders

- a DVD or video showing scenes of voting by individuals from various stakeholder groups, as well as voting procedures and voter identification requirements, together with a rationale of the importance of voting; the purpose of the video would be to demystify and explain the voting process, and to motivate people to vote

- different language versions of the documentation, with texts designed to reflect the differences among diverse demographic groups

- guidelines and standards for the use of the tools and texts in the kit

**Recommendation 13**
Redesign the Elections Canada Web site to provide information and tools specifically targeted to the identified stakeholder groups.

**Recommendation 14**
Expand the Community Relations Officer Program to:

- create an ongoing outreach program (between and during elections)

- expand activities involving youth, students, homeless people, new Canadians, and seniors/long-term care facility residents; and

- establish new community relations officer positions for seniors/long-term care facilities

**Recommendation 15**
Develop an "Elections Canada Outreach Ambassadors" program by identifying Canadians with credible voices, high public recognition and political neutrality, and supporting outreach activities by these Canadians among the target stakeholder groups. The objective of the program would be to decrease voter apathy and stress the importance of voting by all Canadians. The program should be fully integrated with the overall communications and outreach strategy and action plan.

**Recommendation 16**
Establish an ongoing Advisory Group on Outreach and Communications, with a well-defined mandate and representation from key stakeholder groups, and various working groups to focus on a specific stakeholder community (such as youth and students, homeless people, new Canadians, seniors/long-term care facility residents, etc.). Continue the current momentum and relationships developed in the context of the 2008 Voter Identification Requirements Stakeholder Engagement Project and maintain dialogue with the three target groups of stakeholders, both at the national and the local levels.

## 4.4    Suggestions for Legislative Change

**Recommendation 17**
Under Option 1, consider the acceptance of identification cards issued by the Canadian Institute for the Blind (CNIB), organizations representing Canada's Aboriginal people, such as the Indian Status Card, and other similar identification cards issued by recognized national and provincial organizations and authorities.

**Recommendation 18**
Examine the feasibility of creating a specific, national Elections Canada voter identification card.

**Recommendation 19**
Consider the feasibility of creating an on-line voter registration process.

**Recommendation 20**
Create a provision for "serial vouching" by authorized individuals.

**Recommendation 21**
Consider the inclusion of the Ontario Elections approach, which would allow individuals to swear an oath in lieu of authorized identification.

## 4.5    Internal Actions

**Recommendation 22**
Appoint additional community relations officers in large urban centres to undertake outreach with seniors/long-term care facility residents and possibly other major target groups of electors. Provide generic, customizable Elections Canada business cards to all community relations officers and other field officers as appropriate.

**Recommendation 23**
Expand current training programs to include deputy returning officers, assistant returning officers and community relations officers and include training modules on communications, outreach, demographic and cultural sensitivities, judgment and discretion. Examine the possibility of developing a new training video with a focus on communications and outreach activities, including examples of best practices.

**Recommendation 24**
Create increased capacity for an enhanced stakeholder relations and outreach program through the addition of new headquarters position(s), creation and maintenance of coordinated and compatible national, regional and local databases of stakeholders, and increased coordination of activities between Elections Canada and field election officers, and among field officers across the country. Examine the potential for using existing Elections Canada field resources (such as REVISE teams) for outreach activities, based on an overall "customer-centric" approach to field work.

**Recommendation 25**
Develop and implement a comprehensive internal communications strategy and action plan designed to systematically improve communications and employee engagement between Elections Canada and field election officers and within Elections Canada. As part of the research for the strategy, survey field officers and national staff to develop and widely share a compendium of best practices of election communications and outreach activities in general and with specific stakeholder groups.

## 4.6  Future Stakeholder Engagement Activities

**Recommendation 26**
Develop and implement a multi-year stakeholder relations strategy and action plan, including definition and identification of diverse stakeholder groups; identification of challenges and results for each group, correlated with specific engagement strategies and activities; consultative mechanisms; and internal dimensions.

**Recommendation 27**
Reassess the need to engage groups representing new Canadians to determine the best approaches to develop relationships and activities to mitigate the challenges new Canadians encounter with voting in federal elections. The first step in the process may be a structured session with dedicated community relations officers and returning officers from large urban centres, with a view to determining the specific challenges and practical mitigating approaches. Pending the results of such a session, validate the outcomes with the representatives of the organizations serving new Canadians through structured interviews or other appropriate engagement methods.

## Appendix 1 – Facilitation Guide

**Stakeholder Engagement on New Voter Identification Requirements**

*Facilitation Guide*

1. Discussion Sessions – Agenda at a Glance

2. Discussion Session 1 – Introduction

3. Discussion Session 2 – Challenges and Solutions

4. Discussion Session 3 – Review and Recommend Adjustments to the List

5. Discussion Session 4 – Outreach Opportunities

6. Discussion Session 5 – Concluding Remarks

7. Direct Questions

# 1. Discussion Sessions – Agenda at a Glance

| Session | Time Allocation | Session Description |
|---|---|---|
| Discussion Session 1 Introduction | 20 minutes | • The facilitator will introduce him/herself to the session participants.<br>• The facilitator will call on the session participants and observers to introduce themselves.<br>• The facilitator will outline the purpose of the session, the expected outcomes/results and review the session agenda.<br>• The facilitator will ask for questions and provide responses to them. |
| Discussion Session 2 Challenges and Solutions | 45 minutes | • The facilitator will guide the participants through a mini strengths, weaknesses, opportunities and threats (SWOT) analysis, designed to unearth challenges and solutions/opportunities with respect to the implementation of the new voter identification requirements.<br>• *Session Output:*<br>– *A refined list of challenges*<br>– *A set of corresponding solutions to each* |
| Health Break | 15 minutes | |
| Discussion Session 3 Review and Recommend Adjustments to the List | 45 minutes | • The facilitator will guide the session participants through a review of the list of identification authorized by the Chief Electoral Officer of Canada.<br>• The session participants will be called upon to:<br>– determine whether additions or changes could be made to the list authorized by the Chief Electoral Officer in order to reduce challenges<br>– discuss the use of letters of attestation in conjunction with other identification authorized by the Chief Electoral Officer<br>– discuss whether they consider vouching to be a useful tool for electors<br>• *Session Output:*<br>– *A list of suggestions designed to improve the list authorized by the Chief Electoral Officer*<br>– *Feedback on vouching as a means of identification for the target audiences* |
| Discussion Session 4 Outreach Opportunities | 30 minutes | • The facilitator will guide the session participants through a discussion designed to determine how Elections Canada can best communicate information on the new voter identification requirements to target groups that are likely to experience challenges.<br>• *Session Output:*<br>– *A list of recommendations on how Elections Canada can communicate the new voter identification requirements to the target audiences* |
| Discussion Session 5 Concluding Remarks | 10 minutes | • The Elections Canada representative will thank the participants for their contributions. |

**Stakeholder Engagement on New Voter Identification Requirements**

## 2. Discussion Session 1 – Introduction

| Session | Time Allocation | Session Description |
|---|---|---|
| Introduction | 20 minutes | <ul><li>The facilitator will introduce him/herself to the session participants.</li><li>The facilitator will call on the session participants and observers to introduce themselves.</li><li>The facilitator will outline the purpose of the session, the expected outcomes/results and review the session agenda.</li><li>The facilitator will ask participants for any initial questions that they would like to raise prior to proceeding with the more formal discussions.</li></ul> |

*Facilitation Notes and Process*

- *Facilitator Introduction*
  - First and foremost, I would like to thank all of you for taking the time out of your busy schedules to meet here today.
  - My name is <<*name*>> and I will be facilitating our discussions over the next several hours and <<*name*>> will be capturing and reporting on our conversations. We are both from the Centre for Excellence in Communications (CEC), an Ottawa-based consulting company with specialized expertise in public engagement, participatory facilitation and communications.
- *Participant Introductions*
  - Before beginning my formal introduction, I would like to call on <<*name*>> from Elections Canada to provide us with a short welcome and introduction to this session.
  - Now I would like to ask each one of you to introduce yourself and give the name of the organization you represent.
- *Session Introduction*
  - Elections Canada contracted the CEC to identify and meet with selected representatives and gatekeepers from three distinct stakeholder groups – seniors and residents of long-term care facilities, homeless people and students. Specifically, we have been asked to engage the representatives of these stakeholders in a series of discussions about the recent changes made by the Parliament of Canada to the *Canada Elections Act* with respect to voter identification. We have provided each of you with a selection of tools used by Elections Canada to communicate the changes made to voter identification.
  - Elections Canada would like to better understand the challenges associated with implementing the new voter identification requirements. Discussions have already been completed in northern Canada and further sessions are now being planned for June and July 2008. Also, a limited number of national representative organizations in Ottawa will be asked to participate in similar discussions.
  - We have targeted <<*name of riding*>>, because a recent by-election was held here and, therefore, you may have first-hand information about elector response to the new voter identification rules.
  - We have also taken this opportunity to invite other similar organizations from outside of <<*name of riding*>> to secure their perspective and ideas on how best to implement the new voter identification requirements in anticipation of future by-elections or a general election.
- *Participant Expectations and Scope of the Discussions*
  - I am required at this point in our conversation to clearly state that these sessions are for *discussion purposes only* and *they are not classified or defined as a public consultation*. However, Elections Canada is seeking your advice, ideas and suggestions on implementing the new voter identification requirements set out in the *Canada Elections Act*. Your feedback will be reported in its entirety.
  - If you have any questions or comments now or at any time during this session, please stop me and ask your question(s).

- *Session Outcomes*
  – Today's discussions have three intended outcomes:
    - to identify potential challenges to the new voter identification requirements among the target groups and brainstorm possible solutions to these challenges
    - to recommend possible adjustments to the list of CEO-authorized identification and official documents that can be used to prove identity and address in order to vote (option 2)
    - to provide ideas on how best to communicate the new voter identification requirements to the audiences and constituencies that you represent
  – I would like to reiterate that today's objective is not to seek feedback on making changes to the voter identification requirements as passed by the Parliament of Canada but rather it is specifically focussed on how best to implement the new provisions.
  – Before moving on, do you have any questions or comments?

# 3. Discussion Session 2 – Challenges and Solutions

| Session | Time Allocation | Session Description |
|---|---|---|
| Challenges and Solutions | 45 minutes | • The facilitator will guide the participants through a mini SWOT analysis designed to unearth challenges and solutions/opportunities with respect to the implementation of the new voter identification requirements<br>• *Session Output:*<br>  – *A refined list of challenges*<br>  – *A set of corresponding solutions to each* |

*Facilitation Notes and Process*

- *Session Purpose*
  - The purpose of this session will be to unearth challenges and recommend solutions/opportunities to specific challenges with respect to the implementation of the new voter identification requirements.
- *Direction to Facilitator*
  - Using documentation provided by Elections Canada and adapted for these sessions by the CEC, the facilitator will outline the current requirements with respect to voter identification. Note: All participants will be provided with a householder to refer to.
  - The facilitator will outline the *three options available to voters* in the context of the new voter identification rules.
  - Using a basic brainstorming technique, ask the session participants to identify challenges that might affect the individuals in the community that they represent with respect to the new voter identification requirements. The facilitator will probe the session participants to ensure general agreement on the nature and scope of the identified challenges.
  - The facilitator will next ask the session participants to identify potential opportunities/solutions to overcome the identified challenges.
  - The facilitator should record the challenges and corresponding suggestions on a flip chart.
- *Direct Questions*
  - First, I would like to ask those of you who live and/or work in <<*name of riding*>>:
    - Have you received any feedback about the changes made to the voter identification requirements? Please describe.
  - Second, for those of you who live outside of <<*name of riding*>>:
    - Did any individuals from the community you represent provide feedback to you about the new federal requirements for voter identification? (Note to facilitators: Quebec and Ontario have provincial voter identification requirements that are slightly different from federal requirements, while British Columbia has legislation pending that is similar to federal requirements.) Please describe.
- *Direction to Facilitator*
  - At the conclusion of this session, the facilitator will seek consensus on the identified challenges and corresponding solutions before moving onto the next agenda item.

# 4. Discussion Session 3 – Review and Recommend Adjustments to the List

| Session | Time Allocation | Session Description |
|---|---|---|
| Review and Recommend Adjustments to the List | 45 minutes | • The facilitator will guide the session participants through a review of the list of identification authorized by the Chief Electoral Officer of Canada (checklist will be provided to each participant).<br>• The session participants will be called upon to:<br>– determine whether additions or changes could be made to the list authorized by the Chief Electoral Officer in order to reduce challenges<br>– discuss the use of letters of attestation in conjunction with other identification authorized by the Chief Electoral Officer<br>– discuss whether they consider vouching to be a useful tool for electors<br>• *Session Output:*<br>– *A list of suggestions designed to improve the list authorized by the Chief Electoral Officer*<br>– *Feedback on vouching as a means of identification for the target audiences* |

*Facilitation Notes and Process*
- Session Purposes
  - determine whether additions or changes could be made to the list authorized by the Chief Electoral Officer in order to reduce challenges
  - discuss the use of letters of attestation in conjunction with the other identification authorized by the Chief Electoral Officer
  - discuss whether they consider vouching to be a useful tool for electors
- *Direction to Facilitator*
  - Using documentation provided by Elections Canada and adapted for this session by the CEC, the facilitator will guide the session participants through the content of the "**identity cards**" and "**original documents**" approved by Elections Canada as proof of identity and address.
  - The facilitator will ask the session participants the following questions:
    - From your experience with individuals in the community that you represent, do you think that they would have any of the identification described on the list?
    - Which pieces of identification outlined on the list do you think they would most likely have in their possession?
    - Do you think that the CEO-authorized list is complete?
    - What would you suggest adding to the list?
  - The facilitator will define a "**letter of attestation**":
    - A letter of attestation of residence can be provided to electors who cannot provide a piece of identification establishing their address. Letters of attestation can be issued by responsible authorities of shelters, soup kitchens, student or senior residences, long-term care facilities and Aboriginal band offices upon request from the elector. The elector can then use the letter of attestation and a second piece of ID from the list of identification documents authorized by the Chief Electoral Officer as proof of identity and address.
  - The facilitator will ask session participants the following questions:
    - Were you previously aware of the use of a letter of attestation?
    - From your perspective, are letters of attestation useful tools for electors in the community that you represent?
    - Within your organization, would you be the individual with the authority to provide an elector with a letter of attestation?

- Are there any particular tools that you need from Elections Canada to assist you with the issuance of letters of attestation?
- Are you aware of any particular issues that occurred in the past by-election with respect to letters of attestation?
- The facilitator will define "**vouching**":
  - An individual can ask another elector whose name appears on the list of electors in the same polling division and who has acceptable identification to vouch for them. Both electors will be required to make a sworn statement. An elector cannot vouch for more than one person, and an elector who has been vouched for cannot vouch for another person.
- The facilitator will ask the participants the following questions and probe participant responses:
  - Do you think that vouching is an effective tool for the individuals you represent?
  - Would individuals coming from the community that you represent find it easy to have someone vouch for them?
  - Who do you think they would ask?
  - Would you vouch for another person?
  - What do you think are some of the obstacles that individuals may encounter with respect to vouching?
  - Are you aware of any particular issues that occurred during the recent by-election with respect to vouching?
  - Are you aware of any other issues or concerns that occurred during the recent by-election that have not been discussed? If yes, what are they?

# 5. Discussion Session 4 – Outreach Opportunities

| Session | Time Allocation | Session Description |
|---|---|---|
| Outreach Opportunities | 30 minutes | • The facilitator will guide the session participants through a discussion designed to determine how Elections Canada can best communicate information on the new voter identification requirements to target groups that are likely to experience challenges.<br>• *Session Output:*<br>   – *A list of recommendations on how Elections Canada can communicate information on the new voter identification requirements to the target audiences* |

*Facilitation Notes and Process*
- *Direction to Facilitator*
  - The facilitator will explain that the purpose of this session is to obtain feedback on the current communications vehicles used by Elections Canada and to identify any new communications vehicles and channels for reaching target groups that are likely to experience challenges. The facilitator will describe the communications tools used by Elections Canada to inform voters about the new voter identification requirements, including media advertisements (print and radio), a householder sent to each residence in the riding, a voter information card sent to each registered voter in the riding, posters at polling stations. In addition, Elections Canada has community relations officers representing various target audiences positioned within electoral districts dependent on the numbers of electors for each target audience. (Facilitator can explain how many CROs were in place for recent by-elections)
  - The facilitator will ask the session participants the following:
    - Which of these communications did you see during the recent by-election?
    - What was your initial response to these communications?
    - Are the current tools effective for the target audience you represent?
  - The facilitator will ask each participant to complete the following:
    - Write down up to three initiatives that Elections Canada could undertake to ensure that information on the new voter identification requirements reach the members of the target audience that they represent.
  - Using a round robin technique, the facilitator will move around the group and ask each person to:
    - Identify one new communications/outreach initiative that could be undertaken by Elections Canada to provide information on the new voter identification requirements to target groups. (Proceed until all of the new initiatives have been acquired from the participants.)
  - Review the recommended initiatives with the participants and then close this session.

## 6. Discussion Session 5 – Concluding Remarks

| Session | Time Allocation | Session Description |
|---|---|---|
| Concluding Remarks and Session Evaluation | 10 minutes | • The Elections Canada representative will thank the participants for their contributions. |
| *Facilitation Notes and Process* | | |
| • *Direction for Facilitator* <br> – Before closing this session, I would like to ask if you have any other comments that you would like to make concerning the new voter identification requirements. <br> – I would now like to call on <<*name*>>, from Elections Canada, to make a few closing remarks. | | |
| | | |

# 7. Direct Questions

**Session 2: Challenges and Solutions**
- Have you received any feedback about the changes made to the voter identification requirements? Please describe.
- Did any individuals from the community you represent provide information to you about the new requirements for voter identification? Please describe.

**Session 3: Review and Recommend Adjustments to the List**
*Adjustments to the List*
- From your experience with individuals in the community that you represent, do you think that they would have any of the identification described on the list?
- Which pieces of identification outlined on the list do you think they would most likely have in their possession?
- Do you think that the CEO-authorized list is complete?
- What would you suggest adding to the list?

*Letters of Attestation*
- Were you previously aware of the use of a letter of attestation?
- From your perspective, are letters of attestation useful tools for electors in the community that you represent?
- If asked, would you provide an elector with a letter of attestation?
- Are there any particular tools that you need from Elections Canada to assist you with the issuance of letters of attestation?
- Are you aware of any particular issues that occurred in the past by-election with respect to letters of attestation?

*Vouching*
- Do you think that vouching is an effective tool for the individuals you represent?
- Would individuals coming from the community that you represent find it easy to have someone vouch for them?
- Who do you think they would ask?
- Would you vouch for another person?
- What do you think are some of the obstacles that individuals may encounter with respect to vouching?
- Are you aware of any particular issues that occurred during the recent by-election with respect to vouching?

**Session 4: Outreach Opportunities**
- Which of these communications did you see during the recent by-election?
- What was your initial response to these communications?
- Are the current tools effective for the target audience you represent?

*Other Related Issues*
- Are you aware of any other issues or concerns that occurred during the recent by-election that have not been discussed? If yes, what are they?

# Appendix 2 – Discussion Sessions Summary Report

## 1.    Introduction

The *Canada Elections Act* was amended in 2007. In order to vote in a federal election, electors must now prove their identity and address by providing one piece of government-issued photo identification showing their name and address (Option 1), or two pieces of identification authorized by the Chief Electoral Officer (CEO) of Canada, each of which establishes their name and at least one of which establishes their address (Option 2). Option 3 provides for an elector to take an oath and be vouched for by another elector whose name is on the list of electors for the same polling division, and who has the necessary piece(s) of identification to establish his or her identity and address.

The new voter identification requirements were first implemented during the September 17, 2007, by-elections held in Outremont (Quebec), Roberval–Lac-Saint-Jean (Quebec) and Saint-Hyacinthe–Bagot (Quebec), and subsequently during the March 17, 2008, by-elections held in Desnethé–Missinippi–Churchill River (Saskatchewan), Toronto Centre (Ontario), Vancouver Quadra (British Columbia) and Willowdale (Ontario).

Elections Canada held four stakeholder engagement sessions (Vancouver, Ottawa, Toronto and Montreal) during June and July 2008 related to the new voter identification requirements and their impact on three population groups: seniors/long-term care facility residents, homeless people and students.

The sessions sought stakeholder feedback on the challenges for these population groups in meeting the new identification requirements, additions and amendments to the Chief Electoral Officer of Canada's list of authorized identification, suggestions for Elections Canada communications and outreach and other suggested solutions to the challenges identified.

This report provides a summary of stakeholder feedback from these population groups.

## 2.    Overview of Stakeholder Feedback

Stakeholders from each of the three population groups (seniors/long-term care facility residents, homeless people and students) expressed concern that the new voter identification requirements present challenges for members of these population groups to vote in a federal election. The primary challenge identified by all three stakeholder groups was the ability of the population groups to prove their residential address and secondly the lack of access to identification documents either due to lost or stolen ID or access to original documents. Voter apathy and lack of understanding of the voting process was also highlighted as a challenge by student groups. Participants emphasized the importance of streamlining processes and requirements and introducing some flexibility in order to better accommodate the needs of people in these population groups.

A measure that would significantly reduce identification challenges for these population groups would be to allow photocopies of documents, rather than originals, to be accepted as identification. In many cases, people no longer possess their original documents; however, the seniors/long-term care residence administrator, shelter administrator, social service agency or other organization may have a photocopy of the documents.

There was agreement across the stakeholder groups that letters of attestation of residence are a useful tool. However, participants in all groups strongly recommended that one letter of attestation of residence issued by administrators of facilities listing all residents of a seniors/long-term care facility, shelter, student residence, etc. be accepted, instead of requiring a separate letter for each voter. Issuing individual letters of attestation of residence would be onerous for most facilities and organizations, many of which have limited staff and resources. Other recommendations related to the process for and use of letters of attestation of residence included:

- Expand the list of "responsible authorities" who may sign the letter of attestation of residence to also include family doctors, nurses, social workers, facility managers and staff, outreach workers, pastors, and people in similar care and/or service positions.

- Clarify any legal obligations and/or liabilities associated with issuing letters of attestation of residence.

Other suggestions that would improve the likelihood of members of these population groups in meeting the new voter identification requirements were:

- Accept self-printed electronic documents that are delivered by Internet (e.g. utility bills).

- Provide for "serial" vouching. This would be particularly welcomed and effective when polling stations are on-site: staff of the residence, facility or organization could vouch for each voter.

- Simplify the language used on the list of authorized pieces of identification to ensure clarity and understanding (e.g. the term "public curator" is not well known) and provide more examples of identification types and sources (e.g. provide examples of groups/organizations that would be considered "community service centres").

- Develop a "voter identification card" especially for members of these population groups.

Specific suggestions for additions to the list of pieces of identification authorized by the Chief Electoral Officer of Canada are identified with each population group section of this report.

Generally, improved communication of the new voter identification rules is needed. Few participants were aware of the new identification requirements and/or letters of attestation of residence.

Participants suggested that Elections Canada proactively work with the residences, facilities, organizations, education institutions and others to raise awareness of both identification requirements and the voting process. This could include on-site visits, distribution of pamphlets, slide shows and other promotional materials, use of institutional e-mail lists, attendance at meetings, and other activities. Participants also felt that the use of on-site voting booths and special polling arrangements would greatly increase opportunities for members of these population groups to vote.

Other suggestions included:

- Advertising and promotional materials should be developed to meet the needs of each population group.

- Improve the Elections Canada Web site; include links to voter information designed for these population groups.

- Include contact information on all material: both Web site and 1-800 number.

- Establish community relations officers for each population group.

- Ensure polling staff have a solid and common understanding of voter identification requirements.

More specific suggestions for Elections Canada communications and outreach are included within each population group section of this report.


# 3. Summaries of Stakeholder Feedback by Population Group

## 3.1 Seniors/Long-Term Care Facility Residents

### 3.1.1 Challenges

Participants in each session emphasized that people living in seniors/long-term care residences have significant challenges meeting the new voter identification requirements. Although some facilities may be able to take the time and/or may have the administrative resources to assist residents with meeting the identification requirements, educating families and residents about requirements, or otherwise facilitating voting by residents, for many facilities, especially larger ones, is not possible due to a lack of time and/or resources.

Many seniors/long-term care residents cannot easily meet the identification requirements of Option 1. Presenting photo identification, such as a driver's licence, with a local address is problematic: many people in seniors/long-term care residences no longer have a valid driver's licence; if they still have a licence, it likely shows the resident's former address, and the photograph may be outdated.

Meeting the identification requirements of Option 2 is also difficult for members of this population group. While a letter of attestation of residence from a facility administrator would provide one piece of identification, the challenge remains for residents to provide a second piece of identification. Many residents of seniors and long-term care facilities no longer manage their own affairs, which may be handled by a family member, guardian, a power of attorney, public curator or other person. As a result, these seniors/long-term care residents do not receive government documents, cheques, bills or other authorized identification items with their name and address. In addition, most residents of seniors and long-term care facilities do not have possession of their own identification; facilities usually keep photocopies, while the families of residents and/or guardians often possess the originals.

Participants felt that the current process for issuing and using a letter of attestation of residence raises challenges and concerns. A key challenge is the need to issue one letter for each resident. For many facilities, this could present a significant administrative burden for staff, who often already have limited time and resources. For large facilities it could require hundreds or even thousands of letters be written, printed and distributed to residents. There was also concern that residents would likely lose or misplace a letter.

Vouching was considered by participants to be of minimal applicability to this population group, due to the limit of one "vouching" per voucher and the requirement for a voucher to reside in the same polling district as the voter.

Other challenges to meeting the new voter identification requirements for this population group included:

- Some residents are in interim locations as they wait for a more permanent or long-term location, thereby creating a further identification or current address challenge.

- Seniors and long-term care residents are discouraged from carrying identification due to risk of loss and theft of documents.

- Many documents, such as passports and driver's licences, are not renewed due to renewal costs.

- For women, birth certificates have the person's maiden name.

- There may be difficulties due to dementia or other memory issues that further complicate the identification process.

- Some seniors/long-term care facility residents have the assistance of family members or others to help them with voting and voter identification requirements. However, there are some seniors and long-term care facility residents who do not have anyone to help them.

- People living in modular or mobile homes do not own the land and property tax receipts and similar correspondence are sent to the landowner. As a result, people in modular or mobile homes would not be able to provide property tax assessments.

- There are issues related to culture and language. For example, within the Chinese community there are hundreds of dialects.

Although not directly related to new voter identification requirements, participants noted that seniors and long-term care facility residents face other barriers that affect their ability to vote, such as mobility, capacity and other issues.

### 3.1.2 Suggested Additions to the List of Identification Documents Authorized by the CEO

Participants suggested that the Chief Electoral Officer for Canada add to the list of authorized pieces of identification to better accommodate this population group. Participants recognized that there may be privacy issues related to some suggestions. The suggested additions included:

- The Canadian National Institute for the Blind (CNIB) identification card. It includes photo and address and is issued to assist transportation of people, but it is not a "public transportation card."

- Facility medical record. This usually includes a photo and address.

- Facility identification document. This could be a card or an identification wristband or bracelet that is issued to and worn by residents of some seniors/long-term care facilities, usually including the resident's name, health card number and address of the facility.

- The monthly statement of care or rent, which includes the resident's name and address.

- The standardized lease form for residents of private facilities. Starting in February 2009, all private facilities in Quebec need to be certified; a criterion is to have a standardized lease for each resident.

- The Admissions Form used by facilities: it includes name, address, former address, health card number.

- Cellphone bills.

- Hospital and ambulance bills.

- Prescription/pharmacy receipts.

- Letter from a power of attorney/public trustee/guardian stating identification and residency, in addition to a letter from a public curator.

### 3.1.3  Suggestions for Letters of Attestation of Residence

Participants in all sessions supported a streamlined approach to the letter of attestation of residence, and recommended that a "blanket" letter, rather than individual letters, be accepted. With this approach, a letter of attestation of residence containing a list of all residents' names and signed by an approved authority of the facility would be given to the returning officer. Residents would then be required to provide one additional piece of authorized identification, such as a health card, at the polling station.

Other suggestions related to the letter of attestation of residence included:

- Expand the letter of attestation of residence to also include a photocopy of a resident's identification, such as a medical card, or an imprint of a hospital card, facility bracelet, etc. The letter would then serve as two pieces of identification, thereby meeting the requirements of Option 2.

- Provide a sample letter of attestation of residence outlining all requirements and provide a template electronically, which may then be customized by facilities.

- Expand the list of authorized issuers of a letter of attestation to also include family doctors, care providers, guardians, power of attorney, and others.

### 3.1.4  Suggestions for Elections Canada Communications and Outreach

There was general consensus that increased communication of new voter identification requirements would enable more members of this population group to vote. Outreach initiatives should be targeted to residents, their families/guardians, and to facility administrators who are the main point of contact with residents. Communication and promotion of identification requirements should be done well in advance of the election so that documents may be collected and/or retrieved. As the letter of attestation of residence is likely to be used by this population group, it is important to promote information about the process (eligibility, where to file the letter, conditions for type of election and for advance polling, etc.) and tools available (e.g. letter template).

Participants suggested that Elections Canada create materials, such as posters and pamphlets, especially designed for this population group, with large text, large graphics, few words, vivid colours, and pictures of seniors. Materials should include only the identification options that apply to this group (e.g. hospital cards, Old Age Security Identification Cards, etc.). It is also important to ensure that people with disabilities, especially the blind, are considered when developing promotional materials.

Elections Canada could also produce electronic versions/templates of materials (posters, flyers, pamphlets, sample text for newsletters, etc.) for customizing by facilities. Materials could be used in newsletters, distributed to residents, given to family members, posted on bulletin boards, etc.

Facilities could customize materials to highlight information of particular relevance to their residents and to provide facility staff contact information.

Some facilities would appreciate Elections Canada officials visiting to discuss requirements with residents. It was suggested that Elections Canada could establish community relations officers for this population group. It is also important to ensure polling staff are trained in how to work with seniors/long-term care facility residents.

Participants provided a number of suggestions for outreach activities and communications materials, including:

- Encourage facilities to communicate with families (for example, in newsletters) so that they know that residents can vote, what identification is required, and what help is available (e.g. letter of attestation).

- Develop a "tips" sheet for facilities, including timelines.

- Elections Canada could provide a PowerPoint presentation for facilities to present to residents.

- Include a phone number (1-800 if possible) as well as a Web site for additional information on all materials and in print, radio and television advertising. Not all residents use the Internet, but many residents have telephones and would call for more information.

- Create a program in which facilities could appoint a "mascot" to promote voting with residents. Elections Canada could provide promotional items such as pins or T-shirts.

- Identify a point of contact within each facility – the person who would facilitate the voting of the residents (not necessarily the executive director or CEO). Maintain the list of contacts between elections.

- Improve the Elections Canada Web site so that it is more user-friendly. Include downloadable documents that can be printed and distributed and/or posted on a bulletin board.

**Posters and Advertising**

Participants had the opportunity to comment on the posters and advertisements that were provided by Elections Canada during the fall 2007 and spring 2008 by-elections. It was noted that for the general population, the layout and messaging on the samples shown were for the most part considered appropriate. However, for members of this population group, the materials were too busy, too technical, too wordy, and too complicated to be effective. Some participants felt that the character with the "X" on his head (on the householder) takes up too much room and is not relevant or appropriate.

Other comments and suggestions included:

- Posters should be colourful, with less text and more graphics.

- All text and graphics, including maps, should be very large.

- Ensure both English and French versions use the same layout.

- The URL for the Elections Canada Web site should be part of all materials.

- Advertise in the free newspapers (e.g. *24 Hours*, *Metro News*, community newspapers) in addition to or instead of the traditional dailies.

- Include a full list of authorized pieces of identification on at least some ads or materials, for example on voter cards. When listing the pieces, group like items to make the list more concise. A list of identification documents should be produced for each province/territory, as provincial/territorial identification documents vary.

### 3.1.5 Other Suggested Solutions

Participants stressed the importance of addressing identification challenges for voters in this population group, as many still have a strong desire to vote. It is important that privacy, dignity and sense of autonomy be assured and maintained for seniors and long-term care residents throughout the process of confirming identification for voting. Their pride in being a citizen of Canada should not be underestimated or ignored.

Overall, simplification of the identification requirements is recommended, as complicated or onerous procedures produce anxiety and confusion for these voters.

Many participants strongly urged Elections Canada to accept certified photocopies of original documents. Most seniors/long-term care facilities keep photocopies of documents for residents. At voting time, a certified copy could be given to residents for identification, along with a letter of attestation of residence. It was further suggested that at the time of intake or admission, facilities open a file for "voting identification" for the incoming resident and insert photocopies of the appropriate documents. When an election is held, these can be retrieved and presented.

Participants offered a number of other suggestions for simplifying voter identification processes, including:

- A Canadian passport should be sufficient proof of identity under Option 1, when accompanied by the voter information card.

- Elections Canada could develop a "voter's identification card" specifically for people in seniors/long-term care residences. The card could be created when a person is admitted, and kept with the seniors/long-term care facility administrator. It could then be easily retrieved on voting day.

- The seniors/long-term care facility and Elections Canada work together to confirm the List of Electors against the list of current residents. The resulting list would be considered identification for residents to vote.

- When a polling station is on-site in a facility, allow a staff member to attest to the identity and residency of voters.

- Accept two identification documents from the same source. For example, the seniors/long-term care facility would issue two documents for each resident, one being a letter of attestation of residence and the other a financial statement or similar document, each with the resident's name and the facility address. This would meet the identification requirements under Option 2. It was suggested that a template be developed by Elections Canada to demonstrate what would be acceptable.

- The City of Toronto holds "identity clinics" for homeless people and issues identification cards to them. This process could be reviewed for applicability to seniors/long term care residents.

## 3.2  Homeless People

### 3.2.1  Challenges

Participants in each session felt that the new voter identification requirements present significant barriers for marginalized and indigent people to vote, including homeless people, First Nations people (especially women), people recently released from correctional institutions, and others. People in these population groups often do not have any photo identification or documents with an address; very few of the authorized pieces of identification would be held by a homeless person. The requirement for "original" documents is another major barrier.

Participants noted that when cards or other identification items are given to people who are homeless, they are often stolen, lost or misplaced within a few days. There is a large black market for identification documents, and some people do not want to carry identification because of risk of theft. Replacing stolen or lost identification is costly, time consuming and complex. Most members of this population group who lose their identification documents do not replace them.

Most participants felt that the use of a letter of attestation of residence to provide one piece of identification would be beneficial for some members of this population group; however, the challenge would remain for people to produce a second piece of authorized identification. A letter of attestation of residence would not be applicable to people who have no attachment to any agency or facility or for people with a highly-transient lifestyle.

Vouching is problematic for this population group, as the voucher must be a registered voter in the same polling division and each voucher may only vouch for one voter. This greatly limits the ability of shelter workers, outreach workers and others to vouch for clients. In addition, homeless or transient people or those recently released from a correctional institution may not have anyone to vouch for them from among their peers or network, as they may also be in similar circumstances and lack the required identification.

Other challenges noted by participants were:

- Whereas individuals who live in shelters could use the shelter's address, homeless people living on the street have even greater difficulty meeting the new identification requirements.
- Some people may have a postal box address rather than a street address on their document.
- Some people have had to leave dangerous situations without their identification.
- Women often do not want their place of residence known. Former addresses are often used when registering for services.
- For some transition shelters, the address is not published for security or safety reasons.
- Some people have been out of the mainstream for many years and identification they have may be outdated (i.e. the photo and/or address).
- There are literacy challenges in the homeless community that make it difficult for some individuals to understand the identification requirements. There are also challenges related to some individuals' capacity to vote (e.g. fear).

### 3.2.2 Suggested Additions to the List of Identification Documents Authorized by the CEO

Participants emphasized that welfare cards should be added to the list of authorized documents. They noted that the welfare card is the key piece of identification for homeless people. Although the card does not include a photo, it does have the person's name. This and a letter of attestation of residence would provide two pieces of identification and meet Option 2. It was noted that welfare cards are accepted by police, hospitals and others as legitimate identification.

It was noted that documents issued by provincial or municipal programs, such as the Ontario Ministry of Health's Agency Agreement (which allows pre-approved agencies to issue a letter attesting to a person's identity), should be accepted as voter identification even though they are not national documents.

Participants suggested that the Chief Electoral Officer of Canada add the following documents to the list of authorized pieces of identification to better accommodate this population group.

- welfare card

- identification cards that are issued by local/municipal or provincial social service agencies

- justice system documents (e.g. court papers, fines, custody reports, police records, arrest reports (especially with photos), discharge papers, parole officer information)

- receipts and documents related to medical care/services (e.g. hospital bills, ambulance bills, prescription receipts, and medication containers with prescription label)

- YMCA card (including a photo)

- shelter and mission identification card (many Toronto shelters issue these cards) and receipts for items and services (e.g. sleeping bag)

- letters from shelters (e.g. Letters of Stay), which are used to establish identity for some agencies/organizations, such as libraries

- statements of benefits given by shelters to homeless persons (e.g. Personal Needs Allowance)

- provincial government correspondence (e.g. BC Housing)

- Food Bank card

- for new Canadians, the Record of Landing

- application for social assistance

- provincial assistance program receipts and documents (e.g. Ontario Works, Ontario Disability Support Program)

- Money Mart (or similar cheque cashing service) receipts

Participants noted that there are privacy issues related to some of the suggested additions (e.g. justice system documents, prescriptions).

### 3.2.3 Suggestions for Letters of Attestation of Residence

Participants strongly recommended that Elections Canada accept a "blanket" letter of attestation of residence rather than requiring one letter for each person. This blanket letter could be provided to Elections Canada in advance or at the polling station on election day.

Another suggestion would be to permit members of this population group to use two letters of attestation of residence from two different organizations to meet the requirement of two pieces of identification. It was also suggested that Elections Canada accept both a letter of attestation of residence and a membership card from the same organization or service/care provider.

Other suggestions and comments related to letters of attestation of residence included:

- Clarify which agencies/institutions are eligible to issue letters of attestation of residence (e.g. community resource centres, drop-in centres, soup kitchens) and who can act as the "responsible person" in issuing the letter of attestation of residence.

- Expand the list of authorized "responsible persons" to also include pharmacists, outreach workers and other care and service providers.

- Provide a form letter that can be used as a template.

- Some administrators/service providers noted that some of their clients use multiple names (and have no identification). In this vein, there was concern about liability associated with issuing a letter of attestation of residence.

### 3.2.4 Suggestions for Elections Canada Communications and Outreach

Participants noted that communication and education about voter identification requirements to the administrators and staff of shelters, food banks, soup kitchens and other service providers to homeless persons is essential. Elections Canada should also promote the range of services it can provide, such as community relations officers, special polling services (for example, a polling station can be brought to a shelter), etc. Elections Canada staff should be visiting shelters in advance of an election call (year-round outreach), offering workshops and information sessions, and working with shelter/social service agency staff to promote identification requirements, letters of attestation of residence, etc.

Participants noted that staff at many organizations, such as shelters and food banks, would be willing to distribute information, such as posters and flyers, and speak to homeless people about voting. With adequate notice and materials provided by Elections Canada, this would be an ideal way to reach members of this population group. Outreach workers would also be good community relations officers and could be hired by Elections Canada. It was suggested that Elections Canada contact ATRUQ (l'Association des travailleurs et travailleuses de rue du Québec) to explore this idea.

Participants suggested that funding, promotional materials, etc. be provided to organizations to support activities that encourage voting and to help ensure individuals have the necessary identification, for example, for agencies to hold town hall meetings to educate staff and clients.

Other comments and suggestions to improve Elections Canada communications and outreach included:

- Simplify the Elections Canada Web site. Ensure there is a direct link from the Services Canada Web site to Elections Canada's Web site. Include downloadable documents on the Web site that can be printed and distributed and/or posted on a bulletin board.

- Produce DVDs aimed at specific target groups that could be played on a loop; this would be especially beneficial for individuals with low literacy skills.

- If polling stations are held on-site in shelters, etc., advertise or promote the location and time, and that they are specifically for homeless people.

**Posters and Advertising**

Participants had the opportunity to comment on the posters and advertisements that were provided by Elections Canada during the fall 2007 and spring 2008 by-elections. Participants found the posters far too cluttered and too wordy, especially for those with low literacy skills.

Participants noted that the content of posters and promotional materials should be adapted to suit this population group.

The need for simplicity and clarity was emphasized: the goal of the poster should be to advise homeless people about identification options that are relevant to them, including the letter of attestation of residence (what it is, where to obtain it, etc.), where to vote and when, and how to get more information (e.g. "see Shelter Director for more information").

Use large type, few and simple words, and large logos and graphics. It would be helpful if Elections Canada could provide templates for posters or printed posters with large spaces where tailored information can be added.

Additional suggestions regarding posters and advertising included:

- Advertise in the *Itinéraire* magazine.

- Advertise in both free magazines and newspapers (*Metro News*, *24 Hours*, *Georgia Strait*) and major dailies (e.g. *Toronto Sun* and *Toronto Star*).

- Use mini-poster style ads in free magazines and newspapers. Include information for homeless people on voting rights, identification requirements, locations, etc.

- Use shelter logos in advertising to create a bond with homeless people.

- Use wording on posters that is more inclusive and engaging.

- Make promotional material more of an encouragement to vote. "Your vote matters."

- Do not place type over colour sections (difficult to photocopy).

- Advertise and promote messages in appropriate media, in public places and where homeless people congregate and visit (e.g. bus shelters, bus stops, boards at construction sites, libraries, social service agencies, drop-in centres and churches).

### 3.2.5 Other Suggested Solutions

Participants emphasized the importance of enabling homeless and other marginalized or indigent people to vote: as one stakeholder put it, "the right to vote is inalienable and is afforded to all Canadian citizens regardless of circumstance or status." Efforts should be made to make proof of identity and address easier for this population group.

A measure that would significantly reduce identification challenges for this population group would be to allow photocopies of documents to be accepted as identification. Although a person may no longer have the original documents, many shelters and agencies keep photocopies of identification. A solution could be to allow photocopies to be certified by an authority (pastor, nurse, social worker or other) and accepted as identification.

The use of on-site polling stations would help enable members of this population group to vote. With on-site polling stations, letters of attestation of residence could be issued and distributed to clients; there would be less fear and anxiety for these voters; and shelter staff could provide assistance.

Participants noted that while administrators need to be educated on the voter identification requirements in advance of an election, the efforts made to inform homeless people require next-day or same-day solutions to assist the electors with identification obstacles they may face. For example, membership cards for an agency, drop-in centre, etc., or a letter of attestation of residence would need to be issued on the day before or on election day in order to avoid documents being lost or stolen.

Other comments and suggestions included:

- Allow shelter workers to write a letter stating that an individual receives benefits through a local program, such as Ontario Works, Ontario Disability Support Program and Personal Needs Allowance.

- For undisclosed addresses, pre-arrange with the Chief Electoral Officer to use a different address (e.g. the organization's headquarters), but allow residents to vote at the designated polling station.

- Use postal codes rather than street addresses for homeless people (as is done in Britain).

- Develop a "National Voter's Card" as is done in the Caribbean.

- Encourage shelters, social service agencies and outreach workers to proactively collect identification and issue identification cards for voting (some shelters already do this). This could be done at intake (when clients are housed and/or receive their services).

- Expand the rules for vouching to enable authorized authorities (for example, people who would be authorized to issue a letter of attestation of residence) to vouch for more than one person.

- Allow a broader range of service groups, institutions and staff, such as health clinics, to provide letters of attestation of residence.

- Accept a letter from an authorized administrator of a shelter or homeless service attesting to a person's identity (the letter of attestation of residence attests only a person's address).

## *3.3  Students*

### 3.3.1  Challenges

Participants in each session noted that most students have identification, both photo and non-photo (student cards, library cards, etc.). The challenge is having a document with an address within the local polling division.

Although most students have a student card that includes a photo, most student cards do not include a local address. If the student lives in residence, the card may include the name of the residence, but for security reasons it does not normally include a street address. Students who live off campus often share accommodation with other students, and only the primary leaseholder receives utility or other bills that show the local address. In addition, much of students' correspondence (from the educational institution, banks, etc.) is sent to their permanent address (often a parent's address).

Students generally do not consider their academic residence as their permanent residence – they therefore do not change the address on their driver's licence, health card or other documents. Also, there may be costs to reissue documents.

Participants noted that identification is not verified when an individual registers at an educational institution (i.e. passport, birth certificate or other identification is not requested). If payment is made, the individual receives a student card. There is concern that the use of a student identification card for the purpose of proving identity for voting in a federal election transfers responsibility to the educational institution for confirming the identity of the student.

Letters of attestation of residence would provide an item of identification for students living in on-campus residence. However, for students off campus, it may not be possible for the educational institution to attest to their local address, as many students do not inform the school of their local address, and correspondence from the school is sent to their parents or other permanent address.

Other challenges noted by participants included:

- Many students may be voting for the first time and may not understand the voting process, including identification requirements.
- If the election is at the beginning or end of a term when students are in the process of changing their identification documents, the ability to comply with new requirements is poor.
- Some private educational institutions do not issue student ID cards.
- Many students are more interested in voting in the riding of their "permanent" address than in the riding of their academic residence. Similarly, it was noted that the interpretation of "permanent residence" varies among returning officers.
- The transient nature of the student population makes it very difficult to create an up-to-date voters list.
- The increasing use of the Internet for tuition payments and other transactions means there are fewer (if any) "original" documents, receipts, etc. Most students make payments by Internet exclusively, and do not receive hard copy mail from banks, credit card companies, utilities, etc.

### 3.3.2 Suggested Additions to the List of Identification Documents Authorized by the CEO

Generally, participants called for more flexibility to accommodate the identification challenges of this population group. Participants suggested that the Chief Electoral Officer of Canada add the following documents to the list of authorized pieces of identification:

- Less "official" documents, e.g. a letter from the student's parent. This letter would act as "vouching" in paper form.

- Electronic statements from recognized organizations (banks, credit card companies, cellphone companies, etc.).

- Educational institution fee statements.

- Information or correspondence regarding bursaries, awards, scholarships, student loans, etc.

- Photocopies of original documents. This would enable students to provide a photocopy of a transcript, as there is a cost to obtain an original. If they have to pay for an original, it could be construed by students as "paying" to vote.

### 3.3.3 Suggestions for Letters of Attestation of Residence

Participants expressed concern that issuing one letter of attestation of residence for each student would be administratively onerous. They suggested that Elections Canada accept one letter that would list the names of all students of an on-campus residence. This would act as the letter of attestation of residence for each student listed when they present themselves at the poll to vote.

Should such a blanket letter approach not be acceptable, a suggested alternative would be for Elections Canada to accept individual letters of attestation of residence electronically, in PDF format. Similarly, students could, much like they access their grades, access an authorized letter of attestation of residence that they could print themselves and provide to the deputy returning officer at the poll. Participants acknowledged that measures would be needed to mitigate the risk of fraud, ensure the legitimacy of files, and protect privacy. It was also suggested that Elections Canada collect signatures of authorized people in advance to verify letters of attestation of residence.

### 3.3.4 Suggestions for Elections Canada Communications and Outreach

Participants noted that most students, with adequate advance notice and information on voter identification requirements, can gather the identification needed to vote. The bigger issue is getting students to vote – it is therefore important for Elections Canada to proactively engage students in the voting process and the idea of voting.

Participants felt that having polling stations on campus and in residences would greatly increase student voter turnout.

Educational institutions and Elections Canada should work together to help promote voting and to raise awareness of voter identification requirements. Suggested activities included:

- Set up a link on the educational institution's Web portal to direct students to information about voting, including identification requirements.

- Include a "checkbox" on the educational institution's Web portal that would ask students if they consent to Elections Canada receiving updated address information.

- Create a pop-up in the student's portal that asks the student to confirm his or her address and that provides information about polling locations.

- Send e-mails through the educational institution's e-mail address list.

- Have a kiosk at the beginning of each semester to educate and inform students about identification requirements for voting; and for Elections Canada to update the voters list.

- Develop a tool kit of information pieces (i.e. several different types of promotional materials, such as videos, posters in various languages and sizes, text that can be clipped into e-mails).

Participants suggested that Elections Canada also develop relationships with key student organizations, including student unions and students housing services, to explore potential ways to reach and inform students (for example, presentations at student staff meetings, participation in annual meetings, use of student e-mail address lists, use of student portals).

When asked, participants offered to participate in an advisory board of students to provide advice regarding poster design and other communications materials, and some participants also expressed interest in participating in future sessions on other Elections Canada topics, such as mobile polls and voting procedures in the home riding.

Other outreach ideas included:

- Use social marketing tools: create an Elections Canada Facebook group or page.

- Hire students to promote voting and raise awareness of identification requirements through peer-to-peer marketing.

- Develop a campaign similar to "Rock the Vote" (US) or "Momentum" (Quebec) that uses MuchMusic or MusiquePlus, local and national celebrities, artists and athletes to promote voting.

- Advertise in free daily newspapers such as *Metro* and *24 Hours* as well as campus papers. Make sure the message is clear and concise.

- Use new Canadians (with citizenship) as ambassadors to highlight the benefits of the democratic process.

**Posters and Advertising**

Participants had the opportunity to comment on the posters and advertisements that were provided by Elections Canada during the fall 2007 and spring 2008 by-elections. Generally, participants found the poster "too conservative" to appeal to students. It was noted that students tend to be rather apathetic about public interest messages and the poster and radio campaign were "bland and not too catchy." There is a huge amount of "clutter" around campuses – materials must stand out to be effective. It was also suggested that the posters were displayed too far in advance of the by-election.

Communications and promotion materials should be student-specific. Posters and ads should have brief information about where and when to vote, and a Web site for more information. Include voter identification requirements – but only those documents that are most applicable to students. Materials should be attractive, eye-catching, minimalist, and include "clever tag lines."

Participants noted that the Elections Canada Web site needs to be revamped to be more user-friendly. It was suggested that the Ontario Elections Web site be reviewed as a model.

Suggestions regarding the posters and advertising included:

- Colours of posters should vary where possible from one election to another as materials sometimes do not get removed from bulletin boards, etc.
- Include Elections Canada Web site in large type on all communications materials.
- There is only limited need for bilingual materials in Ontario (may be more effective to target bilingual materials to bilingual schools).
- Advertise in student-frequented locations: movie theatres, bus stops, campus bulletin boards, coffee shops, etc.
- Advertise in student newspapers and on student radio.
- Place banner ads on Web sites that students visit and on school Web portals.
- Distribute pamphlets (a welcome change from e-mails – printed materials distributed door-to-door are successful again).
- Distribute bookmarks and/or advertise at campus bookstores.
- Run advertising or video on closed circuit television in residences and on campus.

### 3.3.5  Other Suggested Solutions

Many student cards of on-campus students include only the name of the residence and not the residence street address. The educational institutions could provide Elections Canada with the correlating street address at the polling station, and then consider the student card as acceptable identification under Option 1.

Participants suggested that educational institutions be encouraged to design student cards that include the student's photo and an address: the educational institution's address or the student's local address, either on campus (i.e. residence) or off campus. This would enable the student card to satisfy Option 1. However, it was noted that the institution address may be in a different electoral division than that of the on-campus residence. In addition, there are security concerns related to the inclusion of an address on a student card.

Participants suggested that in the future, it is likely that additional information will be embedded into student cards by an electronic bar code. Elections Canada could then use a card reader to access the student's address when the student card is presented as voter identification.

Other suggestions included:

- Educational institutions provide a list of students to Elections Canada. However, there was concern expressed regarding accuracy as well as management of the list (e.g. controlling access and ensuring that the list is returned).

- Vouching would be more applicable if many students could be vouched for by the same person.

# Appendix 2.1 – Generic Agenda for Discussion Sessions

## *Discussion Sessions at a Glance*
### Generic a.m. Agenda

| Session | Time | Session Description |
|---|---|---|
| Discussion Session 1 Introduction | 8:30 – 8:50 a.m. | • The facilitator will introduce him/herself to the session participants.<br>• Ms. Susan Torosian, Director of External Relations at Elections Canada, will provide a short welcome and introduction.<br>• The facilitator will call on the session participants and observers to introduce themselves.<br>• The facilitator will outline the purpose of the session, the expected outcomes/results and review the session agenda.<br>• The facilitator will ask for questions and provide responses to them. |
| Discussion Session 2 Challenges and Solutions | 8:50 – 9:35 a.m. | • The facilitator will guide the participants through a mini strengths, weaknesses, opportunities and threats (SWOT) analysis designed to unearth challenges and solutions/opportunities with respect to the implementation of the new voter identification requirements.<br>• *Session Output:*<br> – *A refined list of challenges*<br> – *A set of corresponding solutions to each* |
| Health Break | 9:35 – 9:50 a.m. | |
| Discussion Session 3 Review and Recommend Adjustments to the List | 9:50 – 10:35 a.m. | • The facilitator will guide the session participants through a review of the list of identification authorized by the Chief Electoral Officer of Canada.<br>• The session participants will be called upon to:<br> – determine whether additions or changes could be made to the list authorized by the Chief Electoral Officer in order to reduce challenges<br> – discuss the use of letters of attestation in conjunction with other identification authorized by the Chief Electoral Officer<br> – discuss whether they consider vouching to be a useful tool for electors<br>• *Session Output:*<br> – *A list of suggestions designed to improve the list authorized by the Chief Electoral Officer*<br> – *Feedback on vouching as a means of identification for the target audiences* |
| Discussion Session 4 Outreach Opportunities | 10:35 – 11:05 a.m. | • The facilitator will guide the session participants through a discussion designed to determine how Elections Canada can best communicate information on the new voter identification requirements to target groups that are likely to experience challenges.<br>• *Session Output:*<br> – *A list of recommendations on how Elections Canada can communicate the new voter identification requirements to the target audiences* |
| Discussion Session 5 Concluding Remarks | 11:05 – 11:15 a.m. | • The Elections Canada representative will thank the participants for their contributions. |

## Discussion Sessions at a Glance
### Generic p.m. Agenda

| Session | Time | Session Description |
|---|---|---|
| Discussion Session 1 Introduction | 1:30 – 1:50 p.m. | • The facilitator will introduce him/herself to the session participants.<br>• Ms. Susan Torosian, Director of External Relations at Elections Canada, will provide a short welcome and introduction.<br>• The facilitator will call on the session participants and observers to introduce themselves.<br>• The facilitator will outline the purpose of the session, the expected outcomes/results and review the session agenda.<br>• The facilitator will ask for questions and provide responses to them. |
| Discussion Session 2 Barriers and Solutions | 1:50 – 2:35 p.m. | • The facilitator will guide the participants through a mini strengths, weaknesses, opportunities and threats (SWOT) Analysis designed to unearth challenges and solutions/opportunities with respect to the implementation of the new voter identification requirements.<br>• *Session Output:*<br>  – *A refined list of challenges*<br>  – *A set of corresponding solutions to each* |
| Health Break | 2:35 – 2:50 p.m. | |
| Discussion Session 3 Review and Recommend Adjustments to the List | 2:50 – 3:35 p.m. | • The facilitator will guide the session participants through a review of the list of identification authorized by the Chief Electoral Officer of Canada.<br>• The session participants will be called upon to:<br>  – determine whether additions or changes could be made to the list authorized by the Chief Electoral Officer in order to reduce challenges<br>  – discuss the use of letters of attestation in conjunction with other identification authorized by the Chief Electoral Officer<br>  – discuss whether they consider vouching to be a useful tool for electors<br>• *Session Output:*<br>  – *A list of suggestions designed to improve the list authorized by the Chief Electoral Officer*<br>  – *Feedback on vouching as a means of identification for the target audiences* |
| Discussion Session 4 Outreach Opportunities | 3:35 – 4:05 p.m. | • The facilitator will guide the session participants through a discussion designed to determine how Elections Canada can best communicate information on the new voter identification requirements to target groups that are likely to experience challenges.<br>• *Session Output:*<br>  – *A list of recommendations on how Elections Canada can communicate the new voter identification requirements to the target audiences* |
| Discussion Session 5 Concluding Remarks | 4:05 – 4:15 p.m. | • The Elections Canada representative will thank the participants for their contributions. |

# Appendix 3 – Summary Report: Interviews with Elections Canada Field Officers in 2007 and 2008 By-election Ridings

## 1.   Introduction

The *Canada Elections Act* was amended in 2007. In order to vote in a federal election, electors must now prove their identity and address by providing one piece of government-issued photo identification showing their name and address (Option 1), or two pieces of identification authorized by the Chief Electoral Officer of Canada, each of which establishes their name and at least one of which establishes their address (Option 2). Option 3 allows an elector to take an oath and be vouched for by another elector whose name is on the list of electors for the same polling division, and who has the necessary piece(s) of identification to establish his or her identity and address.

The new voter identification requirements were first implemented during the September 17, 2007, by-elections held in Outremont (Quebec), Roberval–Lac-Saint-Jean (Quebec) and Saint-Hyacinthe–Bagot (Quebec), and subsequently during the March 17, 2008, by-elections held in Desnethé–Missinippi–Churchill River (Saskatchewan), Toronto Centre (Ontario), Vancouver Quadra (British Columbia) and Willowdale (Ontario).

### 1.1   Methodology

In the context of Elections Canada's ongoing study of the impact of the new voter identification requirements, the Centre for Excellence in Communications (CEC) was asked to conduct interviews with Elections Canada field officers (returning officers – ROs, field liaison officers – FLOs and community relations officers – CROs) in the following by-election areas:

- Outremont (Quebec), September 17, 2007, by-election, 3 election officers
- Toronto Centre (Ontario), March 17, 2008, by-election, 3 election officers
- Vancouver Quadra (British Columbia), March 17, 2008, by-election, 2 election officers
- Willowdale (Ontario), March 17, 2008, by-election, 3 election officers

The interviews focussed on and sought feedback from local election officers on their own and their colleagues' experiences with the new voter identification requirements during the by-elections in their respective ridings. The interview questionnaire is attached at the end of this appendix.

The vast majority of those interviewed also participated as resource persons in the Elections Canada Stakeholder Engagement Discussion Sessions held in their electoral districts with representatives of local, provincial and national organizations with responsibilities for student affairs, homeless people, seniors and individuals living in long-term care residences.

This report provides a summary of the field officers' feedback from the interviews undertaken during June and July 2008.

## 2. Overview of EC Field Officer Feedback

The results of the 11 interviews present a good overview of the field officers' perceived impact of the new voter identification requirements on both the management of the Elections Canada polling stations and on the electors during the by-elections held in September 2007 in Outremont and those held in Vancouver Quadra, Toronto Centre and Willowdale in March 2008.

The key results and conclusions of the interviews are noted below.

All of the individuals interviewed agreed that the new voter identification requirements did not present a major issue during the by-elections in their respective ridings. The exceptions encountered involved homeless people, new Canadians residing in high-density housing and urban centres, students living in residences and seniors and other individuals living in long-term care facilities.

A number of suggestions (for details, please see specific sections below) were made with a view to mitigating such problems, including:

- expanded CRO program to include additional CROs for seniors and long-term care facilities and ongoing community outreach between elections

- enhanced training for Elections Canada field officers during and before elections, with a focus on the anticipated issues in specific communities of electors

- improved communications tool kit designed to allow customization of information and tools, such as posters, flyers and notices to local circumstances and to specific communities

- revised lists of acceptable identification and documents, reflecting the needs of the specific communities with existing and identified address documentation problems

- greater flexibility and authority for returning officers to accept documentation and pieces of identification not on the final CEO-authorized list

- greater emphasis on outreach and development of an ongoing relationship with gatekeepers and community organizations representing electors most affected by the new voter identification requirements

- ongoing, increased flow of communication between Elections Canada and field election officers

## 3. Summary of EC Field Officer Feedback

### 3.1 Level of Awareness and Comprehension Among Electors of the New Voter Identification Requirements

Most electors were simply not aware of the new voter identification requirements. In two of the ridings, Elections Canada officers were called upon frequently to explain the new requirements. While in general the new requirements were well received, many electors did not comprehend the rationale for the change.

In several by-election ridings (with Toronto Centre as a best-practice example), a significant number of meetings were arranged by local election officers after the by-elections were announced with gatekeepers and administrators of organizations representing the four target groups on the subject of the new voter identification requirements. In the opinions of the election officers involved, these

meetings significantly contributed to the general acceptance of the new requirements among the groups concerned. As a result, fewer problems than expected were encountered.

## 3.2   Experience in Administering By-elections Under the New Voter Identification Requirements

Although the new rules represent a significant difference in voter identification requirements, the regime was well received by electors. Even those who were not aware were able to quickly adapt and produce the required documentation. The major exceptions to the new requirements were encountered among seniors and residents of long-term care residences, and homeless people. It should also be noted that several individuals interviewed strongly recommended that the current list of CEO-authorized documentation be revised and expanded to be nationally representative (specific reference was made several times to "public curator" as a term that is unknown in various regions of the country). Several community relations officers suggested that an Elections Canada business card be provided to them to give additional weight to the community work they undertake during elections.

## 3.3   Specific Problems Encountered During the By-elections Related to the New Voter Identification Requirements

Homeless people, senior citizens and residents of long-term care facilities were most affected, with significant negative consequences on their ability to vote. There were many heartbreaking moments when resident seniors were not able to vote in spite of their desire to do so. Similar issues were encountered with homeless people, which was particularly disheartening due to the previous efforts on the part of Elections Canada field officers to enable them to vote. For both groups, the voter identification requirements represent another barrier to voting.

In the ridings with significant student populations, many were problems encountered by students who were not able to produce the required mix of documents and identification. These problems occurred in spite of a comprehensive effort to inform the occupants of student residences of the new requirements. Some examples of the communications efforts include educational kiosks, collaborations with residence administrators to produce letters of attestation of residence, and special advertising directed at students, as well as a range of other outreach activities.

In a number of polling stations, several election officers interviewed noted cases of individuals who could not produce the required documents but returned later to vote with the appropriate identification or documents.

Several election officers also noted that there is a perceptual problem among some of the returning officers that certain target groups, such as homeless people, do not constitute a problem due to the lack of recognition of the significance of the relative number of homeless people present in their ridings.

## 3.4　Possible Solutions to the Problems Encountered

In terms of communications and outreach, there was consensus among those interviewed that simplified, varied and visually appropriate documentation needs to be developed before the next election with a view to having different approaches for different target groups. Additional advertising should be undertaken in the community and/or student newspapers.

For the majority of those interviewed there is a strong need to revisit and revise the entire list of acceptable identification and documentation. The objective is to allow more types of documentation to be acceptable as identification. As part of the revision, special attention should be paid to provincial characteristics and population dimensions.

A number of interviewees also strongly recommended revising the current procedures to enable senior residences, student advisors, managers of long-term care facilities, welfare agencies, social service agencies, police organizations, homeless shelters and other similar organizations to create specific documentation and/or to certify photocopies and other documentation. Such documentation would then be accepted during the voting process. This suggested approach would give additional authority for producing acceptable pieces of documentation to managers and/or administrators of the organizations noted earlier. Acceptance of ID bracelets issued to residents of seniors/long-term care facilities should also be considered.

A similar approach was suggested for vouching, whereby the rules would be changed to allow the various managers and administrators to vouch multiple times.

In regard to students, the solutions suggested by the Elections Canada field officers interviewed included:

- advertising in movie theatres

- better and more posters, flyers and other documentation that is visually attractive to youth, posted in high-traffic areas, such as residences, and on campus

- increased authority for student residence administrators to produce one letter of attestation of residence for all resident students

- ongoing outreach program between and during elections

- greater electronic and social media presence

- greater collaboration among community relations officers

Several interviewees suggested that Elections Canada consider the Ontario Elections approach, which allows individuals to swear an oath and be allowed to vote.

Many of those interviewed suggested that additional community relations officers be appointed to undertake outreach with seniors and residents of long-term care facilities and possibly other major target groups of electors.

Outreach activities would be most beneficial for all groups if they could begin long before elections are announced – in other words, the field officers strongly believe that there should be an ongoing outreach program, leading to fewer problems on election day and easier administration of elections in general.

One-on-one actions and contact by CROs and ROs with the target organizations are seen as the most productive way to eliminate problems before the actual election day. There is a shared belief among the EC field officers that more effort can certainly be put into activities involving youth in general and students quite specifically, as well as homeless people, new Canadians, and seniors and those who live in long-term care facilities.

There was a strong consensus among those interviewed that an ongoing relationship featuring regular meetings and exchanges of information with gatekeeper organizations is possibly one of the most productive activities contributing to successful administration of federal elections.

Several individuals interviewed also noted the need for providing returning officers with a greater degree of flexibility in terms of accepting diverse types of identification and other relevant documentation that would enable electors to exercise their right to vote.

It should also be noted that a national report on homeless people prepared this year by one of the returning officers should receive wide circulation and be considered as part the overall identification of issues and solutions presented in the broader study on the voter identification requirements stakeholder engagement.

Most of the individuals interviewed also stressed that the voter identification requirements need to be revised to reflect regional realities and customs. A similar argument was made for the customization of generic communications and outreach materials to specific regions, specific target groups, as well as diverse ethnic groups.

## 3.5 Information and Training Received from Elections Canada on the New Voter Identification Requirements Prior to the By-elections

Most individuals interviewed agreed that information provided by Elections Canada was very useful and timely. Many referred to an excellent, comprehensive, 2-day briefing session in Ottawa in the summer of 2007 on the subject of the new voter identification requirements. The session provided diverse documentation and good information on the subject.

A number of those interviewed suggested that Elections Canada provide a PowerPoint presentation on the subject of voter identification, together with other electronic tools intended for field officers that would enable them to provide customized texts and documents, such as posters and flyers, to their stakeholders.

Several individuals interviewed suggested that a new training video be developed specifically with communications and outreach activities in mind, based on the "communications tool kit" of EC documentation and on best practices collected from field officers. Such a video would be especially beneficial for new ROs, FLOs and CROs involved in administering federal elections for the first time. It was also suggested that at least one segment of the video focus on cultural awareness and sensitivity training.

## 3.6 Other Comments

Several of the interviewees strongly recommended conducting a survey of ROs, FLOs and CROs prior to the next federal election, to develop a list of best practices and approaches utilized across the country in communications and outreach. Part of the survey should be focussed on suggestions to be provided by field officers on future communications and outreach tools and activities, which

would assist in the overall administration of elections in general and with the issue of voter identification requirements specifically. Also, strongly recommended was a more frequent and ongoing program of communications between Elections Canada and field officers across the country.

In regard to future stakeholder engagement sessions, it was recommended (virtually unanimously) that the planning process begin earlier and involve field officers from the outset.

A number of those interviewed also suggested that Elections Canada increase its profile across the country with a view to creating a better understanding of the Elections Canada mandate and activities. Field officers should be consulted and involved in such a promotion.

Several election officers interviewed suggested that Elections Canada develop a short video (CD/DVD) on the subject of voting and voting requirements, with actual "voting situations" acted out featuring diverse scenes involving target audiences, specifically homeless people, new Canadians and seniors. The video could be part of the EC Web site and could be made available to the gatekeeper organizations of the audiences involved for internal promotion. Separate versions of the video could be produced in many of the mainstream languages, using actors from the relevant target groups of new Canadians.

# Appendix 3.1 – EC Field Officer Interview Questions

1. What has been your experience administering elections under the new voter identification requirements? Did you come across any specific barriers or problems?

2. What level of comprehension did most electors express regarding the new identification requirements upon arriving at the polls? Did you need to clarify or explain any of the requirements?

3. What level of interaction and/or instruction, if any, did you receive from Elections Canada? What could they have provided that would have facilitated administering the election?

   – Training, information sessions

   – Two categories of service: voting and information

4. Can you identify any solutions to address these issues (while maintaining security and privacy)?

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1. Quelle a été votre expérience comme administrateur d'élections dans le contexte des nouvelles exigences en matière d'identification des électeurs? Avez-vous fait face à des obstacles ou à des problèmes particuliers?

2. Quel était le niveau de compréhension manifesté par les électeurs en général en ce qui concerne les nouvelles exigences d'identification? Est-ce qu'il vous a fallu clarifier ou expliquer l'une ou l'autre de ces exigences?

3. Quel a été le niveau d'interaction avec Élections Canada ou de directives reçues? Quel soutien auriez-vous pu recevoir de l'organisme qui aurait facilité la gestion de l'élection?

   – Formation, séances d'information

   – Deux catégories de services : le vote comme tel et l'information

4. Avez-vous des solutions à suggérer pour résoudre ces problèmes (sans compromettre la sécurité et la protection des renseignements personnels)?

# Appendix 4 – Summary Report on Interviews with 2007 and 2008 By-election Candidates

## 1.  Introduction

The *Canada Elections Act* was amended in 2007. In order to vote in a federal election, electors must now prove their identity and address by providing one piece of government-issued photo identification showing their name and address (Option 1), or two pieces of identification authorized by the Chief Electoral Officer of Canada, each of which establishes their name and at least one of which establishes their address (Option 2). Option 3 allows an elector to take an oath and be vouched for by another elector whose name is on the list of electors for the same polling division, and who has the necessary piece(s) of identification to establish his or her identity and address.

The new voter identification requirements were first implemented during the September 17, 2007, by-elections held in Outremont (Quebec), Roberval–Lac-Saint-Jean (Quebec) and Saint-Hyacinthe–Bagot (Quebec), and subsequently during the March 17, 2008, by-elections held in Desnethé–Missinippi–Churchill River (Saskatchewan), Toronto Centre (Ontario), Vancouver Quadra (British Columbia) and Willowdale (Ontario).

### *1.1  Methodology*

The Chief Electoral Officer sent a letter to all the by-election candidates in June 2008, informing them of Elections Canada's ongoing study of the impact of the new voter identification requirements and its desire to include the views of all the by-election candidates in the study. The Centre for Excellence in Communications (CEC) was asked to conduct comprehensive interviews with candidates in the following by-elections (please see Appendix 4.1 for a complete list of candidates contacted and interviewed during June and July 2008):

- Outremont (Quebec), September 17, 2007, by-election, 12 candidates
- Toronto Centre (Ontario), March 17, 2008, by-election, 6 candidates
- Vancouver Quadra (British Columbia), March 17, 2008, by-election, 6 candidates
- Willowdale (Ontario), March 17, 2008, by-election, 4 candidates

As of the end of July 2008, interviews with 14 of the 28 candidates were completed: 5 in Outremont, 3 in Toronto Centre, 4 in Vancouver Quadra and 2 in Willowdale. Three candidates did not wish to participate in this process and the remaining 11 did not respond to multiple calls and messages by the CEC (3 calls per candidate).

The interview questions (please see Appendix 4.2) focussed on and sought each candidate's feedback on their own and the electors' experiences with the new voter identification requirements during the by-election campaigns. All candidates were interviewed in the official language of their choice.

This report provides a summary of the candidates' feedback from the interviews undertaken during June and July 2008.

## 2. Overview of Candidate Feedback

The results of the 14 interviews provide a good overview of the perceived impact of the new voter identification requirements on both the candidates and the electors during the by-elections held in September 2007 in Outremont and those held in Toronto Centre, Vancouver Quadra and Willowdale in March 2008.

All of the interviewed candidates were both co-operative and forthcoming with their views, opinions and experiences during the by-elections and were interested in Elections Canada's overall project on Stakeholder Engagement on New Voter Identification Requirements. All of those interviewed would like to receive the results of the study in due course.

The key results and conclusions of the interviews are outlined below.

**Awareness and Communications**

In general, the majority of those interviewed were aware of the new voter identification requirements prior to the by-election being called in their respective ridings. The level of awareness and the type of information the candidates received varied quite widely and was dependent on their contacts with Elections Canada prior to the by-election and on the media coverage of the new voter identification requirements in their area. Most candidates could not specifically recall the type of information provided to them by Elections Canada either before or during the by-elections, but the vast majority confirmed that information and documentation on the subject was indeed received by their campaign offices. In two cases, the candidates had a solid knowledge of the new voter identification requirements based on their membership in the Elections Canada Advisory Committee of Political Parties.

As part of their campaign communications and activities, one half of the interviewed candidates specifically identified the new voter identification requirements as one of the topics addressed during their by-election campaigns. The other half did not specifically incorporate the new requirements into their campaign communications, but reacted to occasional requests for information on the subject from electors. In general, the information and documentation received from Elections Canada before and during the by-elections were deemed by the majority of the interviewed candidates to be both sufficient and useful in responding to electors' inquiries during the by-election.

For the next federal election, many candidates recommended that Elections Canada develop and make available to candidates (and to the electorate in general) a new range of tools with clearer and more simplified information about the voter identification requirements, through Elections Canada's own communications and outreach activities, the Elections Canada Web site and through advertising, which should include free dailies and community newspapers.

**Voter Identification as an Issue During and After the By-election**

Two thirds of the candidates interviewed did not encounter any specific issues raised by electors related to the new voter identification requirements, either during the campaign or after the by-election. Among the other candidates interviewed, there were a number of issues encountered both during the campaign and after the by-election among four groups of electors: seniors (most occurrences involving lack of identification or documentation required); students (the second most

frequently noted group encountering problems with proving their address); new Canadians (the third most numerous group with address issues); and homeless people (in two of the by-election ridings).

For the vast majority of electors, the new voter identification requirements were simply not an issue. A number of the candidates interviewed noted that when difficulties occurred during the actual voting procedures in their polling stations, these were quickly and efficiently handled by election officers.

**Candidate Views on the New Voter Identification Requirements**

Several candidates offered a number of suggestions for simplifying the voter identification requirements. Among the notable ideas was a $100 tax credit to Canadians who vote, a specific voter identification card and an on-line voter registration process.

One third of the candidates interviewed felt strongly that the new voter identification requirements were a disincentive to voting by Canadians, especially students, homeless people, seniors and new Canadians.

The majority of the candidates did not believe the new voter identification requirements were a significant or controversial issue.

**Regional Differences**

There were no significant differences in the responses of the candidates that could be attributed to the geographical location of the by-elections. To the extent that the voter identification requirements were a by-election issue, this was due to the demographic makeup of the ridings. In the ridings with significant concentrations of seniors and residents of long-term care facilities, new Canadians, students and homeless people, the new voter identification requirements played a more prominent role during and after the by-elections.

## 3. Summaries of Candidate Feedback

### 3.1 Level of Awareness of the Voter Identification Requirements Prior to the By-election

Of the 14 candidates interviewed, the majority of candidates (10) were aware of the new voter identification requirements prior to the by-elections (September 2007 and March 2008). Among those who were aware, the information came primarily from media coverage of the new requirements. Two of the candidates interviewed acquired a good understanding of the new requirements in the context of their membership on the Elections Canada Advisory Committee of Political Parties. Two other candidates recalled a specific meeting with Elections Canada officials on the subject.

### 3.2 Information Received from Elections Canada on Voter Identification Requirements

The overwhelming majority of the 14 candidates interviewed confirmed that specific information was received by their offices from Elections Canada on the subject of the new voter identification requirements at the outset of the by-election campaign. Most (8) could not recall specific details of

the documentation provided. Two candidates referred to documents received on the subject in the context of a meeting with the riding's returning officer.

## 3.3    Highlighting of the New Voter Identification Requirements During the Campaign

Half of the candidates interviewed recalled highlighting the new requirements as part of their by-election campaign activities. The other 50 percent did not include the new requirements as part of their campaigns.

In general, most candidates felt that the issue of the new voter identification requirements was overblown by the media and their campaign efforts in this regard were largely focussed on reminding potential voters to bring proper identification to the polling stations. Several candidates noted that this was particularly important while campaigning among students.

## 3.4    Voter Identification Issues Raised by Voters During the By-election

Eight of the fourteen candidates interviewed did not encounter any voters who raised the new voter identification requirements as an issue during the by-election campaign or on voting day.

While the issue of new voter identification requirements was not considered a dominant issue by the other six candidates, a few did note that the subject came up occasionally, particularly with students and new Canadians. Among both these groups, the frequent moving of households and thus changes of address are seen as particular problems, and the new requirements were therefore viewed by at least four candidates as another disincentive to voting by new Canadians and students.

In one of the March 17, 2008, by-election ridings, one candidate's campaign manager noted that well over 100 calls were received on the day of the by-election and in the days immediately after from voters who had encountered difficulty in casting a vote due to the new voter identification requirements. The majority of calls were from seniors who were simply not aware of the new requirements.

Three of the candidates interviewed noted that to the extent that issues were encountered at the polling stations, they were quickly and efficiently resolved by Elections Canada officials.

## 3.5    Voter Identification Issues Raised by Voters After the By-election

As noted above, eight of the fourteen interviewed candidates did not encounter any voters raising the new requirement as an issue either during or after the by-election.

Among those candidates whose offices received calls after the by-election on this subject, the calls came primarily from seniors, students and new Canadians in large urban centres. Most problems, both during and after the by-election, were related to:

- lack of documents containing current address (homeless people, students, seniors and new Canadians, new arrivals in the province)

- lack of knowledge and understanding of the new voter identification requirements on voting day (seniors, new Canadians)
- general confusion about acceptable documents (seniors, new Canadians)

## 3.6 Willingness to Communicate the New Voter Identification Requirements in the Next Federal Election

With one exception, all candidates interviewed were quite willing to include the new voter identification requirements in their communications and campaigning in the next federal election. At least four candidates interviewed noted that more needs to be done by Elections Canada in communicating the new voter identification requirements during the next federal election. Suggestions included additional advertising in widely-read and accessible free urban dailies and community newspapers. Several candidates noted that appropriate text on the new identification requirements could be included in their party's election literature.

## 3.7 Tools to be Provided by Elections Canada on Voter Identification Requirements

Three of the fourteen candidates interviewed believed that existing Elections Canada tools are sufficient for their (future) campaign communication purposes on the subject.

Suggestions for tools on the subject of voter identification requirements provided by other candidates focussed primarily on:

- revised documentation with simple and clear language (7 candidates)
- simple to use and simple to understand information for new Canadians, in languages spoken in the various ridings
- generic documents in electronic format, which could be adapted by candidates' offices
- generic, plain language materials, in different formats and levels of complexity, including downloadable texts from the Elections Canada Web site
- revised, more easily understood posters and householders (current documents are seen as too complex)
- simpler ads in the media and especially in free and community newspapers
- one simple document for voters explaining the voter identification requirements
- more effort by Elections Canada on educating people on the importance of voting

Two candidates felt strongly about the need for a legislative change – and/or an effort to create a federal elections voter (registration) card, which would be the only document needed to vote.

## 3.8    Implementation of Voter Identification Requirements During the Next Election

Close to one half of the candidates noted that Elections Canada national and local election officers were highly professional and handled whatever issues occurred on the by-election day very well.

One candidate noted that it was unfortunate that the new voter identification requirements were "abandoned at the last minute" by Elections Canada and that the issue of "reasonable accommodation" became a focal point for the media and some politicians during the by-election. Another candidate expressed concern over voting by non-citizens (who were included on electoral lists) and proposed mandatory use of a Canadian passport or similar proof of citizenship for voter eligibility.

Four candidates also noted that in addition to existing voter apathy, voting procedures and identification requirements are too complex, and the procedures should be made as easy as possible to enable all eligible Canadians to vote. From their point of view, the new identification requirements present an additional barrier to voting. For new Canadians, the voter identification requirements are confusing and often difficult to understand and live up to. This further discourages voting by this group. According to the four candidates, there is a need for legislative change to make it easier for people to vote. The new identification requirements effectively disenfranchised thousands of Canadians and are seen as a roadblock to democracy in Canada. The candidates also anticipate that there will be many problems with the new voter identification requirements in the next federal election, especially in large urban centres and in rural regions of Canada.

One of the candidates suggested that additional types of documentation, provided by various levels of government (such as welfare agencies), be approved for voter identification purposes.

Several candidates believe that Elections Canada needs to become more proactive in its communications and outreach activities between (and during) elections to overcome apathy and encourage people to vote. In ridings with students, Elections Canada needs to have well informed and helpful election officers to assist students with voting options, both before and during the election.

One candidate suggested that Parliament consider a $100 tax credit to Canadians if they vote. In the opinion of the candidate interviewed, this would significantly increase voting by Canadians.

One final suggestion concerned voter registration procedures, which in the view of the candidate would be significantly improved with the creation of a supplementary on-line voter registration process. Such a process would be especially useful for students and youth in general and would likely significantly increase their voting.

## Appendix 4.1 – Lists of By-election Candidates

### *Elections Canada – September 2007 By-election Candidates – Outremont*

| Name | Party | City |
|------|-------|------|
| Romain Angeles | Independent | Montréal, QC |
| Jocelyn Coulon | Liberal | Montréal, QC |
| Jocelyne Leduc | Independent | Saint-Hyppolyte, QC |
| François Pilon | Green Party | Montréal, QC |
| John C. Turmel | Independent | Brantford, ON |

## Elections Canada – March 2008 By-election Candidates – Toronto Centre

| Name | Party | City |
|---|---|---|
| Bob Rae | Liberal | Toronto, ON |
| Chris Tindal | Green Party | Toronto, ON |
| Liz White | Animal Alliance Environment Voters Party of Canada | Toronto, ON |

## *Elections Canada – March 2008 By-election Candidates – Vancouver Quadra*

| Name | Party | City |
|---|---|---|
| Rebecca Coad | NDP | Vancouver, BC |
| Dan Grice | Green Party | Vancouver, BC |
| Joyce Murray | Liberal | Vancouver, BC |
| John Turner | neorhino.ca | Courtenay, BC |

## Elections Canada – March 2008 By-election Candidates – Willowdale

| Name | Party | City |
|---|---|---|
| Martha Hall Findlay | Liberal | Toronto, ON |
| Maureen Harquail | Conservative | Toronto, ON |

**Stakeholder Engagement on New Voter Identification Requirements**

## Appendix 4.2 – Interview Questions

1. Prior to the September 17th/March 17th election campaign, were you aware of the new federal elections voter identification requirements?

*Avant la campagne du 17 septembre/17 mars, étiez-vous au courant des nouvelles exigences relativement à l'identification des électeurs?*

2. What information did you receive from Elections Canada with respect to voter identification requirements?

*Quelles informations avez-vous reçu de la part d'Élections Canada au sujet de ces exigences?*

3. Did you highlight the new voter identification requirements in your campaigning?

*Avez-vous pris note de/souligné ces exigences entourant l'identification des électeurs lors de votre campagne?*

4. During your campaign activities, did any of the (potential) voters raise any issues about the new voter identification requirements? If so, can you provide specific details of their concerns?

*Pendant votre campagne, est-ce que des électeurs potentiels ont soulevé des questions relativement aux nouvelles exigences pour l'identification des électeurs?*

5. Following the September 17th/March 17th by-election, did any constituents raise any issues about the new voter identification requirements? If so, can you provide specific details of such issues?

*Après le vote du 17 septembre/17 mars, est-ce que des électeurs ont soulevé des questions relativement à la question de l'identification des électeurs? Si oui, pouvez-vous me donner des détails relativement à ces questions?*

6. Are you aware of any problems encountered by any of the voters during the actual voting process that were related to the new voter identification requirements? If so, can you provide specific details of such problems?

*Êtes-vous au courant de situations ou des électeurs ont eu des problèmes lors du vote qui étaient dû aux nouvelles exigences pour l'identification des électeurs? Si oui, pouvez-vous me donner des détails relativement à ce genre de situations?*

7. Would you be prepared as a candidate to assist in communicating the new identification requirements?

*Seriez-vous en tant que candidat prêt à aider à communiquer ces nouvelles exigences?*

8. Are there any specific tools Elections Canada could provide you in this regard?

*Est-ce que vous croyez qu'il y a des outils qu'Élections Canada pourraient vous fournir pour mieux vous aider à communiquer ces exigences?*

9. Would you like to receive the results of the study now being conducted by Elections Canada with various stakeholder groups on the new voter identification requirements for federal elections?

*Aimeriez-vous recevoir les résultats des cette étude qu'a entrepris Élections Canada avec les divers groupes de parties prenantes/stakeholders au sujet des nouvelles exigences pour l'identification des électeurs?*

# Appendix 5 – List of Invitees and Participants at the Stakeholder Engagement Discussion Sessions in Vancouver, Ottawa, Toronto and Montréal

## Vancouver Sessions – Invitees

| City | Province | Target Group | Organization | Contact |
|------|----------|--------------|--------------|---------|
| Vancouver | British Columbia | Homeless | Harbour Light | Grant Gayman |
| Vancouver | British Columbia | Homeless | Circle of Eagles Lodge | Merv Thomas |
| Vancouver | British Columbia | Homeless | Great Vancouver Food Bank Society | Doug Aason |
| Vancouver | British Columbia | Homeless | Lookout Emergency Aid Society | Andrea Finch |
| Burnaby | British Columbia | Homeless | BC Housing Outreach Program | Lori Dennis |
| Vancouver | British Columbia | Homeless | Reclaiming Our Spirit | Rhonda Alvarez |
| Vancouver | British Columbia | Homeless | Motivation Power and Achievement | Martin Dutton |
| Vancouver | British Columbia | Homeless | City of Vancouver | Judy Graves |
| Vancouver | British Columbia | Homeless | Covenant House Crisis Centre | Krista Thompson |
| Vancouver | British Columbia | Homeless | Gathering Place – City of Vancouver | Erika Di Salvo |
| Vancouver | British Columbia | Homeless | Munroe House | Manjit Sangha |
| Vancouver | British Columbia | Homeless | Lookout – Yukon St. Shelter | Chris Davidson |
| Vancouver | British Columbia | Homeless | Vi Fineday Family Shelter Society | Irina Goga |
| Vancouver | British Columbia | Homeless | Mental Patients Association Administration | Frita Maclellan |
| Vancouver | British Columbia | Homeless | Catholic Charities Hostel Administration | Mary Macdougall |
| Vancouver | British Columbia | Homeless | Salvation Army Belkin House For Men | Sun Bowden |
| Vancouver | British Columbia | Homeless | Covenant House Vancouver – Rights of Passage | Krista Thompson |
| Vancouver | British Columbia | Homeless | Prostitution Alternatives Counselling | Kerry Porth |

| City | Province | Target Group | Organization | Contact |
|---|---|---|---|---|
| Vancouver | British Columbia | Homeless | First Baptist Church Shelter | Brad Stayn |
| Vancouver | British Columbia | Homeless | Powell Place | Kathy Stringer |
| Vancouver | British Columbia | Homeless | Coast Mental Health Resource Centre | Beapa Zeleska |
| New Westminster | British Columbia | Homeless | Elizabeth Fry Society of Greater Vancouver | Shawn Bayes |
| New Westminster | British Columbia | Homeless | Greater Vancouver Acorn | John Anderson |
| Vancouver | British Columbia | Homeless | Downtown Eastside Abilities Link Society | George Netrakos |
| Vancouver | British Columbia | Homeless | Gather and Give Charitable Foundation | Jennifer Lee |
| Vancouver | British Columbia | Homeless | Mclaren Housing Society | Robin Campbell |
| Vancouver | British Columbia | Homeless | The Haven | Catherine Marquis |
| Vancouver | British Columbia | Homeless | Out of The Cold | Andrew Thistleghweight |
| Vancouver | British Columbia | Homeless | St-Elizabeth Home | Trudy Shymka |
| Vancouver | British Columbia | Homeless | Union Gospel Mission | Heidi White |
| Vancouver | British Columbia | Homeless | Triage | Greg Richmond |
| Vancouver | British Columbia | Homeless | Bridge Emergency Shelter | Shawna Baylis |
| Vancouver | British Columbia | Homeless | The Lookout | Johnnie Graham |
| Vancouver | British Columbia | Long-term Care | British Columbia Care Providers Association | Ed Helfrich |
| Vancouver | British Columbia | Long-term Care | The O'Keefe | Maria Perretta |
| Vancouver | British Columbia | Long-term Care | The Weinberg Residence | Vanessa Trestor |
| Vancouver | British Columbia | Long-term Care | Arbutus Manor | Laurie Stessler |
| Vancouver | British Columbia | Long-term Care | University of British Columbia Hospital | Robert Toren |
| Vancouver | British Columbia | Long-term Care | Blenheim Lodge | Derek Morton |
| Vancouver | British Columbia | Long-term Care | Louis Brier Home and Hospital | Edy Govorchin |
| Vancouver | British Columbia | Long-term Care | Arbutus Care Centre | Ann Louise Cuthill |

# Vancouver Sessions – Invitees (Cont.)

| City | Province | Target Group | Organization | Contact |
|------|----------|--------------|--------------|---------|
| Vancouver | British Columbia | Long-term Care | Balfour House | Rani Kumar |
| Vancouver | British Columbia | Long-term Care | Crofton Manor | Christine Pennock |
| Vancouver | British Columbia | Long-term Care | Braddan Private Hospital Ltd. | Maureen McIntosh |
| Vancouver | British Columbia | Long-term Care | Point Grey Private Hospital | Nadine Martino |
| Vancouver | British Columbia | Seniors | Health and Home Care Society of British Columbia | Inge Schamborzki |
| Vancouver | British Columbia | Seniors | Counsel of Senior Citizens' Organization of British Columbia | Art Kube |
| Vancouver | British Columbia | Seniors | Crossreach Seniors' Day Centre | Jennifer Duffield |
| Vancouver | British Columbia | Seniors | Chown Adult Day Care | Charlene Masaro |
| Vancouver | British Columbia | Students | Canadian Association of Student Activity Advisors | Bill Conconi |
| Vancouver | British Columbia | Students | University of British Columbia Vancouver Campus | Stephen J. Toope |
| Vancouver | British Columbia | Students | University of British Columbia Housing and Conferences | Fred Fotis |
| Vancouver | British Columbia | Students | University of British Columbia Housing and Conferences | Janice Robinson |
| Vancouver | British Columbia | Students | University of British Columbia Access and Diversity Equity Ambassadors | Wendy Liew |
| Vancouver | British Columbia | Students | Alma Mater Society | Jacqueline Bell |
| Vancouver | British Columbia | Students | University of British Columbia Financial Assistance and Awards | Barbara Crocker |

# Vancouver Sessions – Invitees (Cont.)

| City | Province | Target Group | Organization | Contact |
|---|---|---|---|---|
| Vancouver | British Columbia | Students | University of British Columbia Access and Diversity | Aleasha McCallion |
| Vancouver | British Columbia | Students | University of British Columbia Colour Connected Against Racism | Jacqueline Bell |
| Vancouver | British Columbia | Students | University of British Columbia Canadian Alliance of Student Associations | Jacqueline Bell |
| Vancouver | British Columbia | Students | University of British Columbia Graduate Student Society | Mona Maghsoodi |
| Vancouver | British Columbia | Students | University of British Columbia Access and Diversity Equity Ambassadors | CJ Rowe |
| Vancouver | British Columbia | Students | St-John's College | Sandra Shepard |
| Vancouver | British Columbia | Students | St-Andrew's Hall | Helen Anderson |
| Vancouver | British Columbia | Students | Pan Hellenic House | Timmy Mackay-Dunn |

**Stakeholder Engagement on New Voter Identification Requirements**

# Vancouver Sessions – Attendees

| City | Province | Target Group | Organization | Contact |
|---|---|---|---|---|
| Vancouver | British Columbia | Homeless | Reclaiming our Spirit | Rhonda Alvarez |
| Vancouver | British Columbia | Homeless | City of Vancouver | Judy Graves |
| Vancouver | British Columbia | Homeless | Gathering Place – City of Vancouver | Erika Di Salvo |
| Vancouver | British Columbia | Homeless | Munroe House | Manjit Sangha |
| Vancouver | British Columbia | Homeless | Vi Fineday Family Shelter Society | Irina Goga |
| Vancouver | British Columbia | Homeless | Catholic Charities Hostel Administration | Mary Macdougall |
| Vancouver | British Columbia | Homeless | Powell Place | Kathy Stringer |
| New Westminster | British Columbia | Homeless | Greater Vancouver Acorn | John Anderson |
| Vancouver | British Columbia | Homeless | The Haven | Catherine Marquis |
| Vancouver | British Columbia | Homeless | St-Elizabeth Home | Trudy Shymka |
| Vancouver | British Columbia | Homeless | Bridge Emergency Shelter | Shawna Baylis |
| Vancouver | British Columbia | Homeless | The Lookout | Johnnie Graham |
| Vancouver | British Columbia | Long-term Care | The O'Keefe | Maria Perretta |
| Vancouver | British Columbia | Long-term Care | University of British Columbia Hospital | Robert Toren |
| Vancouver | British Columbia | Long-term Care | Louis Brier Home and Hospital | Edy Govorchin |
| Surrey | British Columbia | Seniors | Counsel of Senior Citizens' Organization of British Columbia | Art Kube |
| Vancouver | British Columbia | Students | University of British Columbia Financial Assistance and Awards | Barbara Crocker |
| Vancouver | British Columbia | Students | University of British Columbia Graduate Student Society | Mona Maghsoodi |

# Ottawa Sessions – Invitees

| City | Province | Target Group | Organization | Contact |
|---|---|---|---|---|
| Ottawa | Ontario | Homeless | National Anti-poverty Organization | Kelly Law |
| Ottawa | Ontario | Homeless | Hope Outreach, Hope Recovery, Men's Shelter | Velvet Embleton |
| Ottawa | Ontario | Homeless | Salvation Army – Ottawa Booth Centre | Jason Prevost |
| Ottawa | Ontario | Homeless | The Mission | Jennifer Crawford |
| Ottawa | Ontario | Homeless | Shepherds of Good Hope – Men's Shelter | Stephen Bartolo |
| Ottawa | Ontario | Homeless | Y.M.C.A./ Y.W.C.A. | Pamela Decastro |
| Ottawa | Ontario | Homeless | The Forward Family Shelter | Francine Vachon |
| Ottawa | Ontario | Long-term Care | Extendicare | Kris Guty |
| Ottawa | Ontario | Long-term Care | Marochel Manor | Louise Dion |
| Ottawa | Ontario | Long-term Care | CSLD Montfort | Siobhan Mcsharry |
| Ottawa | Ontario | Long-term Care | Ogilvie Villa | Diane Tanguay |
| Ottawa | Ontario | Long-term Care | Laurier Manor | Jean-Marc Lanoue |
| Ottawa | Ontario | Long-term Care | Rothwell Heights Lodge | Dorothy Vlaming |
| Ottawa | Ontario | Long-term Care | Heritage Manor | Louise Larose |
| Ottawa | Ontario | Long-term Care | Sandy Hill Retirement Residence | Mélanie Lefebre |
| Ottawa | Ontario | Long-term Care | Long-term Care Branch – City of Ottawa | Louise Bourdon |
| Ottawa | Ontario | Long-term Care | New Edinburgh Square | Patricia Courtney |
| Ottawa | Ontario | Long-term Care | Mon Plaisir | Yuri and Galina Brouchkova |
| Ottawa | Ontario | Long-term Care | Sisters of Charity | Suzanne Courieau |
| Ottawa | Ontario | Long-term Care | Hunt Club Manor | Tracey Fowers |
| Ottawa | Ontario | Long-term Care | The Perley & Rideau Veteran's Health Centre | Joyce Burnett |
| Ottawa | Ontario | Long-term Care | Otterson Group Home | Manager |
| Ottawa | Ontario | Long-term Care | Villa Orleans | Eva Chamonk |
| Ottawa | Ontario | Long-term Care | Madonna Nursing Home | Huguette Genest |
| Ottawa | Ontario | Long-term Care | Sco Health Service | Suzanne Charest |
| Ottawa | Ontario | Long-term Care | The Glebe Centre Inc. | Shirley Lee |
| Ottawa | Ontario | Seniors | The Royal Canadian Legion | Pierre Allard |

**Stakeholder Engagement on New Voter Identification Requirements**

## Ottawa Sessions – Invitees (Cont.)

| City | Province | Target Group | Organization | Contact |
|---|---|---|---|---|
| Ottawa | Ontario | Students | Canadian Federation of Students | Ian Boyko |
| Ottawa | Ontario | Students | Canadian Alliance of Student Associations | Zach Churchill |
| Ottawa | Ontario | Students | Canadian Federation of Students | Sarah Amyot |
| Ottawa | Ontario | Students | Association of Universities & Colleges of Canada | Steve Willis |
| Kingston | Ontario | Students | Canadian Association of College and University Students Services | John Harnett |
| Kingston | Ontario | Students | National Aboriginal Student Services Association | Waneek Horn-Miller |
| Kingston | Ontario | Students | Student Affairs and Services Association | Bob Burge |
| Ottawa | Ontario | Students | The National Campus & Community Radio Association | Melissa Kaestner |
| Ottawa | Ontario | Students | Association of Canadian Community Colleges | Gerald Brown |
| Ottawa | Ontario | Students | Canadian Association for Graduate Studies | Jean-Pierre Gaboury |

# Ottawa Sessions – Attendees

| City | Province | Target Group | Organization | Contact |
|------|----------|--------------|--------------|---------|
| Ottawa | Ontario | Homeless | National Anti-poverty Organization | Kelly Law |
| Ottawa | Ontario | Homeless | Salvation Army – Ottawa Booth Centre | Jason Prevost |
| Ottawa | Ontario | Homeless | The Mission | Jennifer Crawford |
| Ottawa | Ontario | Homeless | Shepherds of Good Hope – Men's Shelter | Stephen Bartolo |
| Ottawa | Ontario | Homeless | Y.M.C.A./ Y.W.C.A. | Pamela Decastro |
| Ottawa | Ontario | Long-term Care | Long-term Care Branch – City of Ottawa | Louise Bourdon |
| Ottawa | Ontario | Long-term Care | The Perley & Rideau Veteran's Health Centre | Joyce Burnett |
| Ottawa | Ontario | Long-term Care | Sco Health Service | Suzanne Charest |
| Ottawa | Ontario | Long-term Care | The Glebe Centre Inc. | Shirley Lee |
| Ottawa | Ontario | Seniors | The Royal Canadian Legion | Pierre Allard |
| Ottawa | Ontario | Students | Canadian Federation of Students | Ian Boyko |
| Ottawa | Ontario | Students | Association of Universities & Colleges of Canada | Steve Willis |
| Ottawa | Ontario | Students | Student Affairs and Services Association | Bob Burge |

**Stakeholder Engagement on New Voter Identification Requirements**

# Toronto Sessions – Invitees

| City | Province | Target Group | Organization | Contact |
|------|----------|--------------|--------------|---------|
| Toronto | Ontario | Homeless | Coping in Tough Times | Karen Bass |
| Toronto | Ontario | Homeless | Ontario Association of Food Banks | Nicola Cernik |
| Toronto | Ontario | Homeless | Canadian Association of Food Banks | Shawn Pegg |
| Toronto | Ontario | Homeless | Good Shepherd Ministries | John Chenier |
| Etobicoke | Ontario | Homeless | National Coalition on Housing and Homelessness | Jim Marshall |
| Toronto | Ontario | Homeless | Y.M.C.A. Canada | Medhat Mahdy |
| Toronto | Ontario | Homeless | The Salvation Army | Andrew Burditt |
| Toronto | Ontario | Homeless | Salvation Army Broadway Village | Glenda Davis |
| Toronto | Ontario | Homeless | Share the Warmth | Edward Degale |
| Toronto | Ontario | Homeless | National Housing and Homelessness Network | Michael Shapcott |
| Toronto | Ontario | Homeless | Research Alliance for Canadian Homelessness, Housing and Health | Dr. Stephen Hwang |
| Toronto | Ontario | Homeless | Raising the Roof | Carolann Barr |
| Toronto | Ontario | Homeless | All Saints Church Homes for Tomorrow Society | Roman Keszychi |
| Toronto | Ontario | Homeless | All Saints Church Community Centre | Caitlin Mills |
| Toronto | Ontario | Homeless | 60 Richmond Street Dixon Hall | Kim Roth |
| Toronto | Ontario | Homeless | 519 Church Street Drop-in Centre | Alison Kemper |
| Toronto | Ontario | Homeless | 416 Drop-in | Joy Reid |
| Toronto | Ontario | Homeless | Y.M.C.A. Woodlawn | Darlene Penny |
| Toronto | Ontario | Homeless | Y.M.C.A.-Stop 86 | Tanya Brown |
| Toronto | Ontario | Homeless | Youthlink | Elizabeth Greaves |
| Toronto | Ontario | Homeless | Turning Point – Youth Services | Sue Goodfellow |
| Toronto | Ontario | Homeless | Toronto Friendship Centre | Dawn Dowling |
| Toronto | Ontario | Homeless | The Salvation Army – Maxwell Meighen Centre | Major Roy Snow |
| Toronto | Ontario | Homeless | The Salvation Army – Harbour Light | Scott Jones |

# Toronto Sessions – Invitees (Cont.)

| City | Province | Target Group | Organization | Contact |
|---|---|---|---|---|
| Toronto | Ontario | Homeless | The Salvation Army – Gateway | Ann Andree |
| Toronto | Ontario | Homeless | Street Haven | Heather Marton |
| Toronto | Ontario | Homeless | St-Simon – The Apostle | Michele Gilchrist |
| Toronto | Ontario | Homeless | St-Michael's Hospital Detoxification Centre | Jim Pratt |
| Toronto | Ontario | Homeless | Seaton House | Karen Smith |
| Toronto | Ontario | Homeless | Schoolhouse Dixon Hall | Glen Gifford |
| Toronto | Ontario | Homeless | Sanctuary | Paul Greg |
| Toronto | Ontario | Homeless | Robertson House – Raffles (Satellite Program) | Marcelle Prescod |
| Toronto | Ontario | Homeless | Robertson House | Christine Watt |
| Toronto | Ontario | Homeless | Out of the Cold | Laurie Bell |
| Toronto | Ontario | Homeless | Mary's Home – St-Vincent de Paul | Anne Brittain |
| Toronto | Ontario | Homeless | Homes First Society – The Pleasant Manor | George England |
| Toronto | Ontario | Homeless | Homes First Society – Sheila Miller Building | Candace Kinsman |
| Toronto | Ontario | Homeless | Homes First Society – Jarvis Houses | Carole Thames |
| Toronto | Ontario | Homeless | Homes First Society – Shuter | Kate Stark |
| Toronto | Ontario | Homeless | Good Shepherd Ministries – Good Shepherd Centre | John Goodwin |
| Toronto | Ontario | Homeless | Good Shepherd Ministries – Barett House | Donald Krauskopf |
| Toronto | Ontario | Homeless | Genesis Place – Yonge Street Mission | Sharon Alleyne |
| Toronto | Ontario | Homeless | Fred Victor Centre Women's Hostel | Eleni Samkrtzis |
| Toronto | Ontario | Homeless | Fred Victor Centre Women's Day Program | Michelle Taylor |
| Toronto | Ontario | Homeless | Fred Victor Centre - Housing | Enza Trentadue |
| Toronto | Ontario | Homeless | Fred Victor Centre - Housing | Keith Hambly |
| Toronto | Ontario | Homeless | Fred Victor Centre | Enza Trentadue |
| Toronto | Ontario | Homeless | Evergreen Centre for Street Youth – Yonge Street Mission | Karen Bach |

**Stakeholder Engagement on New Voter Identification Requirements**

# Toronto Sessions – Invitees (Cont.)

| City | Province | Target Group | Organization | Contact |
|------|----------|--------------|--------------|---------|
| Toronto | Ontario | Homeless | Covenant House Toronto – 21 McGill Steret | Tammy Nuttal |
| Toronto | Ontario | Homeless | Covenant House Toronto | Carol Howes |
| Toronto | Ontario | Homeless | Council Fire | Andrea Chrisjohn |
| Toronto | Ontario | Homeless | Central Toronto Community Health Centres – Shout C | Margaret Cheung |
| Toronto | Ontario | Homeless | Central Neighbourhood House – Metropolitan United | Philip Unrou |
| Toronto | Ontario | Homeless | Central Neighbourhood House | Victoria Roth |
| Toronto | Ontario | Long-term Care | Association of Local Public Health Agencies | Susan Lee |
| Toronto | Ontario | Long-term Care | Association of Ontario Health Centres | France Gelinas |
| Toronto | Ontario | Long-term Care | Hospice Association of Ontario | Janet Napper |
| Toronto | Ontario | Long-term Care | Alzheimer Society of Canada | Jessica Moranis |
| Toronto | Ontario | Long-term Care | Cheltenham Long-term Care Facility | Louise Moran |
| Hamilton | Ontario | Long-term Care | Ontario Home Care Association | Susan Vanderbent |
| Hamilton | Ontario | Long-term Care | Ontario Home Care Association | Gord White |
| Mississauga | Ontario | Long-term Care | Ontario Association of Non-profit Homes and Services | Donan Rubin |
| Woodbridge | Ontario | Long-term Care | Lansing Retirement Residences | Linda Mullins |
| Toronto | Ontario | Long-term Care | Cummer Lodge | Carlos Herrera |
| Toronto | Ontario | Long-term Care | Extendicare Bayview Villa | Diane Sweetzer |
| Toronto | Ontario | Long-term Care | St-Joseph's Infirmary | Mary Catherine Doyle |
| Toronto | Ontario | Long-term Care | Amica at Bayview | Malini Motwani |
| Toronto | Ontario | Long-term Care | Carefree Lodge | Susan Wong |
| Toronto | Ontario | Long-term Care | The Gibson Retirement Residence | Linda Thompson |
| Toronto | Ontario | Long-term Care | The Gibson Long-term Care Centre | Terry Harris |
| Toronto | Ontario | Long-term Care | St-John's Rehabiltation Hospital | Holly Bannerman |
| Toronto | Ontario | Long-term Care | Casey House Hospice | Jane Sanders |

# Toronto Sessions – Invitees (Cont.)

| City | Province | Target Group | Organization | Contact |
|---|---|---|---|---|
| Toronto | Ontario | Long-term Care | Princess Margaret Hospital Lodge | Deri Prisely |
| Toronto | Ontario | Long-term Care | Toronto Grace Hospital | Jennifer Uy |
| Toronto | Ontario | Long-term Care | Fellowship Towers | Susan Macdougall |
| Toronto | Ontario | Long-term Care | Belmont House | Emily Walker |
| Toronto | Ontario | Long-term Care | Drs. Paul and John Rekai Centre | Heather Colyer |
| Toronto | Ontario | Long-term Care | Fudger House Home for the Aged | Alice Marak |
| Toronto | Ontario | Long-term Care | Hazelton Place Retirement Residence | Nadia Rahman |
| Toronto | Ontario | Seniors | Ontario Association of Community Care Access Centres | James Armstrong |
| Toronto | Ontario | Seniors | Ontario Long-term Care Association | Bill Dillane |
| Toronto | Ontario | Seniors | National Initiative for the Care of the Elderly | Lynn Mcdonald |
| Toronto | Ontario | Seniors | Advocacy Centre for the Elderly | Judith Wahl |
| Toronto | Ontario | Seniors | United Senior Citizens of Ontario Inc. | Marie Smith |
| Toronto | Ontario | Seniors | Seniors Peer Helping Program | Mary Neale |
| Toronto | Ontario | Seniors | Senior Link | Mary Mcgowan |
| Toronto | Ontario | Seniors | Ontario Coalition of Senior Citizen's Organization | Lisa Hems |
| Toronto | Ontario | Seniors | Ontario Association of Residents' Councils | Maureen Hutchinson |
| Trenton | Ontario | Seniors | National Pensioners & Senior Citizens Federation | Curtis Decoste |
| Toronto | Ontario | Seniors | Canada's Association for the Fifty-plus | Susan Eng |
| Toronto | Ontario | Seniors | Carefirst Seniors & Community Services Association | Helen Leung |
| Toronto | Ontario | Seniors | Canadian Pensioners Concerned Inc. | Christine Mountsteven |
| Toronto | Ontario | Seniors | Association of Mature Canadians | Robert Bruce |
| Toronto | Ontario | Seniors | Abbeyfield Houses Society of Canada | Robert Mcmullan |

**Stakeholder Engagement on New Voter Identification Requirements**

# Toronto Sessions – Invitees (Cont.)

| City | Province | Target Group | Organization | Contact |
|---|---|---|---|---|
| Toronto | Ontario | Seniors | Concerned Friends of Ontario Citizens in Care Facilities | Phyllis Hymmen |
| Toronto | Ontario | Students | Toronto Baptist Seminary and Bible College | Deborah Michaud |
| Toronto | Ontario | Students | Canadian Association for Graduate Studies | Dr. John Lennox |
| Toronto | Ontario | Students | Association Internationale des Etudiants en Sciences Economiques et Commerce | Patricia Korea |
| St-Catharines | Ontario | Students | Canadian University & college Counselling Association | Les McCurdy Myers |
| Toronto | Ontario | Students | Pitman Hall | Glen Weppler |
| Toronto | Ontario | Students | Ryerson University | Dr. Linda Grayson |
| Toronto | Ontario | Students | Neil Wycik Apartments – University of Toronto | Peter Allen |
| Toronto | Ontario | Students | Loretto College - University of Toronto | Angela Convertini |
| Toronto | Ontario | Students | George Brown College | Elizabeth Monk |
| Toronto | Ontario | Students | Canadian Memorial Chiropractic College | Michelle James |
| Toronto | Ontario | Students | CDI College | Roxane Bartel |
| Toronto | Ontario | Students | Ontario College of Traditional Chinese Medicine | Dr. Ben Wu |
| Toronto | Ontario | Students | Seneca College | John Olinski |
| Toronto | Ontario | Students | The Canadian College of Naturopathic Medicine | Dave Hall |
| Toronto | Ontario | Students | Tyndale University College and Seminary | Winston Ling |
| Toronto | Ontario | Students | Seneca College Residence | Alan Burkitt |
| Toronto | Ontario | Students | Residence of Naturopathic College | Isabel Natale |

# Toronto Sessions – Attendees

| City | Province | Target Group | Organization | Contact |
|------|----------|--------------|--------------|---------|
| Toronto | Ontario | Homeless | Ontario Association of Food Banks | Nicola Cernik |
| Toronto | Ontario | Homeless | Raising the Roof | Carolann Barr |
| Toronto | Ontario | Homeless | Y.W.C.A.- Stop 86 | Tanya Brown |
| Toronto | Ontario | Homeless | The Salvation Army – Gateway | Ann Andree |
| Toronto | Ontario | Homeless | St-Simon – The Apostle | Michele Gilchrist |
| Toronto | Ontario | Homeless | Seaton House | Karen Smith |
| Toronto | Ontario | Homeless | Mary's Home – St-Vincent de Paul | Anne Brittain |
| Toronto | Ontario | Homeless | Homes First Society – Sheila Miller Building | Candace Kinsman |
| Toronto | Ontario | Homeless | Genesis Place – Yonge Street Mission | Sharon Alleyne |
| Toronto | Ontario | Homeless | Fred Victor Centre | Enza Trentadue |
| Toronto | Ontario | Homeless | Evergreen Centre for Street Youth – Yonge Street Mission | Karen Bach |
| Toronto | Ontario | Homeless | 519 Church St. Community Centre | Klaudia Meier |
| Toronto | Ontario | Homeless | Street Health – Access Id Program | Kari Gregorio |
| Toronto | Ontario | Long-term Care | Alzheimer Society of Canada | Jessica Moranis |
| Toronto | Ontario | Long-term Care | Cummer Lodge | Carlos Herrera |
| Toronto | Ontario | Long-term Care | St-Joseph's Infirmary | Mary Catherine Doyle |
| Toronto | Ontario | Long-term Care | Toronto Grace Hospital | Jennifer Uy |
| Toronto | Ontario | Long-term Care | Fudger House Home for the Aged | Alice Marak |
| Toronto | Ontario | Seniors | United Senior Citizens of Ontario Inc. | Marie Smith |
| Toronto | Ontario | Seniors | Ontario Association of Residents' Councils | Maureen Hutchinson |
| Toronto | Ontario | Seniors | Canadian Pensioners Concerned Inc. | Christine Mountsteven |
| Toronto | Ontario | Seniors | Concerned Friends of Ontario Citizens in Care Facilities | Phyllis Hymmen |
| Toronto | Ontario | Seniors | Meadowcroft Retirement Communities | Hal Kerby |

**Stakeholder Engagement on New Voter Identification Requirements**

# Toronto Sessions – Attendees (Cont.)

| City | Province | Target Group | Organization | Contact |
|------|----------|--------------|--------------|---------|
| Toronto | Ontario | Students | Pitman Hall | Glen Weppler |
| Toronto | Ontario | Students | Neil Wycik Apartments – University of Toronto | Peter Allen |
| Toronto | Ontario | Students | Seneca College | John Olinski |
| Toronto | Ontario | Students | College Student Alliance | Tyler Charlebois |

# Montréal Sessions – Invitees

| City | Province | Target Group | Organization | Contact |
|---|---|---|---|---|
| Montreal | Quebec | Homeless | Héberjeune du parc-extension | Genevieve Ducharme |
| Montreal | Quebec | Homeless | End Poverty Now | Nejeed Kassam |
| Montreal | Quebec | Homeless | Old Brewery Mission | Linda Cusson |
| Montreal | Quebec | Homeless | Résidence J.A. De Sève | Danile Joly |
| Montreal | Quebec | Homeless | Mission Bon Accueil | Gaétan Nolet |
| Montreal | Quebec | Homeless | Salvation Army – Booth Centre | Réal Blaquière |
| Montreal | Quebec | Homeless | Bon Accueil Mission | Claude Lanoie |
| Montreal | Quebec | Long-term Care | Association québecoise de Soins Pallitatifs | Justine Farley |
| Montreal | Quebec | Long-term Care | Association québecoise d'établissements de santé et de services sociaux | Huguette Blouin |
| Montreal | Quebec | Long-term Care | McGill University Health Centre – Royal Victoria Hospital | Agnes Vilone |
| Montreal | Quebec | Long-term Care | Centre Hospitalier de l'Université de Montréal (CHUM) – Hôtel dieu | Maryse Sénécal |
| Montreal | Quebec | Long-term Care | Institut universitaire de gériatrie de Mntréal – Pavillon Côte-des-Neiges | Johanne Tremblay |
| Montreal | Quebec | Long-term Care | Lindsay Rehabilitation Hospital | Palomba Espedria |
| Montreal | Quebec | Long-term Care | McGill University Health Centre – Montreal General Hospital | Kathy Todaro-Sanchez |
| Montreal | Quebec | Long-term Care | St-Mary's Hospital Centre | Julie Plamondon |
| Montreal | Quebec | Long-term Care | Father Dowd Home | Lucie Massé |
| Montreal | Quebec | Long-term Care | Centre d'hébergement Jean-de La Lande | Létizia Toroyan |
| Montreal | Quebec | Long-term Care | Centre hébergement Emille-Gamelin | Diane Bournival |
| Montreal | Quebec | Long-term Care | Chsld Saint-Michel | Judith Paul |
| Montreal | Quebec | Long-term Care | Jean-Talon Hospital | Suzanne Richard |
| Montreal | Quebec | Long-term Care | Chsld Les Havres | Michèle Bernier |
| Montreal | Quebec | Long-term Care | Centre d'hébergement Jacques Viger | Anne Beauchamp |
| Montreal | Quebec | Long-term Care | Hôpital Chinois de Montréal | Anthony Shao |
| Montreal | Quebec | Long-term Care | Hôpital Notre-Dame du CHUM | Eric-Alain Laville |

**Stakeholder Engagement on New Voter Identification Requirements**

# Montréal Sessions – Invitees (Cont.)

| City | Province | Target Group | Organization | Contact |
|------|----------|--------------|--------------|---------|
| Montreal | Quebec | Long-term Care | Hôpital de réadaptation Villa Maria | Michel Duchesne |
| Montreal | Quebec | Long-term Care | Centre Hébergement Ernest Routhier | Francine Racicot |
| Montreal | Quebec | Long-term Care | Canadian University & College | Noreen Gobeille |
| Montreal | Quebec | Students | The Quebec Federation of University Students | Guillaume Dubreuil |
| Montreal | Quebec | Students | The Quebec Federation of University Students | David Paradis |
| Montreal | Quebec | Students | The Quebec Federation of Collegiate Students | Xavier Lefebvre Boucher |
| Montreal | Quebec | Students | Association of Registrars of the Universities and Colleges of Canada | Yves Jodoin |
| Montreal | Quebec | Students | Lasalle Cllege | Tumony Suguara |
| Montreal | Quebec | Students | O'Sullivan College of Montreal | Susan Nadeau |
| Montreal | Quebec | Students | Mother House college | Susan Campbell |
| Montreal | Quebec | Students | Mother House College | Lorraine Toscano |
| Montreal | Quebec | Students | Dawson College | Paul Pemberton |
| Montreal | Quebec | Students | Marianopolis College | Françoise Boisvert |
| Montreal | Quebec | Students | McGill University | Anne Blain |
| Montreal | Quebec | Students | McGill University – Downtown Campus | Sylvia Franke |
| Montreal | Quebec | Students | New Residence Hall (La Cité) | Janice Johnson |
| Montreal | Quebec | Students | Concordia University – Loyola Campus | L. Leduc |
| Montreal | Quebec | Students | Concordia University - Kingston Hall & Jesuit Residence | Erik Macintosh |
| Ste-Anne-de-Bellevue | Quebec | Students | Macdonald Campus - McGill University | Lee Lo Presti |
| Montreal | Quebec | Students | Douglas Hall - McGill University | Tracy Flo |

# Montréal Sessions – Attendees

| City | Province | Target Group | Organization | Contact |
|------|----------|--------------|--------------|---------|
| Montreal | Quebec | Homeless | Mission Bon Accueil | Gaétan Nolet |
| Montreal | Quebec | Homeless | Résidence J.A. De Sève | Françine Rioux |
| Montreal | Quebec | Homeless | Salvation Army – Booth Centre | Bertrand Blais |
| Montreal | Quebec | Homeless | Bon Accueil Mission | Sandrine Périon |
| Montreal | Quebec | Homeless | Accueil Bonneau | Mathieu Patenaude |
| Montreal | Quebec | Long-term Care | McGill University Health Centre – Royal Victoria Hospital | Agnes Vilone |
| Montreal | Quebec | Long-term Care | Centre Hospitalier de l'Université de Montréal (CHUM) – Hôtel dieu | Maryse Sénécal |
| Montreal | Quebec | Long-term Care | Centre Hébergement Ernest Routhier | Francine Racicot |
| Montreal | Quebec | Long-term Care | Institut universitaire de gériatrie de Mntréal – Pavillon Côte-des-Neiges | Diane Lemaire |
| Montreal | Quebec | Long-term Care | Réseau Fadoq | Genevieve Caillé |
| Montreal | Quebec | Long-term Care | Centre d'hébergement Jacques Viger | Marie-France Verner |
| Montreal | Quebec | Long-term Care | Centre d'hébergement Ernest Routhier | Diane Brault |
| Montreal | Quebec | Long-term Care | Chsld Armand Lavergne | Gilles Guimont |
| Montreal | Quebec | Long-term Care | Csss Saint Léonard & Saint Michel | André Duguette |
| Montreal | Quebec | Students | The Quebec Federation of University Students | Guillaume Dubreuil |
| Montreal | Quebec | Students | The Quebec Federation of Collegiate Students | Xavier Lefebvre-Boucher |
| Montreal | Quebec | Students | Mother House College | Lorraine Toscano |
| Montreal | Quebec | Students | New Residence Hall (La Cité) | Janice Johnson |
| Montreal | Quebec | Students | Concordia University - Kingston Hall & Jesuit Residence | Erik Macintosh |
| Montreal | Quebec | Students | The Quebec Federation of Collegiate Students | Daniel Pierre-Roy |
| Montreal | Quebec | Students | The Quebec Federation of Collegiate Students | Merlin Picard |

**Stakeholder Engagement on New Voter Identification Requirements**