

Election Official Quick Reference Guide

Supervisory Voting Officer

This Quick Reference Guide helps Supervisory Voting Officers manage voting, counting, and opening and closing a voting place. It should be used as a checklist of the key activities in these processes.

As a Supervisory Voting Officer (SVO), you are responsible for:

- contacting election officials before voting day(s) to remind them to attend work
- visiting the voting place before voting day(s) to arrange site access
- overseeing set-up of the voting place(s), including set-up of voting technology
- guiding the work of election officials to ensure they complete their duties accurately
- maintaining contact with the district electoral office to advise of issues
- managing the media and voter issues
- handling absentee voting with help from a Voting Clerk (in small voting places)
- handling and completing paperwork and forwarding it to the district electoral office
- trouble-shooting voting technology in the voting place
- supervising initial count and reporting election night results to the district electoral office on General Voting Day
- ensuring voting materials are packaged appropriately and returned to the district electoral office
- instructing election officials on special circumstances, such as vouching and solemn declaration procedures, and ensuring they have completed forms accurately
- if supervising advance voting:
 - ensuring that voter data is uploaded daily
 - ensuring that ballot boxes, voting equipment and materials are stored securely after each advance voting day, and between the end of advance voting and initial count

Roles of the election officials you supervise:

Information Officer (IO)

- greets voters; directs to correct station
- assists voters with special needs

Voting Officer (VO)

- administers ballots and voting documents
- maintains ballot box
- considers and counts votes

Voting Clerk (VC)

- keeps voting book up-to-date and accurate
- tallies votes

Counting Support (CS) - optional position

- pre-sorts advance voting ballots during initial count and organizes supplies for return to district electoral office

Health and safety orientation

Elections BC takes the health and safety of election officials and voters very seriously.

Before opening the voting place, gather your election officials and state the following:

“While working here today, you must:

- follow health and safety rules and regulations as outlined below
- ensure the safety of everyone at the voting place
- take reasonable care to protect your health and safety and that of others in the voting place”

“Election officials must

- work safely without endangering themselves, their coworkers, or any other person
- be physically and mentally capable of performing their duties
- report any workplace hazards to the SVO
- report any workplace accidents to the SVO
- report threats or violence, real or perceived, to the SVO”

“You can expect to work safely here. You can refuse to perform unsafe work and cannot be punished for doing so.”

Show election officials the following:

- any workplace hazards you have identified
- where emergency exits are
- the location of fire alarms, fire extinguishers, and the personal level first aid kit
- where the assembly point is in case of evacuation

Answer any questions officials may have before opening the voting place.

Contact **Elections BC Human Resources** for more information about health and safety at **1-800-661-8683**.

Introduction

Candidate representatives

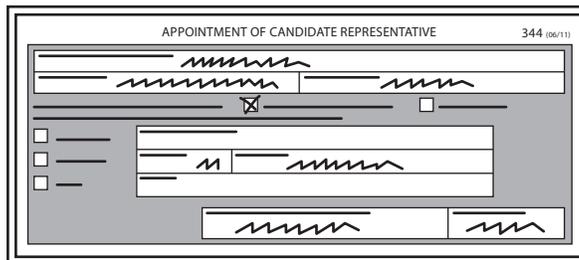
At a voting place, each candidate is allowed to have

- one candidate representative per voting station,
- one candidate representative for the voting place,
- one runner per voting station, and
- their official agent.

Note: The absence of a candidate representative from a voting place does not invalidate anything done in the election.

As SVO, you will:

- greet candidate representatives (scrutineers) and runners
- check their appointment documentation



The image shows a form titled "APPOINTMENT OF CANDIDATE REPRESENTATIVE" with the number "344 (06/11)" in the top right corner. The form contains several fields with handwritten signatures and checkboxes. There are three checkboxes on the left side, with the middle one checked. The form is enclosed in a double-line border.

- direct them to a voting station where they will take a *Solemn Declaration of Secrecy* (340)



- supply their *Candidate Representative Identification Badges* (396)

Resolve issues with candidate representatives or runners promptly. If they do not respond appropriately when corrected, ask them to leave the voting place and report the incident to the district electoral office.

During voting, candidate representatives are permitted to:

- scrutinize voter registration and voting
- record voter information (e.g. voter number) for reporting back to candidates
- inspect voter registration and voting documents, including voting books, *Record of Voters Who Voted on General Voting Day* (3095) and the advance voting certificates (316 and 316WTV)
- observe “curbside” voting

Note: Candidate representatives may handle documents when there are no voters present. For example, if a candidate representative is inspecting the voting book on the table at the voting station, it is permissible to flip through the pages.

These activities must not interfere with the proceedings.

Note: Candidate representatives are not permitted to look at the voter data on the VLUP screens as it may interfere with the proceedings. The same voter data appears on the labels, which they are permitted to inspect.

Candidate representatives are also permitted to inspect and receive a copy of the *Record of Voters Who Voted on General Voting Day* (3095). These copies should be made available at the end of each recording period.

- 8 a.m. - 9:59 a.m.
- 10 a.m. - 12:59 p.m.
- 1 p.m. - 3:59 p.m.
- 4 p.m. - 6:59 p.m.
- 7 p.m. - 8 p.m.

Candidate representatives can take pictures of these forms so that they can be sent to their candidate.

See the Special Circumstances / Administering a Solemn Declaration / Voters Without ID tab for policy on the use of cell phones and other electronic devices in the voting place by candidate representatives.

Candidate Representatives

The Voter Look-up (VLUP) Tool

VLUP is a computer program that helps election officials administer advance and absentee voting.

VLUP makes the voting process faster and more convenient for voters and election officials. It also makes voting administration more accurate.

Voting Officer and Voting Clerk (VO/VC) teams use VLUP to:

- search for a voter to see if they are registered
- update the voter's registration information, if necessary
- register the voter, if necessary
- print labels with the voter's information on them

VLUP prints two labels for each voter. One label (marked "ADV BOOK" or "ABS BOOK") is placed in the appropriate voting book. The other is placed on the voter's Advance Voting Certificate (316/316WTV) or the voter's certification envelope. Those labels are also marked (AVC, WTV CARD or CE) for easy reference.

For each VO/VC team using VLUP, the following equipment is provided:

- 1 laptop with power cord
- 1 mouse
- 1 power bar
- 2 rolls of labels
- 1 label printer
- 1 label printer power cord
- 1 label printer USB cord
- 1 plastic bag for label backings
- 1 security cable
- 1 hand-held scanner
- 2 extension cords
- tape
- 1 roll cable-path tape

VLUP equipment must be set up neatly so it won't interfere with voting processes (signing the voting book, for example).

The *VLUP Quick Reference Guides* (3002V, 3003V, 3020V) provides instructions on how to log on to VLUP and how to use it to administer voting. SVOs need to know how to use the tool so they can support election officials and answer questions from candidate representatives and the public.

After an election official logs on to VLUP, the label printer will warm up and print a test label that reads "Label printer is ready." If the label printer does not print this label, a technical problem has occurred. Replace the VLUP equipment at that voting station with the back-up set and follow the instructions on the Voting Irregularities and Troubleshooting tab.

Supervisor override

See Voter Irregularities and Troubleshooting tab for Supervisor Override Instructions.

Advance voting

All voters who show up at your advance voting location and meet the registration and ID requirements must be permitted to vote. You will be serving voters from this electoral district, who will vote under advance voting (s. 97), and voters from other electoral districts, who will vote absentee (s. 101). **All voters can be served at each voting station.** The different colour bands on voters' Where to Vote cards indicate that they are residents of different electoral districts.

Voters who are eligible to vote, but not registered, can be registered directly at the voting station.

All advance voting opportunities are open from 8 a.m. to 8 p.m. (local time).

Advance voting is held over six consecutive days starting eight days before General Voting Day (or nine days before General Voting Day, if General Voting Day is on a Monday).

Before advance voting day:

- Visit the voting place and plan a layout of the stations.
- Review the online training and quick reference guides for all election official roles.
- Confirm receipt of advance voting books, VLUP equipment kits, and ballot boxes. Use the *Supervisory Voting Officer Supply Envelope* (3034C-A) to confirm receipt of voting materials. If necessary, contact the district electoral office to obtain missing supplies.
- Determine location for initial count from District Electoral Officer.
- Contact your election officials to confirm their attendance at the voting place at the pre-arranged time. Remind them to:
 - bring enough food and drink to last 12 hours,

- contact you immediately if they become ill and are unable to fulfill their duties, and
- bring the Quick Reference Guide to the voting place.

Before advance voting starts each day:

- Arrive at voting place earlier than the pre-arranged time to welcome election officials. Use the list of names from the district electoral office to note who arrives and when. Make sure election officials don't park at or near the voting place. Contact the district electoral office if officials are missing.
- Instruct election officials to enter their name and arrival time on *Election Official Time Reporting* (556).
- Check for safety hazards at the voting place.
- Brief your election officials on health and safety using the "Health and safety orientation" section of this guide.
- Oversee set-up of the voting place.
- Secure laptops to tables using security cable. Oversee VLUP equipment set-up.
- Supply VLUP log on codes to VOs.
- Ensure exterior and interior signs are placed so voters can easily find the voting place. Ask the IO to check signage at regular intervals throughout the day and reposition, if necessary.
- Walk around the interior and exterior of your voting place to ensure there is no election advertising posted, displayed or distributed in the building or within 100 metres of it when voting is being conducted.

Voter Look-up Tool and Advance Voting Checklist: *Before Voting Starts*

Shortly before opening, reinforce these key procedures:

- Remind election officials how to contact you if they have questions, and that most errors happen during the first hour of voting. **If they follow their Quick Reference Guides, they can't go wrong!**
- Advance voters use ordinary ballots and **must** sign the voting book.
- Advance absentee voters use write-in ballots and the List of Candidates.
- Absentee voters **must sign both** the certification envelope and the voting book.
- All absentee ballots **must first** go into secrecy and certification envelopes **before** going into the ballot box.
- If a voter makes a mistake in marking their ballot they may request a new ballot. The first ballot is marked "spoiled" and placed in the *Total Spoiled Ballots* envelope (373), **not in the ballot box.**
- Open the doors to the voting place at 8 a.m. (local time).**



After advance voting starts:

- Contact the district electoral office to confirm that the advance voting place opened promptly at 8 a.m. If not, explain why.



After each day of advance voting closing:

- Verify ballot slots on the boxes are sealed after last voter has voted. Candidate representatives may sign or mark the seal.
- Collect *Advance Voting Certificates* (316) and *Where to Vote* cards (316WTV) and forward to district electoral office at close of voting each day.
- Inform election officials when they may leave the voting place. Instruct them to enter their departure time on *Election Official Time Reporting* (556) before they leave the voting place.
- Deliver laptops to district electoral office for VLUP data upload; you may be asked by the DEO to upload data yourself.
- Store (re)sealed advance ballot boxes, VLUP laptops and voting materials in a secure location until next advance voting day.



- During the first hour, check the work of each election official to ensure they are following the step-by-step instructions in their Quick Reference Guide. Make certain the officials use certification envelopes for voters outside the electoral district. Correcting errors early on is critical.**

Perform spot checks of your election officials **every hour** to ensure they:

- place their Quick Reference Guides on their tabletop and follow the steps closely to avoid errors.
- announce the name of each voter, as required by the *Election Act* (s.97(4)(a)).
- conduct a reconciliation of voters and ballots regularly throughout the day.
- monitor voting screens and replace pencils, as required.
- Close the voting place at 8 p.m. (local time).**



If there are voters waiting to vote, identify the end of the line and let the people in it enter the voting place. Anyone who arrives after 8 p.m. (local time) cannot vote.

On the last day of advance voting at that voting place:

- Verify ballot slot on the boxes is sealed after last voter has voted. Candidate representatives may sign or mark the seal.
- Notify election officials of the time and location of initial count, which you will be supervising. If your voting place had high voter turnout, request Counting Support to help sort ballots during initial count.
- Collect *Advance Voting Certificates* (316) and *Where to Vote* cards (316WTV), and forward to district electoral office.
- Monitor the progress of the VOs and VCs cleaning up and packaging their voting supplies. Make certain they follow the packaging chart on the *After Voting Closes Envelope* (3034B).
- After clean-up, inform election officials when they may leave the voting place.
- Instruct the election officials to enter their departure time on *Election Official Time Reporting* (556) before they leave the voting place. Remind them of the time and location of initial count.
- Leave the voting place in satisfactory condition; make sure there is no election material left behind. Store the furniture, turn off the lights and lock the doors.
- Deliver sealed ballot boxes, VLUP laptops and voting materials to district electoral office. You may be asked to upload VLUP data and store laptops, boxes and material in a secure location until initial count.

Advance Voting Checklist: After Voting Starts and Closes

General Voting (Day 28, 8 a.m. to 8 p.m. (Pacific time))

All voters who show up at your voting location and meet the registration and ID requirements must be permitted to vote. You will serve voters assigned to your voting place (s. 96), who will vote under general voting, and voters not assigned to your voting place, who will vote absentee (s. 99 or s. 100). The different colour bands on voters' WTV cards indicate that they are residents of different electoral districts.

Voters who are eligible to vote, but not registered, can be registered directly at the voting station.

Before General Voting Day:

- Visit the voting place and plan a layout of the stations.
- Review the online training and quick reference guides for all election official roles. Review initial count procedures.
- Confirm receipt of general voting books, VLUP equipment kits, and ballot boxes. Use the *Supervisory Voting Officer Supply Envelope* (3034C-G) to confirm receipt of signage and voting station materials. If necessary, contact the district electoral office to obtain missing supplies.
- If advance voting election officials are conducting initial count at your voting place, arrange for set-up of tables, chairs and delivery of sealed ballot boxes.
- Contact your election officials to confirm attendance at the voting place at pre-arranged time. Remind them to bring enough food and drink to last their full shift and to contact you immediately if they become ill and are unable to fulfill their duties.
- Remind election officials to bring their Quick



Shortly before opening, reinforce these key procedures:

- Remind election officials how to contact you if they have questions, and that most errors happen during the first hour of voting. If they follow their Quick Reference Guides they can't go wrong!
- General voters use ordinary ballots and **must** sign the voting book.
- Absentee voters use ordinary ballots when voting In-ED and write-in ballots and the List of Candidates when voting Out-of-ED.
- Absentee voters **must sign both** the certification envelope and the voting book.
- All absentee ballots **must first** go into secrecy and certification envelopes **before** going into the ballot box.
- If a voter makes a mistake in marking their ballot they may request a new ballot. The first ballot is marked "spoiled" and placed in the *Total Spoiled Ballots* envelope (373), **not in the ballot box**.
- Open the doors to the voting place at 8 a.m. (Pacific time).**



After general voting starts:

- Contact district electoral office to confirm the general voting place opened promptly at 8 a.m. If not, explain why.
- During the first hour, check the work of each election official to ensure they are following the step-by-step instructions on their Quick Reference Guide. Make certain the absentee station uses certification envelopes. Correcting errors early on is critical.**



Reference Guide to the voting place.

- Obtain “Final Voting Place” report from district electoral office so you know the VAs assigned to each voting place.

Before general voting starts:

- Arrive at the voting place earlier than pre-arranged time to welcome election officials. Make sure election officials don't park at or near the voting place. Use the list of names from the district electoral office to note who arrives and when. Contact district electoral office if officials are missing.
- Instruct election officials to enter their name and arrival time on *Election Official Time Reporting* (559).
- Check for safety hazards at the voting place.
- Brief your election officials on health and safety prior to opening the voting place using the script under “Health and safety orientation” section of this guide.
- Oversee set-up of the voting place.
- Ensure exterior and interior signage placed so voters can easily find the voting place. Ask the IO to check signage at regular intervals throughout the day and reposition, if necessary.
- Walk around the interior and exterior of your voting place to ensure there is no election advertising posted, displayed or distributed in the building or within 100 metres of it when voting is being conducted.
- Ensure election officials secure laptop to table with security cable.
- Oversee VLUP equipment set-up.
- Supply VLUP logon barcode sheet to each VO. The barcode sheet is specific to the laptop name.

- Perform spot checks of your election officials **every hour** to ensure they:
 - place their quick reference guides on their tabletop and follow the steps closely to avoid errors.
 - announce the voter's name and voter number, as required by the *Election Act* (s. 96(3)(a)).
 - conduct a trial reconciliation of voters and ballots regularly throughout the day.
- Monitor voting screens and replace pencils, as required.
- Collect SVO copy of *Record of Voters Who Voted on General Voting Day* (3095) from voting stations throughout the day.
- Close the doors to the voting place at 8 p.m. (Pacific time).** 

If there are voters waiting to vote, identify the end of the line and let the people in it enter the voting place. Anyone who arrives after 8 p.m. (Pacific time) cannot vote.
- After the last voter leaves the voting place, announce to election officials that voting is closed and instruct them to seal the ballot slot and organize their workspace for initial count.

After general voting closes:

- Verify ballot slots on the boxes are sealed after last voter has voted. Candidate representatives may sign or mark the seal.
- Bundle *Where to Vote* cards **with handwritten changes** with an elastic band, place in *Request for Removal Forms* parcel envelope (601) and return to DEO.
- Place any *Where to Vote* cards **without changes** in the *Where to Vote* card collection box and return to DEO for confidential destruction.

General Voting Day Checklist: *Before Voting Starts / After Voting Starts and Closes*

Initial Count

- Instruct **advance** election officials and any Counting Support to enter their name and arrival time on *Election Official Time Reporting (556)*, if applicable. Give them their ballot box(es) and direct them to their initial count workspace.
- Instruct election officials to turn over their Quick Reference Guide to Initial Count and to follow the steps closely to avoid errors. (Remember that the Voting Officer makes the final determination to accept or reject a ballot.)
- At the time a Voting Officer is considering a ballot, a candidate representative may object to the acceptance or rejection of a ballot.

VO records the objection on *Objections to Acceptance or Rejection of a Ballot or Certification Envelope (362)*, sequentially numbering each objection and indicates the reason for the objection.

VO marks assigned number from *Objections to Acceptance or Rejection of a Ballot or Certification Envelope (362)* on the back of the ballot and initials this number.
- Remind **absentee** election officials that certification envelopes are **never** opened during initial count.
- Be prepared to answer questions during initial count.
 - Ensure the VO and VC make their best efforts to reconcile.
 - If they have difficulty balancing:
 - Check the *Initial Count Reconciliation (339)* to make sure it was completed properly; confirm there are no transposition or mathematical errors.
 - Check to make sure that the number of voters who voted was calculated properly; compare the number of signatures in the voting book to the number of "X"s in the "Voted" column of the voting book and the number of entries in the *Record of Voters Who Voted on General Voting Day (3095)*.
 - Count unused ballots again, making sure that each individual ballot is counted.
 - Check with neighbouring voting stations to see if a ballot was cast at the wrong station.

If the team cannot balance, have them move to counting and instruct them to write down the steps they took to reconcile on a sheet of paper and attach it to the 339. The count must not be delayed!
- Report preliminary results for each voting area to the district electoral office **as soon as they are known**. Make sure you also report the total number of certification envelopes by section. Speak clearly and ask the office staff to read the results back to you to confirm accuracy.

Voting Place Clean-up

- After counting, monitor the progress of the VOs and VCs cleaning up and packaging their voting supplies. Make certain they follow the packaging chart on the *After Voting Closes* envelope (3034B).
- After clean-up, inform election officials when they may leave and ensure they enter their departure time on *Election Official Time Reporting* (559 or 556).
- Leave the voting place in satisfactory condition; make sure that furniture is stored, and lights turned off and doors locked when you leave.
- Ensure all ballot boxes and VLUP equipment kits are accounted for and ready for transport.
- Conduct a sweep to make sure no election material is left behind.
- Return election material to district electoral office.

Cellular phones and cameras in voting places

If an election official believes anyone is using a cell phone, electronic device, or camera to campaign*, to compromise the secrecy of the vote, or otherwise cause disruption to proceedings, the official must require the individual to put away their device or leave the voting place.

Otherwise, cell phones and other electronic devices may be used in the voting place as follows:

Officials:

- For purposes consistent with their duties (eg. communicating with the district electoral office).

Candidate Representatives:

- May use cell phones and other electronic devices in the voting place silently (e.g. emailing, texting, reading), providing what they are communicating is not visible to voters and not directed to voters.
- May use device to scan/take picture of form 3095 to email to campaign office.
- Must leave the voting place to carry out audible conversations using a cell phone or other electronic device.

Voters:

- May use these devices in the voting place, provided they are not using them to audibly discuss politics or the campaign.
- Must put away any devices when being issued a ballot and for the duration of the time it takes them to vote.

*canvass or solicit votes or otherwise attempt to influence how a voter votes

The media

The media are allowed in voting places for short periods of time. They are not allowed to:

- film anyone marking their ballot (to protect the secrecy of the vote)
- film the voting book, VLUP screens and labels
- go behind the election officials
- conduct interviews inside the voting place

Media representatives must receive authorization from the District Electoral Officer to enter the voting place, unless this authority has been delegated to the SVO.

Priority access for paramedics, police officers, fire fighters.

If essential services personnel arrive at the voting place in uniform while on duty, move them to/ near the front of the line.

Animals in the voting place

Service dogs for the disabled are the only animals permitted in a voting place.

Voters and individuals in their care

If a voter is accompanied by individuals in the voter's care (e.g. minor children), the election official may also permit those individuals to accompany the voter to the voting screen. Elections BC encourages voters to bring their children to voting places to learn about the democratic process.



Instructions for Administering a Solemn Declaration

1. VO or VC asks the voter or other individual to read the declaration (**all declarations are in the back of the voting book**).
2. VO or VC enters name and other information on declaration page.
3. VO or VC says "Do you [person's name], declare that the contents of this declaration are true to the best of your knowledge, information and belief, knowing that it is of the same force and effect as if it were made under oath?"
4. The person must answer "Yes" or "I do" or "So help me God".
5. The individual then signs the declaration next to their name.
6. VO or VC signs as witness to the declaration.

Vouching

Voters without ID can still vote if they have someone who can vouch for them. SVOs are responsible for helping VO/VC teams administer the vouching process.

All vouchers must have acceptable ID and be one of the following:

- A registered voter who resides in the same electoral district as the voter;
- The spouse, parent, grandparent, sibling, adult child or adult grandchild of the voter; or
- A person having the authority to make personal care decisions for the voter.

A person has the authority to make personal care decisions for the voter if they have either:

- An order of the Supreme Court of B.C. establishing their authority to make personal care decisions for the voter under the *Adult Guardianship Act* or *Patients Property Act*

Or

- A current and valid Representation Agreement naming them as the representative or monitor of the voter under the *Representation Agreement Act*.

Power of Attorney does not give a person the authority to make personal care decisions for the voter or to vote in their name.

Both the voter and voucher must each make a solemn declaration as to the voter's identity and residence, and complete *Vouching at a Voting Opportunity* (366) in the back of the voting book.

A voucher who is not the voter's relative or personal care authority can only vouch for one voter.

A personal care authority can vouch for all of the voters under their care.

A voter who has been vouched for cannot vouch for another voter.

After the voter and the voucher have made the solemn declaration and completed form 366, conduct the voting process in full as you would for any other voter. Even though the voter has signed form 366, they **must still sign the voting book** and any other required documentation (an advance voting certificate or certification envelope, for example).

The image shows two copies of Form 366, titled "VOUCHING AT A VOTING OPPORTUNITY SOLEMN DECLARATION OF VOTER". The forms are annotated with callouts in circles and arrows pointing to specific sections:

- Left Form:**
 - Callout: "Voter must read this declaration before signing" points to the "Declaration for voter" section.
 - Callout: "Voucher must read this declaration before signing" points to the "Declaration for voucher" section.
 - Callout: "Voter must sign here" points to the signature line for the voter.
- Right Form:**
 - Callout: "Vouchers must have acceptable ID" points to the "Declaration for voucher" section.
 - Callout: "Voucher must sign on same line as voter" points to the signature line for the voucher.
 - Callout: "Vouchers selecting option A must be registered to vote in same district as voter" points to the "Declaration for voucher" section, specifically to option A.
 - Callout: "Voucher must sign here" points to the signature line for the voucher.

Special Circumstances / Administering a Solemn Declaration / Voters without ID

Voters with special needs

The Information Officer is the go-to person for voters who are physically, mentally or visually impaired. Ask the IO to inform you when they are assisting a voter because you may have to perform their duties while they are busy.

You do not need to be an expert on how to assist everyone. The voter knows what they need best.

- Ask "How may I best assist you?"
- Listen
- Act

Note: Individuals with power of attorney and "committees" **cannot vote** on behalf of another individual in their absence. Proxy voting is not permitted.

If voter ...	then ...	How?
is unable to enter the voting place due to physical impairment	voter can vote outside the building, such as at the curb or in the parking lot	<ol style="list-style-type: none"> 1. If VLUP is being used, send election official to determine voter's name and address. The official returns to the voting station and enters their information into VLUP to print two labels. 2. Send VO/VC to voter with ballot box, election ballots, election materials (including advance voting certificates or certification envelopes if required), voting book, and pencil to administer voting. 3. Remain at voting station to inform voters that voting is temporarily suspended for curbside voting.
requires a translator	voter may be assisted by election official or translator supplied by voter	<ol style="list-style-type: none"> 1. Translator supplied by voter takes <i>Solemn Declaration of Translator</i> (312). Not required for election officials as they have taken the Oath of Office. 2. Translator may assist more than one person by taking declaration once. <i>There is no minimum age for a child acting as a translator for a family member; however, the child must be mature enough to understand the intent of the solemn declaration.</i>
is unable to mark the ballot	voter may be assisted by individual accompanying voter or election official	<ol style="list-style-type: none"> 1. Individual accompanying voter takes <i>Solemn Declaration of Individual Assisting Voter to Mark Ballot</i> (346). Not required for election official as they have taken the Oath of Office. May only assist one voter in an election, except family members and must take solemn declaration for each relative. Election officials may assist more than one voter. 2. Assisting individual asks voter to nod or point to their choice of candidate as they read the ballot so the voters choice is not announced publicly. 3. Individual accompanying voter must not be a candidate or a candidate representative.
is unable to sign a document	voter may be assisted by election official or voter registration official	<p>Either...</p> <ol style="list-style-type: none"> 1. Have the voter make their mark and witness that mark. 2. Sign on behalf of the voter and notate that voter is unable to write.

Voters with Special Needs

Voting Irregularities

If voter...	...then...	How?
records show voter has already voted	voter has previously voted, or someone else voted in voter's name, or another voter signed the voting book on the wrong line, or voting book was flagged incorrectly showing voter already voted.	<ol style="list-style-type: none"> To be issued a ballot, person must provide satisfactory evidence that they are the person named in the voting book or take a solemn declaration of entitlement to vote as the named voter. Election official must complete <i>If Another Individual has Already Voted Under a Voter's Name</i> (309). Voter signs voting book as close as possible to the signature beside their name.
challenged on their right to vote by an election official, a candidate representative or a voter for the electoral district. Note: the voter can only be challenged from when they enter the voting place until they receive a ballot.	the challenger believes the voter is not entitled to vote (e.g. the person doesn't appear to be who they say they are, the person is not a Canadian citizen, the person has already voted in the election, etc.)	<ol style="list-style-type: none"> To be issued a ballot, person must provide satisfactory evidence that they are entitled to vote or take a solemn declaration of entitlement to vote. Election official must complete <i>Challenge of Voter</i> (308).

Voter Look-up (VLUP) Troubleshooting

Supervisor override

When using VLUP to register a voter or update a voter's address information, election officials click the **Find ED/VA** button to find the voter's electoral district (ED) and voting area (VA).

If VLUP can't find an ED and VA matching the address information entered by the election official, **ZZZ and 999** will appear in the ED and VA fields on the Voter Details screen.

If this happens, determine the voter's ED and VA using the street index, Location Index, and/or ED/VA maps. Ensure the address is entered in exactly the same format as the street index, if applicable. This will ensure the voters' address is geographically coded correctly.

ED is mandatory (to ensure the voter is provided with the correct list of candidates); VA is not mandatory.

Enter the ED and VA, if available, then override VLUP by checking the "ED/VA Supervisor Override" box. The Supervisor Override PIN is 31415 and is for the exclusive use of the Supervisor. **Do not** share it with your election officials.

Barcode scanner recalibration

If the scanner does not appear to be detecting the barcode, try recalibrating it using the Barcode Scanner recalibration document found in your supply envelope.

Equipment failure

SVOs may be provided with one set of backup VLUP equipment for their voting place.

Election materials are designed so that they can still be used manually if the power goes out (e.g. advance voting certificates and certification envelopes have space on the back for election officials to complete the voter's information by hand.)

SVOs are also provided with "manual-mode" voting materials and Quick Reference Guides that describe how to administer voting manually if VLUP cannot be used. Election officials must not use "manual-mode" voting materials unless you instruct them to.

The table below lists five scenarios that might occur during advance, absentee or special voting, and tells you how to respond.

The goal is to minimize disruption of service to voters. Contact your DEO if any of these scenarios arise; the DEO may be able to send someone to help you.

If the...	How do you respond?
<p>Label printer jams</p>	<p>Instruct Information Officer to:</p> <ul style="list-style-type: none"> • swap with the spare label printer • redirect voters to other stations, if available • try to fix the jam
<p>Power goes out for less than 4 hours or label printer jams – no spare</p> <p>Note: In a power outage, laptops will continue to run on battery power for about 4 hours, but printers will not work</p> <p>At 3 hours and 45 minutes, if the power outage continues, make an announcement to full changeover</p>	<p>Partial changeover to "manual-mode" procedures:</p> <ul style="list-style-type: none"> • distribute "manual-mode" supplies from the Supervisory Voting Officer Supply envelope <p>Instruct Voting Officer and Voting Clerk to:</p> <ul style="list-style-type: none"> • continue to fully process voters using VLUP following instructions on VLUP Quick Reference Guide • start hand-writing voter information on the back of the Advance Voting Certificate (316) or Certification Envelope (356) and in the voting book(s) by copying it from the Print Confirmation screen
<p>Power goes on after being out for less than 4 hours</p> <p>Note: The printers come back online. Labels will not print for processed transactions, but voter data can be uploaded to HQ.</p>	<p>Instruct Voting Officer and Voting Clerk to:</p> <ul style="list-style-type: none"> • stop hand-writing voter information on voting documents • process voters using VLUP and labels, following instructions on VLUP Quick Reference Guide
<p>Power goes out for more than 4 hours</p> <p>Note: If a power outage is lengthy, the laptop battery will run down</p>	<p>Full changeover to "manual-mode" procedures:</p> <ul style="list-style-type: none"> • distribute "manual-mode" supplies from the Supervisory Voting Officer Supply Envelope • lead the changeover from partial to full "manual-mode" procedures following the script provided (see reverse side)
<p>Power goes on after being out more than 4 hours</p> <p>Note: The laptops and printers come back online</p>	<p>Instruct Voting Officer and Voting Clerk to:</p> <ul style="list-style-type: none"> • continue to process voters using full "manual-mode" procedures <p>Close one voting station at a time:</p> <ul style="list-style-type: none"> • stop handwriting voter information on voting documents • log in and restart processing voters using VLUP and labels, following instructions on VLUP Quick Reference Guide • continue to bring stations on line, one at a time, to minimize disruption to voting

Full changeover to “manual-mode” procedures script:

This document provides step-by-step instructions for you to use should the voting place lose power for **more than four hours** and you are required to make a full transition to “manual-mode” procedures during voting.

In this situation, you will lead the changeover so that it happens in a coordinated way across the voting place.

Step 1 – Announce transition to voters and election officials

“May I have your attention please? We have lost power and must now transition to “manual-mode” voting procedures.”

“Voters, I apologize for this inconvenience. Please bear with us.”

Step 2 – Provide election officials with the “manual-mode” supplies

“Election Officials, I’m going to walk you through this transition. I need you to listen carefully and follow my step-by-step instructions.”

“The first thing we are going to do is make sure you have what you need to administer voting manually.”

- 1) “VOs – logout of VLUP following instructions on your VLUP Quick Reference Guide under the heading “Sign out”. When you are logged out, please close your laptops and set your laptop and printer under your desk or to the side of the desk, so the equipment is out of the way.”
- 2) “I will come around now and give you the supplies that you need for administering voting manually.”
[hold each item up as you explain what you are bringing around]
 - a. “a new Quick Reference Guide with step-by-step instructions for administering voting manually”, and, for advance voting only,
 - a. “a WTV stamp to be used on WTV cards; and
 - b. an Advance Voting Log (316L).”

“You will find the AVC# under the barcode on the WTV card.”

“You may want to fold up the Quick Reference Guide that you’ve been using and set it aside as well so that you don’t get confused.”

Step 3 – Review Quick Reference Guide

“Let’s take a minute to review your new Quick Reference Guide. VCs, your job is a bit different depending on whether you are serving a voter with a current Where to Vote Card or not; VO’s, your job is the same in all circumstances.”

“Remember – take your time and carefully follow the instructions. I will circulate and answer any questions you have. Raise your hand and I will come around.”

Step 4 – Resume Voting, Monitor and Support

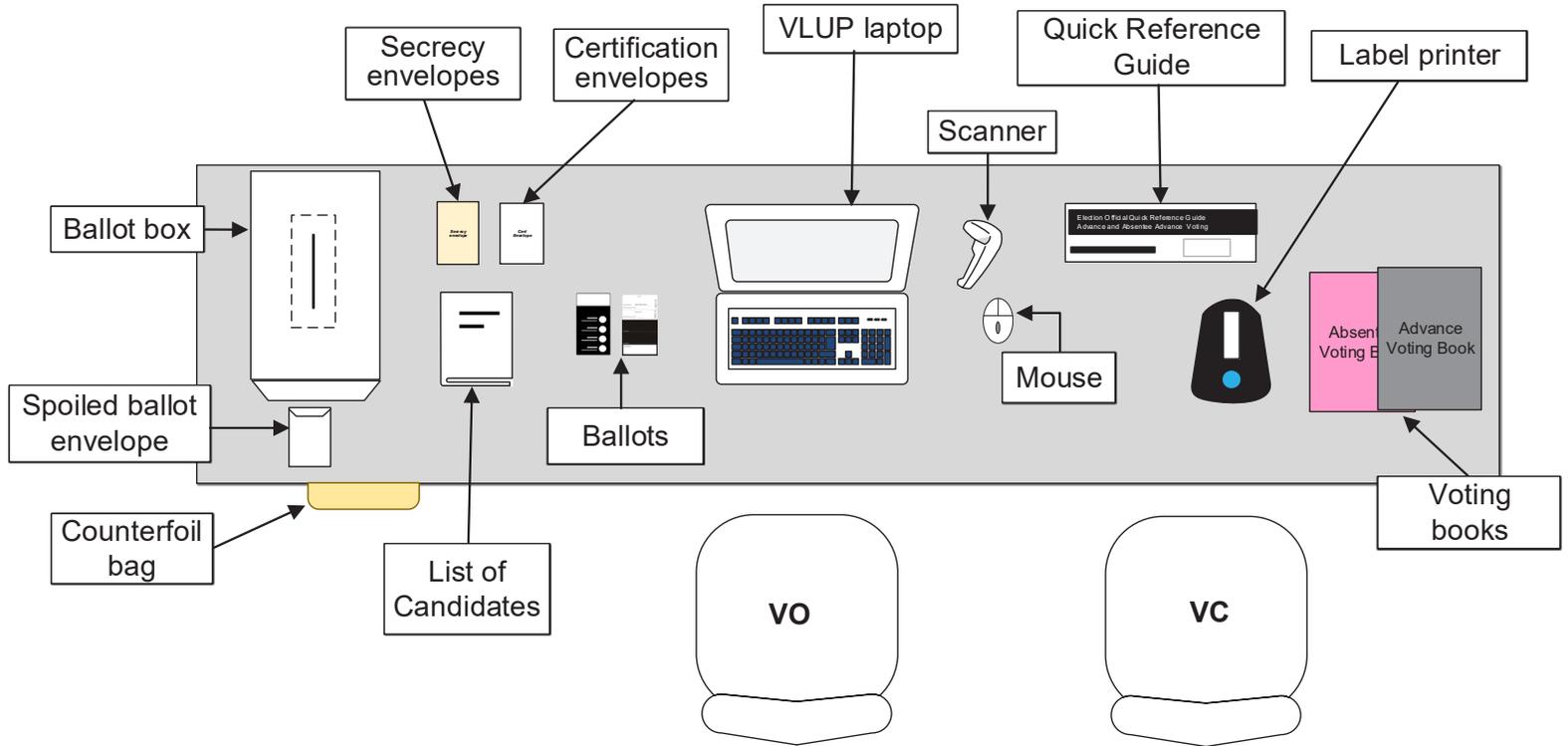
“Voters – thank you again for your patience. The first voters in line can now step forward for service.”

As voting gets underway, circulate to ensure procedures are being followed and to answer questions. Use the IO to manage line-ups and to identify any voters from out-of-ED. Make sure that you are available to assist Voting Officers and Voting Clerks who are serving out-of-ED voters.

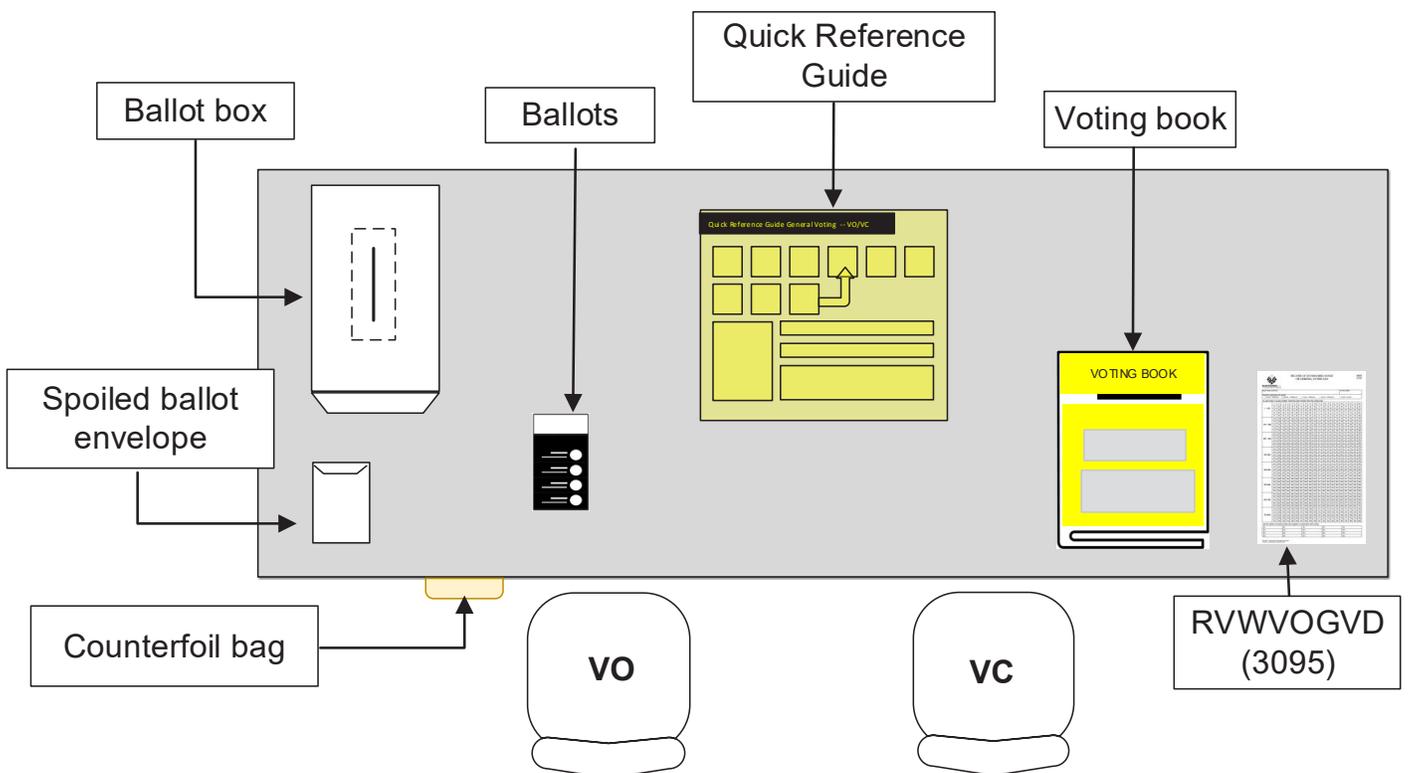
Please ensure that voter information is being completed **in full** on the reverse of the advance voting certificate for voters who do not have a current WTV and on certification envelopes.

Setting up the voting station

Advance:



General:



Electoral district name and code:	
Your name:	Your assigned voting place address:
Voting place contact name:	Voting place contact number:
District Electoral Officer's name and number:	District Electoral Officer's email:
Deputy District Electoral Officer's name and number:	Deputy District Electoral Officer's email:
Technical Officer's name and number:	
District electoral office number:	District electoral office address:
Voting Officer's name and number:	Voting Clerk's name and number:
Voting Officer's name and number:	Voting Clerk's name and number:
Voting Officer's name and number:	Voting Clerk's name and number:
Voting Officer's name and number:	Voting Clerk's name and number:
Information Officer's name and number:	Information Officer's name and number:
Counting Support's name and number:	Counting Support's name and number: