



R i v e r D i s t r i c t

O W E N S O U N D

## **River District Board of Management Election Voting Procedures**

Approved by the Clerk on August 18, 2022.

Revision Date	Description of Revision

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## Authority

On June 13, 2022, the Council of the Corporation of the City of Owen Sound adopted By-law Number 2022-061 renaming the Owen Sound Downtown Improvement Area to the River District and adopting a constitution to govern the affairs of the River District Members and Board of Management.

Section 204 of the *Municipal Act, 2001* S.O. 2001, c. 25, as amended (the "Act") states as follows:

204(1) A local municipality may designate an area as an improvement area and may establish a board of management,

- (a) to oversee the improvement, beautification and maintenance of municipally-owned land, buildings and structures in the area beyond that provided at the expense of the municipality generally; and
- (b) to promote the area as a business or shopping area.

204(2) A board of management is a corporation consisting of the number of directors established by the municipality.

204(3) A board of management shall be composed of,

- (a) one or more directors appointed directly by the municipality; and
- (b) the remaining directors selected by a vote of the membership of the improvement area and appointed by the municipality.

Section 204 of the Act also states that:

204(10) The term of the directors of a board of management is the same as the term of the council that appointed them but continues until their successors are appointed.

204(11) Directors are eligible for reappointment.

In addition, the River District Constitution governs the affairs of the River District Members and Board of Management, and Section 4 states as follows:

4.1 An Election Manager shall conduct the election.

4.2 The Election Manager shall be an independent person, determined by the City Clerk and hired by the City.

4.3 The City Clerk shall oversee the Election Manager and shall act as a resource for the position.

Therefore, as Election Manager for the Board of Management election for the River District within the Corporation of the City of Owen Sound, I do hereby certify and approve the following procedures for conducting the River District Board of Management Election and establish that the forms listed in Appendix A are permitted to be used during the election process.



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Staci Landry, Election Manager

## Definitions

1. For the purposes of these procedures, the following definitions shall apply:

"Act" means the *Municipal Act, 2001* S.O. 2001, c. 25, as amended.

"Advance Vote" means the date(s) that the Election Manager has established as advance voting day(s) prior to election day.

"Assistant Election Officer" means any individual that is appointed by the Election Manager to assist in a Board election.

"Ballot" means the prescribed form containing the names of the Certified Candidates.

"Board" means the Owen Sound River District Board of Management.

"Candidate" means an individual who has submitted their nomination paper to the Election Manager.

"Certified Candidate" means a Candidate whose nomination has been certified by the Election Manager under Section 4.14 of the Constitution.

"City" means The Corporation of the City of Owen Sound.

"Clerk" means the Clerk for the City.

"Constitution" means the Owen Sound River District Business Improvement Area Constitution.

"Council" means the Council of the City.

"Delegate" means an individual who has been nominated to vote on behalf of a Member that is a corporation, partnership, or other legal entity.

"Director" means member of the Board.

"Election Manager" means an individual that is determined by the Clerk and hired by the City to oversee the election of Directors to the Board.

"Friend" means an individual who has been requested by a Member to assist them in the voting process.

"Member" means persons who are assessed on the last returned assessment roll, with respect to rateable property in the River District that is in a

commercial property class prescribed by the City, and tenants of such property.

"Person" means an individual, corporation, partnership, or other legal entity.

"River District" means the River District Business Improvement Area, which consists of rateable property in a prescribed business property class located in the area designated by Council and identified on Schedule 'A' of the Constitution. A reference to the River District is a reference to the geographical area and or to the local Board as the context requires.

"Satisfactory Identification" means any piece of identification or personal information which would verify the identity of an individual to the satisfaction of the Election Manager or Assistant Election Officer in accordance with the Ministry of Municipal Affairs and Housing (MMAH) list of "Acceptable Documents for Voter Identification", Ontario Regulation 304/13 (Voter Identification).

"Scrutineer" means an individual appointed in writing by a Certified Candidate to represent them during the voting process.

"Tenant" means persons who:

- a. rent or lease rateable property in the River District that is in a commercial property class prescribed by the City; and
- b. are required to pay all or part of the property taxes on the rateable property as part of their tenancy.

"Voting Day" (also referred to as "Election Day") means the final day on which ballots may be cast in a Board election.

"Voter Information Card" means a notice mailed to a Member whose name appears on the voters' list advising them of the voting place details.

"Voters' List" means the list prepared by the Election Manager of Members eligible to vote in a Board election.

"Voting Place" means the physical location, property, structure, or space on a property that the Election Manager has designated for the purposes of voting in a Board election.

"Voting Proxy" means an individual appointed in writing by a Member to cast a ballot on their behalf during Voting Day or the Advance Vote.

## **Application**

2. This procedure applies to a Board election in the City.
3. These procedures may be amended, as necessary, and deemed appropriate, by the Election Manager and the Clerk. Any amendment to these procedures shall be signed by the Election Manager and the Clerk and a copy of the amendment(s) shall be provided forthwith to all Certified Candidates.
4. These procedures and related forms shall be provided in English only.
5. Any reference to a time means the time as indicated on the National Research Council Canada Web Clock showing official times for the Eastern Time Zone.

## **Confidentiality**

6. The Clerk shall require the Election Manager, Assistant Election Officers, and/or other staff working in connection with a Board election to abide by the City's Confidentiality Policy CrS-HR71 and sign off on the Confidentiality Policy Acknowledgement Form, committing to upholding the confidentiality provisions established in the policy.
7. No person shall interfere or attempt to interfere with a Member while in the process of casting a ballot or attempt to interfere in the voting process unless expressly requested and authorized by a Member to provide assistance.
8. No person shall obtain or attempt to obtain information about how a Member intends to vote or has voted. Any individual requested by a Member to assist them in voting is required to maintain the confidentiality of the vote(s) cast by the Member and, if marking the ballot on behalf of the Member, shall vote according to the instructions and wishes of the Member.
9. No person shall communicate any information that may have been inadvertently obtained about how a Member intends to vote or has voted.
10. No Member shall reveal how they intend to vote while in the Voting Place, except for the purposes of obtaining assistance in voting from either a Friend, Interpreter, the Election Manager, or an Assistant Election Officer.
11. All Members voting at the Voting Place may vote with the assistance of a Friend or Interpreter. However, the Friend or Interpreter shall be required to take the appropriate oath (Form RD21) prior to providing assistance, to be administered by the Election Manager or an Assistant Election Officer. No individual shall be allowed to act as a Friend or Interpreter of more than one Member at the Voting Place.
12. All complaints regarding breaches of privacy shall be dealt with under Sections 16 through 20 of the City's Confidentiality Policy CrS-HR71.

## Scrutineers

13. Scrutineers may be appointed in writing by the Certified Candidate, using Form RD7, to represent them for the following:
  - a. to be present in the Voting Place from 8:00 a.m. to 8:30 a.m. on Voting Day prior to the opening of voting to verify and ensure that all Certified Candidates' names are listed on the paper ballot and that the ballot box is empty. If the Election Manager includes an Advance Vote, then the date and time that scrutineers may be present in the Voting Place will be changed to reflect 30 minutes prior to the opening of voting on the first day of the Advance Vote.
  - b. to be present in the Voting Place from 8:30 a.m. to 8:00 p.m. on Voting Day to observe the process;
  - c. to be present in the Voting Place for the duration of time established for the Advance Vote, should the Election Manager deem to provide an Advance Vote;
  - d. to be present in the Voting Place at the time when the votes are counted;
  - e. to be present in the Voting Place at the time when results are announced; and
  - f. to be present in the location identified for a recount, if required, at the time when the recount is conducted.
14. Before being admitted to the Voting Place, scrutineers shall produce satisfactory identification and a properly signed Appointment of Scrutineer by Candidate (Form RD7) and take the Oral Oath of Confidentiality (Form RD8).
15. Each Certified Candidate or their appointed scrutineer may be in attendance at the Voting Place. For greater clarity, a Certified Candidate and their scrutineer may not both be in attendance at the Voting Place at the same time.
16. Use of mobile communication devices and cameras shall **not be permitted** within the Voting Place by any Certified Candidate or scrutineer.
17. Scrutineers or Certified Candidates who do not follow the instructions of the Election Manager or Assistant Election Officers or who attempt to interfere, influence or determine how a Member is voting will be requested to leave immediately, their appointment will be revoked, and they will not be permitted to re-attend at the Voting Place. Scrutineers may also have their appointment revoked if they contravene the rules and guidelines established by the Election Manager as provided to the Certified Candidates.

## **Voters' List**

18. The list of eligible Members shall be requested from the City's Tax Collector in an electronic format by the first Friday of August, or such date as to be agreed upon by the Election Manager and Tax Collector. This list shall be reviewed by the Election Manager and obvious errors shall be corrected and the list shall be approved for use as the Voters' List on or before the last Friday in September.
19. The list shall be distributed in electronic format to Certified Candidates who complete the Voters' List Request and Declaration (Form RD3). Certified Candidates may produce paper copies at their own effort and cost, should they choose to do so. Each Certified Candidate shall sign Form RD3 stating that the Voters' List shall not be used for any purposes other than the Board election. The Election Manager, at their sole discretion, may determine which data fields shall be included in the copy of the Voters' List provided to Certified Candidates.
20. The list shall be accessible by the Clerk, Election Manager, Assistant Election Officers, and/or other staff working in connection with the Board election who will use the list to facilitate additions and changes during the revision period and perform other functions as required, subject to the security permissions assigned to each individual.
21. Additions, corrections, and deletions may be made to the list in accordance with the Act and the Instructions for Voters' List Revisions.
22. Voter Information Cards shall be sent via Canada Post Lettermail to all eligible Members no later than the second (2<sup>nd</sup>) Friday in October.
23. Beginning on the last Friday in September and until 8:00 p.m. on Voting Day, eligible Members may schedule an appointment with the Election Manager, on a date, time and location mutually agreed upon between the two parties, to revise the Voters' List. If the eligible Member wishes to attend the Voting Place on Advance Voting Day or Voting Day to revise the Voters' List, then an appointment with the Election Manager is not required.
24. Where a request to revise the Voters' List has been made, the Election Manager or Assistant Election Officers shall be responsible for the following:
  - a. Eligible Members who are not on the Voters' List will be able to be added to the list by filling out the Application to Amend Voters' List (Form RD15) and providing satisfactory identification in accordance with the Instructions for Voters' List Revisions.
  - b. Eligible Members who are already on the list but wish to correct their information can do so in accordance with the Instructions for Voters' List Revisions.
  - c. Where a Member on the Voters' List has lost their Voter Information Card or did not receive it in the mail, they may obtain a replacement

Voter Information Card in accordance with the Instructions for Voters' List Revisions.

## Notice of Election

25. The Election Manager shall notify Members of the following using social media, the City's website, the River District website, direct mail-outs, any combination of the aforementioned methods, or any other method deemed appropriate by the Election Manager:
  - a. that a Board election is being held in the River District by paper ballot;
  - b. the date, time, and location of the Board election;
  - c. who is eligible to vote in the Board election;
  - d. information regarding how eligible Members can find out if their name is on the Voters' List or if their information is correct;
  - e. information regarding how eligible Members that are an individual can appoint a voting proxy;
  - f. information regarding how eligible Members that are a legal entity can provide a written voting delegation; and
  - g. the nomination procedure.
26. The Election Manager shall determine the date(s) of all advertisements.
27. Each person on the Voters' List shall be provided a Voter Information Card containing, at minimum:
  - a. name and qualifying address of the Member;
  - b. dates, times and locations of Voting Day and Advance Vote, should the Election Manager deem to provide an Advance Vote;
  - c. the Board election website where Members can find more information, including how to appoint a voting proxy and how to nominate a delegate on behalf of a corporation;
  - d. the email address and telephone number of the Election Manager should a Member require any further information or assistance; and
  - e. voter eligibility criteria.

## **Voter Qualifications**

28. A person is entitled to be a Member for a Board election if, on Voting Day, they:
  - a. are assessed, on the last returned assessment roll, with respect to rateable property in the River District that is in a commercial property class prescribed by the City and tenants of such property; and
  - b. are at least 18 years old.
  
29. In determining whether a person is a tenant or not, the Clerk or designate may accept a list provided under Section 210(2)(b) of the Act or the declaration of a person that the person is a tenant (Form RD16), and the determination of the Clerk or designate is final.

## Voting Process

30. A paper ballot method shall be used for the Board election.
  - a. Members shall be required to attend the Voting Place in person to cast their ballot. Every Member shall be required to provide satisfactory identification in accordance with the Ministry of Municipal Affairs and Housing (MMAH) list of "Acceptable Documents for Voter Identification", Ontario Regulation 304/13 (Voter Identification), or complete and submit a Declaration of Identity (Form RD19). The identification provided must match the qualifying address on the Voter Information Card (i.e., property tax assessment, utility bill, or lease or rental agreement).
  - b. Every Member shall be permitted to one paper ballot regardless of the number of properties that the Member may own or lease in the River District.
  - c. Every Member that is an individual shall be permitted to appoint a voting proxy to cast a ballot on their behalf at the Voting Place if, for any reason, the Member is unable to personally cast the ballot. The voting proxy must attend the Voting Place in person to cast the ballot. The Member must appoint a voting proxy by completing the Appointment of Voting Proxy (Form RD13). This form shall be submitted to the Election Manager for certification prior to Voting Day.
  - d. Every Member that is a legal entity other than an individual has one vote regardless of the number of shareholders or partners that the Member has. The legal entity must nominate in writing one delegate to vote on its behalf by completing the Nomination of Delegate on Behalf of Corporation (Form RD14). This form shall be submitted by the delegate at the time the ballot for that Member is requested.
  - e. One individual may be nominated as a delegate by two or more legal entities that are Members of the River District.
  - f. Voting Day shall be conducted on the second (2<sup>nd</sup>) Monday in November of each year a municipal election is held, if required. The Voting Place shall open at 8:30 a.m. and close at 8:00 p.m. on Voting Day. Members present at the Voting Place at 8:00 p.m. shall be allowed to cast their ballot and complete the voting process.
31. Certified Candidates or their scrutineer may be present in the Voting Place from 8:00 a.m. to 8:30 a.m. on Voting Day to ensure that all Certified Candidates' names are listed on the paper ballot and that the ballot box is empty. If the Election Manager includes an Advance Vote, then the date and time that Certified Candidates or their scrutineer may be present in the Voting Place shall be changed to reflect 30 minutes prior to the opening of voting on the first day of the Advance Vote.

32. Should an eligible Member receive more than one Voter Information Card, the eligible Member may only vote once and must return the other Voter Information Card to the Election Manager or Assistant Election Officer.
33. The City's Municipal Office will be used as the return address for all Voter Information Cards. Sealed Voter Information Cards returned to the Municipal Office shall remain sealed, shall be marked "returned mail", and be maintained in a secure fashion and destroyed at the same time as all other Board election material, 120 days after declaring the results of the Board election.
34. Eligible Members may vote by:
  - a. attending the Voting Place on Voting Day or Advance Vote, should the Election Manager deem to provide an Advance Vote, either by themselves or with a Friend or Interpreter who may assist the Member in voting after taking the appropriate oath. In the absence of a Friend or Interpreter, the Member may request the assistance of the Election Manager or an Assistant Election Officer, who may provide assistance only after the appropriate oath has been taken; or
  - b. appointing a voting proxy to cast their ballot on their behalf if, for any reason, they will be unable to personally cast their ballot. The voting proxy must attend the Voting Place in person on Voting Day or Advance Vote, should the Election Manager deem to provide an Advance Vote, and provide the certified Appointment of Voting Proxy (Form RD13) and take the appropriate oath.

## **Voting Process Integrity**

35. The integrity of the voting process shall be the responsibility of the Election Manager and shall be preserved by:
  - a. ensuring that every eligible Member on the Voters' List is provided a Voter Information Card which contains their name and qualifying address;
  - b. ensuring that no one except the Clerk, Election Manager, Assistant Election Officers, Certified Candidates, and/or other staff working in connection with the Board election shall have access to the Voters' List.
  - c. providing opportunities for eligible Members to be added to the list or to make amendments to the list, up until the close of voting;
  - d. establishing proper procedures to ensure that no person is added to the Voters' List unless the Election Manager or Assistant Election Officer is satisfied of their identity and qualification as a Member in the River District;
  - e. establishing proper procedures to ensure that no replacement Voter Information Card is issued unless the Election Manager or Assistant Election Officer is satisfied of the eligible Member's identity; and
  - f. ensuring that replacement Voter Information Cards are issued only by individuals appointed in writing by the Election Manager to do so.
36. The ballot box shall be inspected to ensure that no paper ballots have already been cast prior to Voting Day, or Advance Vote, should the Election Manager deem to provide an Advance Vote.

## **Close of Voting Process & Results**

37. The Election Manager shall keep the Voting Place open until 8:00 p.m. on Voting Day.
38. Any Member remaining within the Voting Place at 8:00 p.m. shall be permitted to vote.
39. At such a time as all eligible Members within the Voting Place have voted, the Election Manager shall order the close of voting.
40. As soon as possible after the close of voting, at the Voting Place, the Election Manager shall count the votes located within the ballot box. Only the Election Manager, Assistant Election Officers, the Clerk, Certified Candidates or their scrutineers may be present at the Voting Place, and those present shall sign the unofficial results. The Election Manager shall publish the unofficial results on the City's website and the River District website.
41. As soon as possible after Voting Day, the Election Manager shall declare the official results, and then post the official results on the City's website and the River District website, indicating that all appointments are subject to City Council approval.
42. The Election Manager shall forward the official results to the Clerk who shall place the results before Council for consideration. Directors approved by Council shall be appointed by by-law.
43. Any Director offices left vacant shall be addressed in accordance with the Act and Sections 3.12 through 3.14 of the Constitution.

## Recount Procedures

44. Sections 4.25 and 4.26 of the Constitution require that a recount be conducted within one (1) week of Voting Day if two or more Certified Candidates receive the same number of votes and cannot both or all be declared elected to the Board.
45. There is no policy requiring automatic recounts in other cases.
46. The costs to conduct a recount shall be paid by the City from funds allocated to the River District.
47. The Election Manager shall give notice by email and/or phone of the recount date, time, and location to all Certified Candidates. The location of the recount shall be the same as the Voting Place.
48. The following persons shall be authorized to attend the recount:
  - a. the Election Manager, Assistant Election Officers, and the Clerk; and
  - b. every Certified Candidate for the office, or their scrutineer.
49. At the precise hour designated for the recount, the Election Manager shall recount the votes and announce the results of the recount. If the recount indicates that two or more Certified Candidates who cannot both or all be declared elected to the Board have received the same number of votes, the Election Manager shall choose the successful candidate or candidates by lot using the following procedure:
  - a. The Election Manager shall determine the texture and quality of the paper used for this process and each Certified Candidate and/or scrutineer will have an opportunity of examining the paper to be used to inscribe the names of the Certified Candidates;
  - b. The Election Manager shall print the name of each Certified Candidate on equal size paper and the Certified Candidate(s) or their scrutineer, without touching the paper, may examine the same. The writing of each name shall be clear and concise. In addition, all individuals in attendance shall have an opportunity to examine the box which will be used for conducting the lot.
  - c. Upon acceptance of all the Certified Candidates or their scrutineer that the process outlined in paragraph 49(a) and 49(b) have been adhered to, the Election Manager shall fold the papers bearing each Certified Candidate's name twice in two (2) equal parts and shall deposit these papers, in full view of all individuals present and authorized to attend, in an open-end box that has been selected by the Election Manager for conducting the lot.
  - d. Once all Certified Candidates' names are inserted into the box, the top of the box shall be closed. Any individual entitled to be in attendance at the drawing shall be given the opportunity to inspect the box before

it is closed. The Election Manager shall shake the closed box vigorously ten (10) times. Before opening the box, the Election Manager shall appoint an Assistant Election Officer or the Clerk to draw from the box.

- e. The Election Manager shall open the box and hold the box at such a height as to prevent any individual from seeing inside the box before a name is drawn from it.
- f. At the Election Manager's direction, the individual appointed by the Election Manager shall reach in and pull out one (1) piece of paper at a time for each Board position to be filled. When a piece of paper is drawn, the individual shall unfold it and show the name on it to all in attendance and say the name aloud.
- g. Once completed, the person appointed by the Election Manager shall remove the remaining contents from the box and provide an opportunity for all individuals present to examine the remaining slips of papers and the box.

50. The Election Manager shall declare the successful candidate(s) elected after the recount and provide notice using the Declaration of Recount Results (Form RD12) by:

- a. posting on the City's website and the River District website; and
- b. sending by email to everyone who was given notice of the recount.

## **Destruction of Records**

51. The Clerk or Election Manager shall retain the ballots and all other documents and materials related to the Board election for 120 days after declaring the results of the Board election.
52. When the 120-day period has elapsed, the Clerk or Election Manager:
  - a. shall destroy the ballots in the presence of two witnesses; and
  - b. shall destroy any other documents and materials related to the Board election.

## Accessibility

53. The Election Manager shall have regard to the needs of Members, Certified Candidates, and scrutineers with disabilities.
54. The Election Manager shall conduct the Board election in a manner that shall ensure the Members, Certified Candidates, and scrutineers with disabilities have full and equal access to all Board election information and services, including the Voting Place. The Board election shall be conducted in a manner that ensures that persons with disabilities are able to vote independently and privately with access to voting assistance if required.
55. Any staff working in connection with the Board election will complete the Owen Sound Accessible Customer Service Training to recognize and ensure that persons with disabilities are serviced in a way that accommodates their individual needs.
56. Board election information shall be provided to Members and candidates with disabilities in an accessible format, agreed upon between the requester and the Election Manager.
57. Members that require their Voter Information Card in an accessible format shall contact the Election Manager at [riverdistrictelection@owensound.ca](mailto:riverdistrictelection@owensound.ca) or 519-376-4440 ext. 1229.
58. Notice of the provision of information in an accessible format shall be provided on the Board election website, [www.owensound.ca/riverdistrictelection](http://www.owensound.ca/riverdistrictelection).
59. In establishing the Voting Place, the Election Manager shall ensure that the location is accessible to Members, Certified Candidates, and scrutineers with disabilities. The location, accessible parking, and entrance information will be posted on the Board election website, and this includes:
  - a. designated parking for persons with disabilities;
  - b. an entrance that will be level or have steps and ramps with handrails leading to the entrance doors that will be wide enough to accommodate a wheelchair or other mobility aid and have automatic door opening devices;
  - c. access to the interior voting area and voting booth that will be level, with any carpeting and doormats to be level with the floor;
  - d. voting area will be well lit and seating shall be made available;
  - e. the voting booth will have a wide area to allow individuals using mobility aids to vote independently and secretly;
  - f. an accessible elevator if the voting area is not located on the main floor;

- g. persons with disabilities may be accompanied by a support person within the voting booth, or the Election Manager or an Assistant Election Officer can assist a Member in casting their vote. The Election Manager or Assistant Election Officer will, in conjunction with the person with the disability, determine the extent to which they need assistance and the best way to provide the assistance.
60. The Election Manager will be available throughout the Board election to assist with any issues that may arise with respect to providing a barrier-free election.
  61. More information on the City's accessibility policies and procedures can be found at [www.owensound.ca/accessibility](http://www.owensound.ca/accessibility).

## **Appendices**

62. The Forms approved for use by the Election Manager and the Clerk for the Board election process are included as Appendix A to these procedures. Additional forms may be prepared for the Board election and will be utilized when necessary or desirable for conducting the Board election under the direction of the Election Manager and the Clerk. Nothing in this procedure precludes the Election Manager and the Clerk from approving the use of additional forms, subsequent to the finalization of this procedure.
63. The Instructions for Voters' List Revisions are included as Appendix B to these procedures.

## Index of Forms

<b>Form #</b>	<b>Description</b>
RD1	Nomination Paper
RD2	Release of Campaign Information
RD3	Voters' List Request and Declaration
RD4	Nomination Checklist
RD5	Withdrawal of Nomination
RD6	Notice of Rejection of Nomination
RD7	Appointment of Scrutineer by Candidate
RD8	Oral Oath of Confidentiality
RD9	Declaration of Acclamation to Office
RD10	List of Certified Candidates
RD11	Declaration of Election Results
RD12	Declaration of Recount Results
RD13	Appointment of Voting Proxy
RD14	Nomination of Delegate on Behalf of Corporation
RD15	Application to Amend Voters' List
RD16	Declaration of Tenancy
RD17	Application to Vote (Voter Information Card Used by an Imposter)
RD18	Application for Re-Issue of a Voter Information Card
RD19	Declaration of Identity
RD20	Appointment and Oath of Assistant Election Officer
RD21	Oral Oaths at Voting Place
RD22	Delegation of Authority

## Instructions for Voters' List Revisions

Scenario	Instructions	Quick Reference
<p><b>Change Voter's Information</b></p> <p>A Member is on the list but needs their information corrected (for example: name, address, date of birth, etc.).</p>	<ol style="list-style-type: none"> <li>1. Advise the Member that they must complete and submit Form RD15 (available online) in person or via e-mail.</li> <li>2. Verify the Member's identity according to the channel of communication:               <ol style="list-style-type: none"> <li>a. In Person                   <ol style="list-style-type: none"> <li>i. Verify the Member's identity by asking for ID (refer to the Ministry of Municipal Affairs and Housing (MMAH) list of "Acceptable Documents for Voter Identification"). The ID must include the Member's qualifying address. If ID is not available, ask the Member to return when they have satisfactory ID, or</li> <li>ii. If necessary, have the Member complete a Declaration of Identity (Form RD19).</li> </ol> </li> <li>b. By Email                   <ol style="list-style-type: none"> <li>i. Verify the Member's identity by asking them to e-mail a scan or photo of their ID (refer to the MMAH list of "Acceptable Documents for Voter Identification"). The ID must include the Member's qualifying address.</li> <li>ii. If necessary, have the Member complete a Declaration of Identity (Form RD19) and e-mail a scan or photo of the signed form.</li> </ol> </li> </ol> </li> <li>3. If you have reason to believe that a Member is not who they claim to be or that the information they are providing is unreliable, you</li> </ol>	<ul style="list-style-type: none"> <li>➤ Member must submit Form RD15.</li> <li>➤ Verify Member's identity.</li> <li>➤ Complete the requested change.</li> <li>➤ Before the 2<sup>nd</sup> Friday in October, provide VIC by mail.</li> <li>➤ After the 2<sup>nd</sup> Friday in October, provide VIC in person or via e-mail.</li> <li>➤ If on Advance Voting Day or Voting Day, direct Member to vote without providing a new VIC.</li> <li>➤ If declined, note the reason why.</li> </ul>

Appendix B

Scenario	Instructions	Quick Reference
	<p>have the right to require identification in person or to deny their application.</p> <p>4. Upon receipt of a satisfactory Form RD15 and if satisfied with the identity of the Member, make the requested changes to the voter's information indicated on Form RD15 on the Voters' List and notify the Member that their information has been updated.</p> <p>a. Until the second (2<sup>nd</sup>) Friday in October, notify the Member that a Voter Information Card (VIC) will be mailed.</p> <p>b. After the second (2<sup>nd</sup>) Friday in October, notify the Member that a VIC will be distributed in person or via e-mail to ensure that it is received in time before Voting Day.</p> <p>c. If on Advance Voting Day or Voting Day, advise the Member that a new VIC will not be provided and direct the Member to proceed with voting. Note on the Voters' List that the Member voted without a VIC.</p> <p>5. Where an unsatisfactory Form RD15 is received, note the reason for refusal on Form RD15 and return the annotated Form RD15 to the Member in person, by lettermail, or by attaching a scanned copy to an e-mail.</p>	
<p><b>Add a Voter to the List</b></p> <p>A Member is not on the list and requests to be added.</p>	<p>1. Advise the individual that they must complete and submit Form RD15 (available online) and deliver it in-person by scheduling an appointment with the Election Manager or attending the Voting Place on Advance Voting Day or Voting Day.</p> <p>2. The verification of identity (name and qualifying address) is required if the person is not on the list. An oath or declaration will not suffice in the case of a person wishing to be added to the list. Advise the individual to bring an acceptable form of identification</p>	<ul style="list-style-type: none"> <li>➤ In person only.</li> <li>➤ ID is required.</li> <li>➤ Individual must submit Form RD15.</li> <li>➤ If approved, add Member to the Voters' List.</li> </ul>

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Scenario	Instructions	Quick Reference
	<p>(refer to the MMAH list of "Acceptable Documents for Voter Identification") to the appointment with the Election Manager. The ID must include the Member's qualifying address.</p> <ol style="list-style-type: none"> <li>3. Upon receipt of a satisfactory Form RD15 and confirmation of identity, add the Member to the Voters' List and notify the Member that their name and information has been added.               <ol style="list-style-type: none"> <li>a. Until the second (2<sup>nd</sup>) Friday in October, notify the Member that a VIC will be mailed.</li> <li>b. After the second (2<sup>nd</sup>) Friday in October, notify the Member that a VIC will be distributed in person or via e-mail to ensure that it is received in time before Voting Day.</li> <li>c. If on Advance Voting Day or Voting Day, advise the Member that a VIC will not be provided and direct the Member to proceed with voting. Note on the Voters' List that the Member voted without a VIC.</li> </ol> </li> <li>4. Where an unsatisfactory Form RD15 is received, note the reason for refusal on Form RD15 and discuss what is required to be satisfactory for addition to the list. Return the annotated Form RD15 to the individual.</li> </ol>	<ul style="list-style-type: none"> <li>➤ Before the 2<sup>nd</sup> Friday in October, provide VIC by mail.</li> <li>➤ After the 2<sup>nd</sup> Friday in October, provide VIC in person or via e-mail.</li> <li>➤ If on Advance Voting Day or Voting Day, direct Member to vote without providing a VIC. Note on Voters' List that Member voted with a VIC.</li> <li>➤ If declined, note the reason why.</li> </ul>
<p><b>Member did not receive or lost their VIC</b></p> <p>A Member states that they either did not receive a VIC by mail, or lost or misplaced the VIC</p>	<ol style="list-style-type: none"> <li>1. Advise the Member that they must complete and submit Form RD18 (available online) in person or via e-mail.</li> <li>2. Verify the Member's identity according to the channel of communication:               <ol style="list-style-type: none"> <li>a. In Person                   <ol style="list-style-type: none"> <li>i. Verify the Member's identity by asking for ID (refer to the MMAH list of "Acceptable Documents for Voter</li> </ol> </li> </ol> </li> </ol>	<ul style="list-style-type: none"> <li>➤ Member must submit Form RD18.</li> <li>➤ Verify Member's identity.</li> <li>➤ After the 2<sup>nd</sup> Friday in October, provide VIC in person or via e-mail.</li> </ul>

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Scenario	Instructions	Quick Reference
	<p>Identification"). The ID must include the Member's qualifying address. If ID is not available, ask the Member to return when they have satisfactory ID, or</p> <ul style="list-style-type: none"> <li>ii. If necessary, have the Member complete a Declaration of Identity (Form RD19).</li> </ul> <p>b. By Email</p> <ul style="list-style-type: none"> <li>i. Verify the Member's identity by asking them to e-mail a scan or photo of their ID (refer to the MMAH list of "Acceptable Documents for Voter Identification"). The ID must include the Member's qualifying address.</li> <li>ii. If necessary, have the Member complete a Declaration of Identity (Form RD19) and e-mail a scan or photo of the signed form.</li> </ul> <p>3. If you have reason to believe that a Member is not who they claim to be or that the information they are providing is unreliable, you have the right to require identification in person or to deny their application.</p> <p>4. Upon receipt of a satisfactory Form RD18 and if satisfied with the identity of the Member:</p> <ul style="list-style-type: none"> <li>a. After the second (2<sup>nd</sup>) Friday in October, notify the Member that a VIC will be distributed in person or via e-mail to ensure that it is received in time before Voting Day.</li> <li>b. If on Advance Voting Day or Voting Day, advise the Member that a new VIC will not be provided and direct the Member to proceed with voting. Note on the Voters' List that the Member voted without a VIC.</li> </ul>	<ul style="list-style-type: none"> <li>➤ If on Advance Voting Day or Voting Day, direct Member to vote without providing a new VIC. Note on Voters' List that Member voted without a VIC.</li> </ul>

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Scenario	Instructions	Quick Reference
<p><b>Member forgot their VIC at home</b></p> <p>A Member states that they forgot their VIC at home and wish to vote at the Voting Place.</p>	<ol style="list-style-type: none"> <li>1. Advise the Member that they must complete and submit Form RD18.</li> <li>2. Verify the Member's identity by asking for ID (refer to the MMAH list of "Acceptable Documents for Voter Identification"). The ID must include the Member's qualifying address. If ID is not available, ask the Member to return when they have satisfactory ID, or if necessary, have the Member complete a Declaration of Identity (Form RD19).</li> <li>3. If you have reason to believe that a Member is not who they claim to be, you have the right to require identification in person or to deny their application.</li> <li>4. If satisfied with the identity of the Member, advise the Member that a new VIC will not be provided and direct the Member to proceed with voting.</li> <li>5. Note on the Voters' List that the Member voted without a VIC.</li> </ol>	<ul style="list-style-type: none"> <li>➤ Member must submit Form RD18.</li> <li>➤ Verify Member's identity.</li> <li>➤ Direct Member to vote.</li> <li>➤ Note on Voters' List that Member voted without a VIC.</li> </ul>
<p><b>Member claims VIC has been stolen and/or already voted by someone else</b></p>	<ol style="list-style-type: none"> <li>1. Claims of stolen VICs and ballots cast illegally are a serious matter.</li> <li>2. Advise the Member that they must complete and submit Form RD17 (available online) in person.</li> <li>3. Verify the Member's identity by asking for ID (refer to the MMAH list of "Acceptable Documents for Voter Identification"). The ID must include the Member's qualifying address. If ID is not available, ask the Member to return when they have satisfactory ID, or if necessary, have the Member complete a Declaration of Identity (Form RD19).</li> </ol>	<ul style="list-style-type: none"> <li>➤ Member must submit Form RD17.</li> <li>➤ Verify Member's identity.</li> <li>➤ Direct Member to vote.</li> <li>➤ Note on Voters' List that Member's VIC was stolen and/or already voted by someone else and that Member voted without a VIC.</li> </ul>

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<b>Scenario</b>	<b>Instructions</b>	<b>Quick Reference</b>
	<ol style="list-style-type: none"><li>4. If satisfied with the identity of the Member, direct the Member to proceed with voting.</li><li>5. Note on the Voters' List that the Member's VIC was stolen and/or already voted by someone else and that the Member voted without a VIC.</li></ol>	