

Voting place management on voting day	City Clerk's Office – Toronto Elections
	Procedure No.: PRO-ELER-002

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1. Purpose

This document outlines the Toronto Elections procedure for voting place management on voting day.

2. Application

This procedure applies to election officials designated by the City Clerk, electors, candidates and scrutineers on voting day in Toronto municipal elections and/or by-elections.

3. Authority/Legislative reference(s)

Section 12 of the Municipal Elections Act, 1996 states that the City Clerk may provide for any matter or procedure that is not otherwise provided for in an Act or regulation and that, in their opinion, is necessary or desirable for conducting the election.

4. Roles and responsibilities of election officials

- (1) Each voting place is staffed with either a Managing Deputy Returning Officer or Deputy Returning Officer and at least one Ballot Deputy Returning Officer (Ballot Officer).
- (2) Where required, the following additional staff may be assigned to a voting place:
 - (a) Revising Deputy Returning Officer(s) (Revising Officer)
 - (b) Tabulator Deputy Returning Officer (Tabulator Officer)
 - (c) Voter Assist Terminal Officer
 - (d) Customer Service Officer
 - (e) Access Officer(s)
- (3) A designated election official's delegated roles and responsibilities are outlined in the *City Clerk's Delegation Order* and their respective training manuals.

5. Opening the voting place

- (1) Designated election officials shall perform the tasks outlined in their training manuals for opening a voting place.
- (2) Before the opening of the voting place, the designated election official shall produce a zero tape of all the totals in the memory media of the tabulator. Refer to the City Clerk's procedure for the *Use of tabulators and voter assist terminals*.
- (3) Voting places shall open at 10:00 a.m.

6. Candidates and scrutineers

- (1) Candidates and scrutineers shall sign-in with a designated election official and take an oath of secrecy upon arriving at the voting place.
- (2) The role of a candidate and scrutineer at the voting place is to observe the voting process in addition to their rights as outlined in various sections of the Municipal Elections Act, 1996.
- (3) Candidates and scrutineers shall follow the rules as outlined in the Scrutineer Appointment form. They are not permitted to interfere with or to disrupt the voting process.

7. Voting process

The following procedures outline how a designated election official(s) shall issue a ballot where an:

- Elector presents a Voter Information Card with the correct information
- Elector presents a Voter Information Card that requires amending
- Elector does not present a Voter Information Card and is on the voters' list
- Elector does not present a Voter Information Card and is not on the voters' list

Elector presents a Voter Information Card with the correct information

- (1) An elector who presents a Voter Information Card that shows their correct information shall be directed to a Ballot Officer.

- (2) The Ballot Officer shall search for the elector's name on the voters' list.
- (3) The Ballot Officer shall proceed to the "ballot issuing steps" 7(5) if:
 - (a) the elector is on the existing voters' list and provides acceptable identification that shows their name and qualifying address; or
 - (b) the elector is on the existing voters' list and does not have acceptable identification but is able to confirm the information on the voters' list and sign a Declaration of Identity. Upon confirmation the information on the voters' list is correct the Ballot Officer shall:
 - (i) complete the Declaration of Identity.
 - (ii) ask the elector to review and sign the Declaration of Identity.
 - (iii) sign in the designated area.
- (4) The Ballot Officer shall not proceed to the "ballot issuing steps" 7(5) if the elector has applied via email, telephone or the online tool to be provisionally added to the voters' list and does not have acceptable identification that shows their name and qualifying address. The Ballot Officer shall inform the elector that they cannot be issued a ballot without acceptable identification. Refer to the City Clerk's procedure for *Revising the voters' list before voting day*.
- (5) The Ballot Officer shall complete the following steps to issue a ballot to an elector (referred to as the "ballot issuing steps"):
 - (a) Cross off the elector's name on the voters' list if it appears on the voters' list.
 - (b) Issue the appropriate ballot to the elector in a secrecy folder.
 - (c) Direct the elector to a voting screen to mark the ballot.
 - (d) Once the elector has marked the ballot, the elector shall proceed to a designated election official, who shall feed the ballot into the vote tabulator.

Elector presents a Voter Information Card that requires amendment(s)

- (6) An elector who presents a Voter Information Card where the information requires amendment(s) shall be directed to a designated election official. An elector is required to present identification to amend their information on the voters' list.
- (7) The designated election official shall:
 - (a) Search for the elector's name on the voters' list.

- (b) Ask the elector for identification that shows their name and qualifying address.
 - (c) Complete the Voters' List Amendment Application.
 - (d) Instruct the elector to review the Voters' List Amendment Application and sign the declaration.
 - (e) Approve the Voters' List Amendment Application by signing in the designated area.
 - (f) Once approved, provide the elector with a copy of the Voters' List Amendment Application to take to the Ballot Officer.
- (8) The elector shall present the approved Voters' List Amendment Application to the Ballot Officer, who shall follow the applicable ballot issuing steps outlined in section 7(5) of this procedure to issue a ballot to the elector.

Elector does not present a Voter Information Card and is on the voters' list

- (9) An elector who does not present a Voter Information Card shall be directed to a designated election official, who shall search for the elector's name on the voters' list.
- (10) If the elector is on the voters' list and the information is correct, the designated election official shall direct the elector to a Ballot Officer.
- (a) The Ballot Officer shall follow the applicable ballot issuing steps as outlined in section 7(5) of this procedure.
- (11) If the elector is on the voters' list but the information requires amendment(s), the designated election official shall follow the applicable steps as outlined beginning at sections 7(7)(b) to (8) of this procedure.

Elector does not present a Voter Information Card and is not on the voters' list

- (12) An elector who does not present a Voter Information Card shall be directed to a designated election official who shall search for their name on the voters' list.
- (13) If the elector is not on the voters' list, the elector must present identification.
- (a) If the elector did not bring identification, they shall not be added to the voters' list or issued a ballot until they return to the voting place with acceptable identification.

- (b) If the elector has identification that shows the elector lives in the ward and voting subdivision, the designated election official shall add the elector to the voters' list by following the applicable steps as outlined beginning at sections 7(7)(c) to (8) of this procedure.

(14) The Municipal Elections Act, 1996 provides that a person experiencing homelessness may vote if they are not on the voters' list and have not presented identification. A declaration made by an elector experiencing homelessness is conclusive proof of residency and qualification, in the absence of evidence to the contrary. Refer to the City Clerk's policy on *Identification requirements for electors*.

- (a) The designated election official shall add the elector to the voters' list by completing the Voters' List Amendment Application and following the applicable steps as outlined beginning at sections 7(7)(c) to (8).
- (b) An elector experiencing homelessness is not required to provide an exact street address. The elector can use addresses such as an intersection (corner of "street name" and "street name"), a park, a shelter or drop-in centre. It should be the most common place that the elector has returned to eat or sleep during the last 5 weeks.

8. Elector requests to remove their name from the voters' list

- (1) An elector can remove their own name from the voters' list by showing acceptable identification to the designated election official, who shall:
 - (a) Search for the elector's name on the voters' list.
 - (b) Ask the elector for identification that shows their name and qualifying address.
 - (c) Complete the Voters' List Amendment Application.
 - (d) Instruct the elector to review and sign the declaration.
 - (e) Approve the Voters' List Amendment Application by signing in the designated area.
 - (f) Once approved, place both copies in the appropriate envelope.

9. Elector is unable to enter the voting place

- (1) The City Clerk has complied with the Municipal Elections Act, 1996 to make all voting places accessible to electors with a disability.
- (2) To provide further accommodation, an elector with a disability who cannot enter the voting place may request the Managing Deputy Returning Officer or Deputy Returning Officer to serve them anywhere within the area designated as the voting place (including but not limited to, the parking lot or at the curbside) in order to vote.
- (3) The Managing Deputy Returning Officer or Deputy Returning Officer shall:
 - (a) Ask another election official to accompany them to meet the elector, if required.
 - (b) Bring the necessary forms and supplies.
 - (c) Follow the applicable ballot issuing steps as outlined in section 7(5) of this procedure.
 - (d) Give the elector privacy to mark the ballot.
 - (e) Handle the marked ballot in a manner that protects the secrecy of the vote.
- (4) Upon returning to the room with the marked ballot, the Managing Deputy Returning Officer or Deputy Returning Officer shall:
 - (a) Instruct the designated election official to add the elector or amend the elector's information on the voters' list, if applicable.
 - (b) Instruct the Ballot Officer to mark the elector as "voted" on the voters' list.
- (5) Feed the ballot into the tabulator without altering or making changes to the ballot.
- (6) Return to the elector to confirm the ballot was accepted by the vote tabulator.

10. Voting proxies

- (1) When a person indicates that they have a certified proxy application, refer to the City Clerk's procedure for *Issuing, certifying and processing voting proxies*.
- (2) The designated election official shall follow the applicable ballot issuing steps as outlined in section 7(5) of this procedure.

11. Ballot transfers

- (1) When an elector indicates that they have a Ballot Transfer Notice, refer to the City Clerk's procedure for *Ballot transfers*.
- (2) The designated election official shall follow the applicable ballot issuing steps as outlined in section 7(5) of this procedure.

12. Institutions and Retirement homes

- (1) The Municipal Elections Act, 1996 requires voting places to be provided at institutions (long-term care homes and retirement homes) on voting day.
- (2) Refer to the City Clerk's procedure for *Voting place management at institutions: long term care homes and retirement homes*.

13. Emergencies in the voting place

- (1) In the event that an emergency arises, the first priority is the safety of the people in the voting place.
- (2) The second priority is to remove and secure the tabulator, ballots and Voter Assist Terminal from the voting place, if possible.
- (3) If a real or perceived emergency is identified, the Managing Deputy Returning Officer or Deputy Returning Officer must immediately notify the designated election official(s).
- (4) The Ward Manager will notify Election Central.
- (5) The City Clerk shall assess the situation and if it is deemed to be a true emergency shall implement whatever measures are required.
- (6) If necessary, staff and anyone in the voting place should evacuate and/or call 911. The ward centre should be updated as the situation progresses.

14. Closing the voting place

- (1) The voting place shall close at 8:00 p.m.
- (2) Any electors remaining in line at that time are permitted to vote. If there is a line-up of electors at closing, a designated election official shall stand at the end of the line to prevent any additional electors from joining the line.

- (3) Once a voting place is closed, the designated election officials shall perform the tasks outlined in the training manuals for closing the voting place.
- (4) The designated election official shall:
 - (a) Feed any ballots from the auxiliary compartment into the tabulator, if there are any.
 - (b) Produce the results tape from the tabulator and telephone the results into the designated phone number.
 - (c) Instruct voting place staff to sign the results tape, which includes the zero tape and permit any candidates and/or scrutineers present to sign the results tape if they so choose.
 - (d) Complete the required paperwork.
 - (e) Secure the non-critical supplies in the supply cart.
- (5) The Supervisor (or designated election official) shall:
 - (a) Remove the memory media from the vote tabulator.
 - (b) Transport the critical supplies (memory media, ballots, and critical forms) to the location designated by the City Clerk.

15. Production of election results

- (1) Refer to the City Clerk's procedure for the *Use of tabulators and voter assist terminals* for a detailed procedure of how election results are generated.
- (2) Election night results are considered unofficial and shall be posted on the Toronto Elections website. The City Clerk shall declare official results as soon as possible after voting day.

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