



Municipal Election Procedure	
Procedure Name:	Processing Electors
Procedure Number:	CLK MEP-12
Creation Date:	March 18, 2026

1. Purpose

The purpose of this Procedure is to establish a consistent and compliant process for verifying elector eligibility, issuing ballots, and administering voting at voting locations during the municipal election.

2. Responsibilities

2.1. Poll Supervisor

The Poll Supervisor shall:

- oversee elector processing activities;
- assist with escalations or complex situations; and
- ensure procedures are followed consistently.

2.2. Deputy Returning Officer (DRO)

The DRO shall:

- verify elector information;
- initial ballots in the designated area;
- issue ballots to qualified electors;
- strike off electors in the VoterView ePoll Book system once they have voted;
- maintain accurate records of ballots issued, cancelled, declined, and unused; and
- record relevant notes in the electronic voters’ list, where required.

2.3. Revision Deputy Returning Officer

The Revision DRO shall:

- process applications to amend the voters’ list;
- add eligible electors to the voters’ list where appropriate;
- correct elector information as required;
- administer prescribed declarations, including declarations of identity; and



- issue ballots to qualified electors.

2.4. Information Clerk

The Information Clerk shall:

- greet electors upon arrival;
- direct electors to the appropriate voting location or DRO station;
- direct electors with accessibility requirements to the nearest assistive device (i.e. elevator, washroom);
- assist in managing voter flow within the polling place; and
- confirm whether electors are on the voters' list and direct them accordingly.

3. Elector Check-in Process

Upon entering the voting place:

1. The elector shall be greeted by the Information Clerk and asked to present identification and their voter information card, if available.
2. If the elector has a Voter Information Letter (VIL), they shall be directed to the appropriate DRO.
3. If the elector does not have a VIL, but is of the understanding they are on the voters' list, they shall be directed to the appropriate DRO.
4. If the elector does not have a VIL and is unsure or is confident they are not on the voters' list, or their information requires updating, they shall be directed to the Revision DRO.

A centralized queuing system will be used to direct electors to the next available DRO.

4. Verification of Identity and Eligibility

In order to receive a ballot, an elector must meet all eligibility requirements and provide identification in accordance with applicable legislation.

An elector is eligible to vote if they:

1. Are a Canadian citizen;
2. Are at least 18 years of age;
3. Reside in the municipality, or are the owner or tenant of land in the municipality, or the spouse of such owner or tenant; and
4. Are not otherwise prohibited from voting under any law.



Electors must provide identification proving their identity and qualifying address to receive a ballot.

Acceptable identification shall be in accordance with Ontario Regulation 304/13.

Key requirements include:

- identification must be original or a certified/notarized copy;
- expired documents are acceptable;
- if two pieces of identification are provided, they must be from different sources;
- a VIL cannot be used as the sole proof of identity or address;
- printed electronic documents are not acceptable unless otherwise permitted;
- if an identification document does not show an address, but the address matches the voters' list, the requirement is deemed satisfied; and
- an Ontario Health Card without an address is only acceptable if accompanied by a second document showing the address.

If acceptable identification cannot be produced, the elector may complete the prescribed Declaration of Identity – Form 9, which shall be administered by the DRO.

Where required, the DRO or Revision DRO may also require the elector to complete additional prescribed declarations to confirm eligibility.

5. Issuing a Ballot

Once eligibility has been confirmed:

1. The DRO shall initial the ballot in the designated area (this may be done in advance);
2. The ballot shall be issued to the elector, together with a secrecy sleeve; and
3. The issuance of the ballot shall be recorded in the electronic voters' list.

6. Voting Process

After receiving a ballot, the elector shall:

1. Proceed to a voting screen to mark their ballot;
2. Mark the ballot by filling in the oval or circle beside the candidate(s) of their choice;
3. Place the completed ballot in the secrecy sleeve;
4. Proceed to the Vote Tabulator Operator (VTO) to cast their ballot.



7. Voter Error in Marking Ballot

7.1. Addressing a Ballot Error

With the elector's explicit permission, an election official (such as the VTO, Poll Supervisor, or DRO) may review the ballot to help identify the error and explain how to avoid it on the replacement ballot.

Election officials are permitted to do this because they have taken an oath of secrecy. However, reviewing the ballot is not automatic and may only occur at the elector's request or with their consent.

In some cases, the elector may already understand the mistake and simply request a replacement ballot without any review by an election official.

7.2. Issuing a Replacement Ballot

If an elector makes an error in marking their ballot:

- the elector may return the ballot to the DRO who issued it;
- the ballot shall be marked as "cancelled" and placed in the appropriate envelope; and
- the elector may be issued one replacement ballot only.

The cancelled ballot shall be recorded:

- in the electronic voters' list (comment section); and
- on the ballot balance sheet.

A "front-of-the-line" process may be implemented by the Poll Supervisor to expedite the issuance of a replacement ballot.

Once a ballot has been successfully processed by the vote tabulator, no replacement ballot shall be issued.

8. Casting the Ballot

When the elector is ready to cast their ballot:

1. The elector shall insert the ballot into the vote tabulator with the DROs initials visible;
2. The VTO may assist, if required; and
3. Once accepted by the tabulator, the ballot is cast, and the voting process is complete.

The elector shall then exit the voting place.

While it is recognized that voting in person is often viewed as a social activity, individuals will not be permitted to congregate within the voting place for social purposes.



9. Declined Ballots

An elector has the democratic right to decline their ballot, which is different from simply choosing not to vote.

In this circumstance, the elector will be issued a ballot and may formally decline to vote. The ballot shall remain blank and be placed in the designated Declined Ballots envelope, and the elector shall be marked as having voted in the electronic voters' list.

Once an elector declines their ballot, they cannot later change their mind and return to vote, as the ballot is considered issued and recorded as voted.

10. Elector's Right to Vote is Challenged

A challenge may arise due to identity concerns, residency doubts, potential duplicate voting, or uncertainty regarding citizenship or age, among other reasons.

Candidates or scrutineers may not confront the elector directly. Any concerns must be raised with the DRO or Poll Supervisor, who will address the matter.

If an elector's eligibility to vote is challenged by a DRO, candidate, or scrutineer, the following procedure shall be followed:

- the DRO shall require the elector to take a verbal oath or affirmation of qualification;
- once the oath is completed, the DRO will record the challenge in the VoterView system by entering a note in the comments section, including the fact that an objection was made and who made the objection; and
- the DRO will proceed with issuing the appropriate ballot.

If the elector refuses to take the oath, the DRO will decline to issue a ballot. The elector will not be permitted to vote, even if they later return and agree to take the oath.

Any unusual circumstances or disputes shall be reported to the Poll Supervisor, who will record the matter in the incident log.

11. Ballot Issued to Wrong Person

If the voters' list indicates that an elector has already voted, but the person presenting themselves states that they have not voted, the following procedure applies:

1. The person applying for the ballot may be permitted to vote, provided they establish to the satisfaction of the DRO that they are the elector whose name appears on the List of Electors, and that the name was incorrectly crossed off;
2. The DRO shall administer the Oath or Affirmation of Qualification;



3. The DRO shall record the circumstances in the comments section of the electronic voters' list for that elector; and
4. The DRO shall issue the appropriate ballot.

12. Prohibited Actions

No elector shall remove a ballot from the voting place. Any attempt to do so may be considered a corrupt practice under the *Municipal Elections Act, 1996*. Election officials shall report any such incidents to the Poll Supervisor immediately.

13. Extraordinary Circumstances

DROs are encouraged to record all extraordinary circumstances in the comments section of the electronic voters' list. These comments are internal and will only be reviewed by the Clerk's Office.

14. Accessibility and Assistance

Election officials shall:

- provide assistance to electors upon request;
- ensure accessible voting options are available where required; and
- maintain the secrecy of the vote at all times, even when assisting an elector.

The following list of circumstances warranting accessibility assistance is not exhaustive. Election officials are encouraged to provide the level of assistance they deem necessary, in accordance with their training and established procedures.

14.1. Assistance in Ballot Marking

Each DRO will be provided with an oral oath for electors who request assistance and declare that they are unable to vote without assistance. Once the oath has been administered, the DRO may assist the elector in marking the ballot.

This assistance must occur in the presence of the Poll Supervisor and may take place at a voting screen or at the DRO station, provided the DRO is satisfied that the ballot can be marked in a manner that preserves the secrecy of the vote.

14.2. Visually Impaired Electors

If an elector is visually impaired, a confidant may accompany the elector into the voting booth and mark the ballot on their behalf, after taking the oral oath or affirmation of secrecy.

After administering the oath, the DRO shall record the assistance provided in the comments section of the electronic voters' list (e.g., "Visually impaired; ballot marked by friend"). No person other than individuals who have taken the



Oath of Secrecy may be present during the marking of a ballot for an elector who is unable to do so themselves.

DROs will also be provided magnifier sheets, which may assist some electors in marking their ballot independently.

14.3. Curbside Voting

All voting locations selected are accessible and compliant with the *Accessibility for Ontarians with Disabilities Act*. However, where an elector is unable to physically enter the voting place due to extenuating circumstances, a DRO, accompanied by the Poll Supervisor, may bring a ballot to the elector's vehicle.

In such cases:

- the DRO shall initial the ballot in the designated area prior to issuing it to the elector (this may be done in advance);
- the elector shall mark their ballot in a manner that preserves the secrecy of the vote;
- the ballot shall be returned to the voting place by the DRO and Poll Supervisor; and
- the Poll Supervisor shall ensure that the ballot is delivered to the VTO for processing.

All efforts shall be made to maintain the integrity and secrecy of the voting process throughout.

14.4. Language Barriers

If a DRO is unable to communicate with an elector due to a language barrier, the following procedure applies:

- an interpreter may be used to assist with communication;
- the elector is responsible for providing their own interpreter; and
- before assisting, the DRO must administer the Oral Oath of Interpreter to the individual acting as interpreter.

This ensures that communication assistance is provided while maintaining the integrity and secrecy of the voting process.

15. Interpretation and Prevailing Authority

The Procedure shall be interpreted in a manner consistent with the principles of the Act.

Where conflict exists between this Procedure and Provincial legislation, Provincial legislation prevails.