

Chief Electoral Officer Directives for Voting Procedures in a Polling Station

(Municipal Elections Act, SNB 1979, c. M-21.01 ss.5.1(1), and s. 32, 33, 36, 38.01, and 38.02)



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Language of Service

Every elector is entitled to and shall be offered service at a polling station in their language of choice. While not all poll officials must or will be bilingual, there must be at least one poll official at all polling stations who is able to provide service in both official languages. Such poll officials will wear a blue and white “Français/English” bilingual service badge, in addition to a yellow and black “Polling Official” badge.

Procedures for Opening the Polling Station

Ballots counted using tabulation machines

In an election where the Municipal Electoral Officer has directed that tabulation machines will count ballots, Tabulation Machine Officers shall prepare the ballot boxes and tabulation machines, directed and supervised by the Poll Supervisor. Before the poll is open in polling stations where ballots are to be counted by machine, the poll supervisor shall, approximately fifteen minutes before the poll opens, prepare the tabulation machine for polling use in accordance with the instructions of the Municipal Electoral Officer so as to demonstrate to all other election officers, candidates and scrutineers present that no ballots are in the ballot box and that no votes have yet been recorded on any such machine. The Poll Supervisor shall then open the machine for the purpose of accepting votes.

Ballots counted by hand

In an election where the Municipal Electoral Officer has directed that a Ballot Counting Officer will count ballots by hand, prior to the Poll Supervisor declaring a polling station open, each Ballot Counting Officer, working in designated pairs, shall complete the following procedures.

- 1) Construct the required ballot boxes for the polling station.
- 2) Invite any scrutineers present in the polling station who wish to observe the sealing of the ballot box to watch each pair of Ballot Counting Officers seal their box, no earlier than 15 minutes prior to the start of the poll.
- 3) Seal each end of the ballot box with paper seals.
- 4) Ensure the ballot box number is written on the ballot box large enough to enable electors to see it across the room.

Procedures for Directing Electors to Appropriate Polling Officials

On entering a polling station, an elector shall be met by a Constable, who shall complete the following procedures.

- 1) Greet the elector politely with an active offer of bilingual service.
- 2) Ask if elector brought a Voter Information Card and if everything on it is correct?
 - a) If Yes, direct the elector to the Voters List Officer.
 - b) If No, direct elector to Poll Revision Officer.
- 3) In small polling stations there may only be a Poll Revision Officer.

If an elector or other person has any other questions about the election or electoral process, a Constable shall direct the person to the Poll Supervisor.

Procedures for Striking Off the Names of Electors on the List of Electors

When an elector is directed to a Voters List Officer or a Poll Revision Officer, that officer shall complete the following procedures.

- 1) Greet the elector politely with an active offer of bilingual service.
- 2) Ask the elector for their Voter Information Card.
- 3) Look up the elector's name on the List of Electors.
 - a) If the elector has their own **Voter Information Card**:
 1. Scan the bar code on the elector's Voter Information Card to find the elector's information in the computerized List of Electors for verification.
 2. If the bar code reader fails to bring up the elector's information, scan the bar code on the elector's drivers' license, or search the elector by name, address, or VoterID number using the "Manual Search" function to find the elector's information in the voter list database for verification.
 3. After scanning the bar code or entering the elector's name and address information:
 - A. Select the correct elector and view the elector's information for verification;
 - B. If an elector cannot be found in the List of Electors database, direct the elector to a Poll Revision Officer to be added to the List of Electors.
 - b) If the elector **does not have their Voter Information Card**,
 1. Scan the bar code on the elector's drivers' license, or search the elector by name, address, or VoterID number using the "Manual Search" function to find the elector's information in the voter list database for verification.

2. After entering the elector's name and address information:
 - A. Select the correct elector and view the elector's information for verification;
 - B. If an elector cannot be found in the List of Electors database, direct the elector to a Poll Revision Officer to be added to the List of Electors.
- 4) Ask the elector to state their name and address.
- 5) Verify if the elector's name and address is accurately listed in the List of Electors. If an elector's name or address requires correction, direct the elector to a Poll Revision Officer.
- 6) Determine if the elector will be using an Interpreter or another person to mark their ballot. If assistance is required, the Voters List Officer or Poll Revision Officer shall:
 - a) Advise the person that will assist the elector that **no person may act as the friend of more than one elector at one election**. Administer the *Oath of Friend of Voter Requiring Assistance* and have the person assisting the elector sign the oath on the Poll Pad; or
 - b) Administer the *Oath of Interpreter* and have the interpreter sign the oath on the Poll Pad.
- 7) If an **election officer or a scrutineer** believes that a person is not qualified to vote, they may **challenge that person's right to vote** any time before the person has been given a ballot. A challenge must be made to a poll official, not directly to the elector.
 - a) If the challenged elector **believes they are qualified to vote**, the poll official shall:
 - i) Administer the *Oath of Qualification to Vote*, and have the elector sign the oath on the Poll Pad.
 1. If the elector **takes the required oath**, the poll official shall continue to process the elector.
 2. If the elector **refuses to take the required oath**, the poll official shall not continue to process the elector.
 - b) If the challenge is made after a poll official has struck off the elector, but before a ballot has been issued, the elector must return to the original Voters List Officer or Poll Revision Officer to administer and record this oath.
- 8) When an elector's name has been found on (or been added to) the List of Electors, the Voters List Officer or Poll Revision Officer shall:
 - a) Sign their initials on the Poll Pad; and
 - b) Print a *Voting Token*, striking off the elector.
- 9) Give the elector their completed *Voting Token*.
- 10) Direct the elector to the Ballot Issuing Officer.
- 11) An elector may retain their Voter Information Card if desired. Voters List Officers and Poll Revision Officers shall collect all other Voter Information Cards for disposal at the Returning Office.

12) Respond to Exceptional Circumstances

- a) If a person must be **added to the List of Electors**, the Poll Revision Officer shall follow this procedure:
- i) If a person's name is not on the List of Electors but the person is qualified to vote in a polling division served by the polling station, the person's name must be added to the List of Electors before voting.
 - ii) A person is **qualified to vote** if they:
 1. Are a Canadian citizen;
 2. Are or will attain the full age of eighteen years on or before ordinary polling day for the election;
 3. Have been or will have been ordinarily resident in the Province for 40 days immediately preceding ordinary polling day for the election; and
 4. Will be ordinarily resident in that electoral district on ordinary polling day for the election.
 - iii) If the person is qualified to vote, but is at the **wrong polling station**, poll officials shall **redirect the elector to the proper polling station**.
 - iv) To be added to the list, an elector must **verify their identity** by showing the Poll Revision Officer one or more pieces of identification that between them show:
 1. the elector's name;
 2. the elector's civic address as it will appear on election day; and
 3. the elector's signature.
 - v) **Acceptable identification documents** include (but are not limited to):
 1. NB driver's license (name, address & signature);
 2. NB Medicare card (name & signature);
 3. Canadian passport (name & signature; not necessarily a current address);
 4. A lease or power, telephone, or tax bill may be used to show a person's current address if they have moved recently.

Bank cards or credit cards are **not acceptable identification**.

- vi) If an elector does not have acceptable identification documents, another qualified elector whose name is on the List of Electors for that polling station can vouch for the elector's identity, by completing the *Oath of Elector Vouching* and sign the Poll Pad.
- vii) Using the provided identification, the Poll Revision Officer must fill out an *Application for Addition to the List of Electors*, providing **all of the following information**:
 1. the elector's surname, first name, and any middle name;
 2. the elector's date of birth**;
 3. the elector's gender;
 4. the elector's civic address as it will appear on election day;
 5. the mailing address, if it is not the same as the civic address of the elector; and
 6. the type of identification provided, or if the elector was vouched for.(**Note: Starred information (**)) is not included on Lists of Electors used at polling stations or provided to candidates, but **must be completed** on the *Application for Addition to the List of Electors*.)

- viii) Once an elector's information has been entered into the Poll Pad, the elector **must take the oath of qualification to vote** and sign the oath on the Poll Pad.
 - ix) Once the elector has signed the oath, the Poll Revision Officer shall confirm that the information was properly entered, and sign the Poll Pad.
 - x) Once an elector has been added to the List of Electors, the Poll Revision Officer shall continue to process the elector normally.
- b) If an elector's name is on the List of Electors but the entry includes **incorrect information**, the Poll Revision Officer shall complete the following procedures:
- i) Scan the bar code on the elector's Voter Information Card or driver's license, or search the elector by name, address, or VoterID number using the "Manual Search" function to find the elector's information in the voter list database for verification.
 - ii) Update the elector's name and/or address information to accurately indicate the elector's ordinary civic address on Election Day.
 - iii) Once an elector's information has been entered into the Poll Pad, the elector **must confirm their name and address information was correctly modified** and sign the oath on the Poll Pad.
 - iv) Once the elector has signed the oath, the Poll Revision Officer shall confirm that the information was properly entered, and sign the Poll Pad.
 - v) If an elector's address has changed such that the elector is now at the wrong polling station for their polling division, the Poll Revision Officer shall **redirect the elector to the proper polling station**.
 - vi) Once an elector has been updated on the List of Electors, the Poll Revision Officer shall continue to process the elector normally.
- c) If an elector brings the **Voter Information Card of another elector** – either that of a previous resident of their address or that of a family member who has moved or died, the Poll Revision Officer shall complete the following procedures:
- i) **Former residents:**
 1. Voter Information Cards are sent to electors at the particular address at which they are listed in the Register of Electors. A new resident of a house or apartment may therefore receive a card addressed to a former resident if Elections NB has not received information about that previous person's move.
 2. The Poll Revision Officer will:
 - A. Collect the card and note on it that the person named is no longer at that address.
 - B. Search the former resident on the Poll Pad and set the person's status to "Moved".
 - C. Place the card in the specified envelope so it may be returned to the Returning Office.
 - ii) **Deceased electors:**
 1. Elections NB receives information every two months from the Vital Statistics Branch about residents who have died in the province. Because of timing of receipt of the information, or differences in the information provided compared to that in the Register of Electors, it is sometimes not possible to match the elector information to remove a deceased elector from the list before an election, so a card may still be sent to a deceased elector.

2. If family members receive such a card, it will assist Elections NB in updating the Register if they take the card with them to the polling station.
 3. The Poll Revision Officer will:
 - A. Collect the card and note on it that the person named is deceased, and require the elector to sign the card.
 - B. Search the deceased elector on the Poll Pad and set the person's status to "Deceased".
 - C. Place the card in the specified envelope so it may be returned to the Returning Office.
- d) Electors may vote by Special Ballot, at the Advance Polls or at the Ordinary Poll. As a result, there is a possibility that an elector may appear on the List of Electors to have previously voted. This may have been recorded correctly or in error. If an **elector appears on the List of Electors to have previously voted**, the Voters List Officer or Poll Revision Officer shall:
- i) After finding an elector, the Poll Pad may indicate that an elector appears to have voted previously with a warning message.
 - ii) The poll official shall:
 1. Inform the elector that their name has already been struck off as having previously voted.
 2. Ask the elector if they have previously voted in the election or if they think a mistake has been made.
 3. If the **elector has not voted before**:
 - A. Advise the elector that in order to receive a ballot, the elector **must complete the Oath of Elector Voting After Name Struck Off** to confirm they have not previously voted.
 - B. Administer the *Oath of Elector Voting After Name Struck Off* and have the elector sign the oath on the Poll Pad.
 - C. If the elector **takes the required oath**, the poll official shall continue to process the elector.
 - D. If the elector **refuses to take the required oath**, the poll official shall not continue to process the elector.
 4. If the **elector has voted before** :
 - A. Advise the person that electors may only vote once in any electoral event;
 - B. **Not continue to process the elector.**
- e) If a Voters List Officer or Poll Revision Officer **strikes off an elector in error**, the poll official shall:
- i) Search the incorrectly struck off elector on the Poll Pad.
 - ii) Access the settings menu and enter the password provided by the Poll Supervisor.
 - iii) Select the "Cancel Strike Off" button.
 - iv) Enter their name, select the reason the strike off is to be cancelled, and enter any other details.
 - v) Confirm that the information was properly entered, and sign the Poll Pad.

Procedures for Issuing Ballots to Electors

1) Preparing the Polling Centre for Voting

In all polling stations, Ballot Issuing Officers shall set up voting screens as directed by the Poll Supervisor, being sure to place voting screens so electors may vote in secrecy. The Ballot Issuing Officer shall complete the following procedures.

- a) Place a ballot marker inside each voting screen.
- b) Post a *How to Mark Your Ballot* instruction sheet inside each voting screen.
- c) Post a *How to Mark Your Ballot* instruction sheet at the Ballot Issuing Officer's table.
- d) Have the following supplies for issuing ballots:
 - i) A *Ballot Issuing Record*;
 - ii) All ballots that may be issued to electors at that polling station, as issued by the Poll Supervisor;
 - iii) Secrecy sleeves, to ensure that an elector's ballot cannot be seen by any other person;
 - iv) A *Spoiled Ballots Envelope*; and
 - v) A *Used Voting Tokens Envelope*.
- e) Each Ballot Issuing Officer shall record the number of ballots received from the Poll Supervisor in their *Ballot Issuing Record*, and record any additional ballots received throughout the voting period.

2) Issuing a ballot

When an elector is directed to a Ballot Issuing Officer, that officer shall complete the following procedures.

- a) Greet the elector politely with an active offer of bilingual service.
- b) Ask the elector for the *Voting Token* issued by the Voters List Officer or Poll Revision Officer. If the elector does not have one, they must be directed to the Voters List Officer or Poll Revision Officer to receive one.
- c) Scan the barcode printed on the *Voting Token* to show the elector's name, address, and ballot style information on the Poll Pad screen. For electors who were added to the List of Electors, search the elector by name and/or address using the "Manual Search" function.
- d) Use the ballot style number printed on the *Voting Token* to select the proper ballot to issue to the elector.
- e) Record the ballot being issued in the *Ballot Issuing Record* by printing the elector's VoterID from the *Voting Token* onto the correct page for the elector's ballot style. For electors who were added to the List of Electors, record the elector's name, address, and ballot style being issued.
- f) Initial the ballot in the designated area.
- g) Print the elector's polling division from the *Voting Token* on the ballot in the designated area.
- h) Fill in the poll matrix of the elector's ballot with the same polling division by filling in the ONE CIRCLE that corresponds to the polling division number.
- i) Place the *Voting Token* in the *Used Voting Token Envelope*.
- j) Select the "Issue Ballot" button on the Poll Pad to record that the ballot has been issued to the elector. The elector's status will be updated from "Struck" to "Voted".

- k) Explain how to mark the ballot, by instructing the elector:
 - i) To make their choice by filling in completely or making an X in the circle to the right of each chosen candidate's name, using the ballot marker provided;
 - ii) Not to vote for more candidates than may be elected or the vote will not be counted;
 - iii) If they vote for more candidates than may be elected, the tabulation machine will alert the elector;
 - iv) They do not have to vote for all contests on the ballot, but votes will be counted for any contests that are marked; and
 - v) Not to not bend, mutilate, or make any other marks on the ballot.
- l) Advise the elector that the tabulation machine will stop and alert if the elector inserts a ballot where the marks are too light to be read, the ballot is blank, or if more candidates are voted for than may be elected in any contest.
- m) Explain spoiled ballot procedures to the elector, stating that in the event that an elector makes a mistake on the ballot, the elector may return the mismarked ballot in its secrecy sleeve to you to receive a new clean ballot.
- n) Place the ballot face-up inside the secrecy sleeve, without folding or bending the ballot.
- o) Give the elector the ballot in the secrecy sleeve, directing the elector to put the ballot back in the secrecy sleeve the same way after marking it.
- p) Advise the elector where to deposit the ballot after it is marked.
- q) Direct the elector to a voting screen to mark the ballot.
- r) Explain that once an elector has voted, they must leave the polling station.

3) Spoiled ballot procedures

If an elector makes a **mistake in marking the ballot**, they may return it to the Ballot Issuing Officer who issued it, and receive a new ballot. The Ballot Issuing Officer shall complete the following procedures.

- a) Prepare a new ballot for the elector following the normal procedures.
- b) Take the ballot from the secrecy sleeve face-down, fold it, write "spoiled" on the back, and place the spoiled ballot in the *Spoiled Ballots Envelope*.
- c) Record a new ballot as being issued in the *Ballot Issuing Record*.
- d) Issue a new ballot to the elector following the normal procedures, and clarify the instructions for voting if necessary.

4) Electors Requiring Assistance to Vote

If an elector requires **assistance to vote**, either a "friend" of the elector's choice or a Ballot Issuing Officer may assist that elector in marking the ballot.

- a) If the elector chooses the **assistance of the Ballot Issuing Officer**, the Ballot Issuing Officer is not required to take an oath, but shall assist the elector as required in the voting process, marking the ballot in accordance with the elector's choice of candidates.
- b) If the elector chooses the **assistance of a friend**, the Voters List Officer or Poll Revision Officer may have already administered the required oath. If so, it will be printed on the Voting Token. If not, the Ballot Issuing Officer shall administer the *Oath of Friend Of Voter Needing Assistance to Vote* before allowing the friend to assist the elector in marking the ballot. **No person may act as the friend of more than one elector at one election.**

Procedures for Depositing Ballots into Ballot Boxes

1) Depositing a ballot

Ballots counted using tabulation machines

In an election where the Municipal Electoral Officer has directed that tabulation machines will count ballots, after an elector has marked the ballot, it is to be deposited through the tabulation machine into the ballot box for the polling station. If there is more than one tabulation machine in a polling station, the elector may deposit the ballot into any tabulation machine in the polling station. Each tabulation machine and ballot box will be under the supervision of a Tabulation Machine Officer throughout the day of voting.

When an elector wishes to deposit a ballot, the Tabulation Machine Officer shall complete the following procedures.

- a) Greet the elector politely with an active offer of bilingual service.
- b) As electors approach the tabulation machine, ensure that they do not crowd near the machine. Keep other electors back at least 10 feet from the machine until the elector being assisted is finished.
 - i) In some cases, an elector will deposit a ballot that will cause an alert, and the Tabulation Machine Officer will have to ask the elector their intentions. This process must be kept private, and cannot be done with others crowding around.
- c) Ask the elector to stay until the ballot is deposited.
- d) Check signature box for Ballot Issuing Officer's initials.
 - i) If the Tabulation Machine Officer **does not see any initials on the ballot**, they are not to accept the ballot and must ask the elector to return to the appropriate Ballot Issuing Officer to have them initial the ballot.
- e) Have the elector deposit their ballot into the tabulation machine. Assist the elector as necessary to ensure the ballot is fed into the tabulation machine facing down for privacy.
- f) If the **elector requires assistance**, take the ballot from the elector in the security sleeve and deposit the ballot into the tabulation machine.
 - i) With the ballot facing down, insert the ballot into the entry slot on the front of the tabulation machine. The ballot will be automatically drawn into the machine.
 - ii) Take care not to insert the secrecy sleeve too far, or the rollers will attempt to grab the cardboard.
- g) Ensure the ballot counter on the tabulation machine has increased by one (1) indicating the ballot has been accepted. You will hear the ballot fall into the box. If the ballot is returned the ballot counter will not increase by 1.
- h) Collect and reuse secrecy sleeves in the polling station. Periodically ensure that a Constable or Poll Supervisor returns the sleeves to the Ballot Issuing Officers.
- i) Direct the elector to the exit and thank the elector.

2) Responding to alert messages

- a) Understand how the tabulation machine determines if a ballot is marked for a candidate. The tabulation machine can only read marks that:
 - i) Are made inside the designated circle by the candidate's name;
 - ii) Are dark enough to be scanned;
 - iii) Fill approximately 20% or more of the circle with a mark.
- b) **If an alert occurs**, the tabulation machine will alert the elector. The Tabulation Machine Officer shall:
 - i) Ask the elector to remain at the ballot box.
 - ii) If the **elector requests that the ballot be returned**, ensure the ballot remains face down and is replaced in a secrecy sleeve.
- c) **Treat each alert with discretion**. If there are other electors crowding the area, ask them to stand back at least 10 feet while you deal with the elector voting.
- d) Deal with any "**Ambiguous Mark**" alert messages as required.
 - i) The tabulation machine will always return any ballots with an ambiguous mark.
 - ii) An "Ambiguous Mark" alert is caused when a ballot has at least one circle where an elector's mark fills between 10% and 20% of the circle.
 - iii) Explain to the elector this information and ask the elector to remark the ballot or return to the Ballot Issuing Officer to obtain a clean ballot.
 - iv) If the elector refuses, deposit the ballot into the Auxiliary Ballot Slot of the ballot box.
- e) Deal with any "**BIO Initials not detected**" alert messages as required.
 - i) The Ballot Issuing Officers must initial all ballots in the box provided at the top of the ballot before giving it to an elector.
 - ii) The tabulation machine will always return any ballots not initialled by a Ballot Issuing Officer.
 - iii) Direct the elector to the appropriate Ballot Issuing Officer to have the ballot initialled.
- f) Deal with any "**Overvote**" alert messages as required.
 - i) This alert requires the elector to make a decision if the ballot should be returned for review or accepted as is.
 - ii) Pass the elector a *Tabulation Machine Alert Explanations* sheet.
 - iii) Explain to the elector that the tabulation machine has detected votes for more candidates that can be elected for a contest on the ballot.
 - iv) It may be that the elector has inadvertently made a mark inside a circle where the tabulation machine can read it.
 1. Offer the elector the choice of returning or casting the ballot.
 2. Explain to the elector that once the ballot is cast, the elector cannot receive a new ballot.
 3. If the elector **wants the ballot to be returned**, they must keep in place the secrecy sleeve ready to receive the ballot. The elector is to press the red "Return" button on the machine. The ballot will be returned to the secrecy sleeve. Direct the elector to the appropriate Ballot Issuing Officer to receive a new ballot.
 4. If the elector **wants the ballot to be accepted as is**, they are to press the green "Vote" button on the machine. The tabulation machine will deposit the ballot into the ballot

- box. The tabulation machine will not record votes in overvoted contests but will accept votes in contests correctly marked.
- g) Deal with any “**Blank Ballot**” alert messages as required.
 - i) This alert requires the elector to make a decision if the ballot should be returned for review or accepted as is.
 - ii) Pass the elector a *Tabulation Machine Alert Explanations* sheet.
 - iii) Explain to the elector that the tabulation machine has not detected any votes on the ballot in any circle.
 - 1. Offer the elector the choice of returning or casting the ballot.
 - 2. Explain to the elector that once the ballot is cast, the elector cannot receive a new ballot.
 - 3. If the elector **wants the ballot to be returned**, they must keep in place the secrecy sleeve ready to receive the ballot. The elector is to press the red “Return” button on the machine. The ballot will be returned to the secrecy sleeve.
 - (a) Direct the elector to a Voting Screen and ask the elector to review the ballot to ensure it is marked in the space provided and return to you.
 - (b) Make sure the elector understands how to mark a ballot.
 - 4. If the tabulation machine returns the ballot after it has been reviewed and corrected:
 - (a) Put the returned ballot back into the secrecy sleeve.
 - (b) Direct the elector to the appropriate Ballot Issuing Officer to receive a new ballot.
 - iv) If the elector **wants the ballot to be accepted as is**, they are to press the green “Vote” button on the machine. The tabulation machine will deposit the ballot into the ballot box.
 - h) Deal with any “**Misread Ballot**” or “**Invalid Ballot**” alert messages as required.
 - i) Explain to the elector that the ballot was not counted by the tabulation machine and needs to be re-inserted.
 - 1. “**Misread Ballot**” indicates that the tabulation machine has not recognized all the features on the ballot and that essential ballot identification markings cannot be found. This may result if the ballot is folded, damaged, fed incorrectly, or misprinted by the printing company.
 - 2. “**Invalid Ballot**” indicates that the tabulation machine recognizes a ballot, but that it is not programmed to read the contests on the ballot. This may result if the wrong tabulation machine is sent to a polling station, or if the wrong ballots are sent to a polling station.
 - ii) If the ballot is not accepted on the second try:
 - 1. Put the returned ballot back into the secrecy sleeve.
 - 2. Direct the elector to the appropriate Ballot Issuing Officer to receive a new ballot.
 - iii) If **many ballots are being repeatedly misread**, this might be a problem with the printing of the ballot, or more likely, a problem with the tabulation machine.
 - 1. Contact the Poll Supervisor and/or Returning Office immediately to arrange for technical support.
 - 2. Do not stop the voting process.
 - 3. Open the Auxiliary Ballot Slot.
 - 4. Place voted ballots in that compartment until the tabulation machine has been cleared.
 - 5. The ballots in the Auxiliary Compartment must not be put through the tabulation machine until after the close of the poll.

- i) Deal with any **Ballot Blockages** as required.
 - i) Ballot blockages are rare events but can occur. The ballot is long enough that part of it will be visible either in the front ballot entry slot or the rear ballot exit slot.
 - ii) If there is a ballot blockage:
 1. Ask the elector to remain at the ballot box.
 2. Do not look at the markings on the ballot.
 3. If the **ballot is visible from the front of the entry slot**, pull the ballot out and return to the elector.
 4. If the **ballot is not visible from the front of the entry slot**, lift the tabulation machine off the ballot box to expose the back exit slot. Pull the stuck ballot from the exit slot and return to the elector.
 5. Replace the tabulation machine on top of the ballot box so the ballot can be re-inserted.
 6. Unplug the power cord to stop the machine.
 7. Reinsert the power cord to re-start the machine. The printer will produce a printout showing how many ballots were counted before the paper jam.
 8. At no time will a jammed ballot be counted. In addition, each ballot must clear the tabulation machine before the votes are recorded.
 - iii) If anything is preventing the entry of more ballots:
 1. Contact the Poll Supervisor and/or Returning Office immediately to arrange for technical support.
 2. Do not stop the voting process.
 3. Open the Auxiliary Ballot Slot.
 4. Place voted ballots in that compartment until the tabulation machine has been cleared.
 5. The ballots in the Auxiliary Compartment must not be put through the tabulation machine until after the close of the poll.
 - iv) This alert message can also indicate that multiple sheets were detected.
 1. Explain to the elector that the tabulation machine has detected that more than one ballot is being inserted at the same time.
 2. The tabulation machine will not accept multiple ballots at the same time.
 3. Advise the elector that the machine has detected multiple ballots and that the Poll Supervisor will complete the process with them.
- j) Deal with a **tabulation machine that becomes inoperable**.
 - i) In the event that power is lost and the battery has been depleted:
 1. Contact the Poll Supervisor and/or Returning Office immediately to arrange for technical support.
 2. Do not stop the voting process.
 3. Open the Auxiliary Ballot slot.
 4. Place voted ballots in that compartment until the tabulation machine has been cleared.
 5. The ballots in the Auxiliary Compartment must not be put through the tabulation machine until after the close of the poll.
 - ii) When power is restored after the batter has been depleted:
 1. The tabulation machine is ready to accept ballots and normal processing of ballots can be continued.
 2. Use one long paper seal to seal the Auxiliary Ballot Slot before voting proceeds.

3. The ballots in the Auxiliary Compartment must not be put through the tabulation machine until after the close of the poll.

Ballots counted by hand

In an election where the Municipal Electoral Officer has directed that a Ballot Counting Officer will count ballots by hand, after an elector has marked the ballot, it is to be deposited into the ballot box marked with the same polling division number that is marked on the elector's ballot. All ballot boxes will be under the supervision of a Ballot Counting Officer throughout the day of voting.

When an elector wishes to deposit a ballot, the Ballot Counting Officer shall complete the following procedures.

- 1) Without viewing the elector's marks on the ballot, verify that the Ballot Issuing Officer's initials are present on the ballot.
 - a) If the Ballot Counting Officer cannot view the initials projecting from the secrecy sleeve, ask the elector to move the ballot in the secrecy sleeve so that the initials are visible.
 - b) If the initials are not present:
 - i) Explain to the elector that the Ballot Issuing Officer forgot to initial it, and all ballots require the initials before being deposited into the ballot box.
 - ii) Direct the elector to the appropriate Ballot Issuing Officer to have the ballot initialled.
- 2) Direct the elector to the correct ballot box for their ballot. The Ballot Box Number written on the ballot must match the ballot box number.
- 3) Permit the elector to place the ballot into the ballot box, or if requested, assist the elector in placing the ballot into the ballot box.
- 4) Direct the elector to the exit of the polling station.
- 5) Collect the secrecy sleeves and return them periodically to the Ballot Issuing Officers.

Procedures for Closing the Polling Station

1) Closing the Polling Station – Constables

After the Poll Supervisor declares a polling station closed, each Constable shall complete the following procedures.

- a) Note the last elector standing in the line and, if the polling station permits, move the electors inside the polling station as best they can and then lock the door.
- b) Advise all electors in line at 8:00 pm that they are still entitled to vote.
- c) Be available to let each elector out as they finish voting.

- d) Return any unused or reusable supplies to the Poll Supervisor, to be reused in future electoral events;
- e) Take all equipment and supplies to the location or vehicle designated by the Poll Supervisor for return to the returning office; and
- f) Assist other poll officials in the clean-up of the polling station and loading of all equipment and supplies for return to the returning office.

2) Closing the Polling Station – Voters List Officers and Poll Revision Officers

After the Poll Supervisor declares a polling station closed and all electors standing in line have voted, each Voters List Officer and Poll Revision Officer shall complete the following procedures.

- a) Turn off the Poll Pad and printer.
- b) Disassemble the components and repack them into their carrying case.
- c) Have the Poll Supervisor confirm the contents using the inventory checklist and apply a plastic seal to the carrying case.
- d) Return the Voter Information Cards with no corrections to the Poll Supervisor in their *Used Voter Information Cards envelope*.
- e) Return the *Corrections to the List Of Electors Envelope* containing Voter Information Cards for electors flagged as deceased, moved, or ineligible.
- f) Return any unused or reusable supplies to the Poll Supervisor, to be reused in future electoral events.
- g) Take all equipment and supplies to the location or vehicle designated by the Poll Supervisor for return to the returning office.
- h) Assist other poll officials in the clean-up of the polling station and loading of all equipment and supplies for return to the returning office.

3) Closing the Polling Station – Ballot Issuing Officers

After the Poll Supervisor declares a polling station closed and all electors standing in line have voted, each Ballot Issuing Officer shall complete the following procedures.

- a) Determine the total number of electors having received ballots and record these numbers in the *Ballot Issuing Record*.
- b) Record the number of unused ballots, in the *Ballot Issuing Record*.
- c) Place all unused ballots in the designated envelope, record the total number of unused ballots on the envelope, and seal the envelope.
- d) Count any spoiled ballots and return them to the designated envelope, record the total number of spoiled ballots on the envelope, and seal the envelope.
- e) Count all *Voting Tokens* and return them to the designated envelope, record the total number of *Voting Tokens* on the outside of the envelope, and seal the envelope.
- f) Complete and sign the *Oath of Ballot Issuing Officer After Closing Of Poll* in the *Ballot Issuing Record*.
- g) Complete and place all poll materials into a *Poll Materials Envelope* including:
 - i) The *Ballot Issuing Record*; and
 - ii) Sealed envelopes of unused and spoiled ballots.
- h) Turn off the Poll Pad and printer.

- i) Disassemble the components and repack them into their carrying case.
- j) Have the Poll Supervisor confirm the contents using the inventory checklist and apply a plastic seal to the carrying case.
- k) Have the Poll Supervisor review the contents of the *Poll Materials Envelope* to ensure that all required items are present, and then sign and seal the envelope.
- l) Give all poll materials to the Poll Supervisor, including:
 - i) The Poll Pad and carrying case;
 - ii) The *Poll Materials Envelope*;
 - iii) The *Used Voting Tokens Envelope*; and
 - iv) Any unused or reusable poll supplies that can be used in future electoral events.
- m) Assist other poll officials in the clean-up of the polling station, and loading of all equipment and supplies for return to the returning office.

4) Closing the Polling Station – Tabulation Machine Officers

In an election where the Municipal Electoral Officer has directed that tabulation machines will count ballots, after the Poll Supervisor declares an ordinary polling station closed and all electors standing in line have voted, each Tabulation Machine Officer shall complete the following procedures.

- a) Wait until Poll Supervisor declares polling station is closed.
- b) Process any ballots in the Auxiliary Compartment.
 - i) Remove any ballots in the Auxiliary Compartment.
 - ii) Feed each ballot from the Auxiliary Compartment through the tabulation machine.
 - iii) **If a ballot is not accepted by the tabulation machine**, press the “Return” button, or take the automatically returned ballot and place it face down on a table near you, and continue processing the other ballots. contact the Poll Supervisor to finalize the unaccepted ballots.
- c) Process any ballots in the ballot box used for curbside voting.
- d) Note the number of electors that deposited ballots and inform the Poll Supervisor.
- e) Assist the Poll Supervisor to close the poll on the tabulation machine.
 - i) Have the Poll Supervisor place the Security Key on the Security Key Pad.
 - ii) Have the Poll Supervisor enter the password provided by the Returning Officer.
 - iii) Close the poll on the tabulation machine and print two copies of the results report.
 - iv) Cut the seal from the modem port door and connect the cellular modem.
 - v) Transmit the results to Elections NB using the cellular modem and print a transmission report.
 - vi) Sign the Certification as indicated on the bottom of each copy of the two (2) results reports.
 - vii) Any scrutineers present may also sign or initial the results reports.
 - viii) Detach the second copy of the results report including the transmission report and post it for viewing until the polling station is closed.
 - ix) Keep the remaining paper tape in one piece, so that there is a continuous strip from when the zero report was printed until when the first results report was printed.
 - x) The Poll Supervisor will call the returning office.
 - 1. If the **transmission report stated that the cellular modem transmitted the results successfully**, tell the returning office. There is no need to read off the results per candidate.

2. If the **transmission report stated that the cellular modem failed to connect**, tell the returning office and then read off the results per candidate.
- xi) The Poll Supervisor will ensure one copy of the results tape is returned with the tabulation machine to the returning office.
- f) Retain the results report that was posted on the wall, for two weeks in case the machine is damaged *en route* to the returning office.
- g) Close their station using the normal procedures.
 - i) Power down and repack tabulation machine into its carrying case.
 - ii) Place all cast ballots into a Ballot Transfer box. No manual counting may occur at the polling station.
 1. Use one Ballot Transfer box for each tabulation machine (or more if required).
 2. Remove all ballots from the rear section of the ballot box.
 3. Place these counted ballots into the Ballot Transfer box.
 4. Do not fold or damage ballots.
 5. All ballot styles are placed into the Ballot Transfer box together.
 6. It is not required to sort the ballots so that the top or front of the ballot faces the same way, simply stack them neatly.
 7. If used, place the sealed Replaced Ballots envelope into the Ballot Transfer box.
 8. Use one long paper seal to seal the Ballot Transfer box.
 9. Record the polling location name and tabulation machine number on the Ballot Transfer box.
 10. Ensure the Ballot Transfer box is sealed and marked as "Ordinary Poll".
 - iii) Carefully disassemble the ballot box.
 - iv) Bring all equipment and/or supplies to a location as determined by the Poll Supervisor.
 - v) Assist other poll officials in clean-up of the location.

5) Closing the Polling Station – Ballot Counting Officers

In an election where the Municipal Electoral Officer has directed that a Ballot Counting Officer will count ballots by hand, after the Poll Supervisor declares a polling station closed, each Ballot Counting Officer, working in designated pairs, shall complete the following procedures.

- a) Prepare the materials and a suitable space for counting.
- b) Invite any scrutineers present in the polling station who wish to observe, to watch the partnered Ballot Counting Officers unseal the Ballot Box slot and count the ballots.
- c) Count and report the votes cast in the ballot boxes following the procedures outlined in the *Municipal Electoral Officer Directives for the Counting of Ballots*.
- d) Return all election materials to the Poll Supervisor including:
 - i) The resealed Ballot Boxes;
 - ii) The *Returning Office Information Envelope* with its required contents including the *Statement of Votes Cast*.
- e) Return any unused or reusable supplies to the Poll Supervisor, to be reused in future electoral events;
- f) Assist other poll officials in the clean-up of the polling station, and loading of all equipment and supplies for return to the returning office.

Advance Polling Station Procedures – Additional Requirements

For the most part, polling procedures and poll set-up and closing procedures are the same at Advance Polls as at Ordinary Polls. However, slightly different procedures are required of Ballot Issuing Officers and Tabulation Machine Officers at the close of Day 1 of Advance Polls and the reopening of the Advance Polls on Day 2.

1) Closing the Polling Station - End of Advance Poll Day One - Ballot Issuing Officers

After the Poll Supervisor declares an advance polling station closed on the first day of an advance poll and all electors standing in line have voted, each Ballot Issuing Officer shall complete the following procedures.

- a) Count any spoiled ballots and return them to the designated envelope.
- b) Record the total number of spoiled ballots for all ballot styles on the envelope and seal it.
- c) Complete the *Used Voting Tokens Envelope* and seal it.
- d) Place all unused ballots in the designated envelope.
- e) Keep all the unused ballots together and place them in the unused ballots envelope to be used on the next day of Advance Voting.
- f) Record the total number of unused ballots on the envelope and seal it.
- g) Turn off the Poll Pad and printer.
- h) Disassemble the components and repack them into their carrying case.
- i) Have the Poll Supervisor confirm the contents using the inventory checklist and apply a plastic seal to the carrying case.
- j) Keep all materials secure for the next day of Advance Voting including:
 - i) The Poll Pad carrying case;
 - ii) The *Ballot Issuing Record*;
 - iii) Sealed *Used Voting Tokens Envelope*;
 - iv) Sealed *Spoiled Ballot Envelope*;
 - v) Unused ballot envelope;
 - vi) All other poll supplies.

2) Closing the Polling Station - End of Advance Poll Day One - Tabulation Machine Officers

In an election where the Municipal Electoral Officer has directed that tabulation machines will count ballots, after the Poll Supervisor declares an advance polling station closed, each Tabulation Machine Officer shall complete the following procedures.

- a) Wait until the Poll Supervisor declares the polling station is closed and all electors standing in line have voted.
- b) Process any ballots in the Auxiliary Compartment.
 - i) Remove any ballots in the Auxiliary Compartment.
 - ii) Feed each ballot from the Auxiliary Compartment through the tabulation machine.
 - iii) If a **ballot is not accepted by the tabulation machine**, press the “Return” button, or take the automatically returned ballot and place it face down on a table near you, and continue processing the other ballots. contact the Poll Supervisor to finalize the unaccepted ballots.
- c) Process any ballots in the ballot box used for curbside voting.

- d) Print a status report to record how many ballots have been deposited through the tabulation machine at the end of the day.
- e) Sign the Certification as indicated on the bottom of the status report.
- f) Note the number of electors that deposited ballots and inform Poll Supervisor.
- g) DO NOT CREATE A RESULTS TAPE. RESULTS MAY ONLY BE DETERMINED ON ELECTION DAY.**
- h) Close their station using the normal procedures.
 - i) Power down and repack the tabulation machine into its carrying case.
 - ii) Place all cast ballots into a Ballot Transfer box. No manual counting may occur at the polling station.
 1. Use one Ballot Transfer box for each tabulation machine for Advance Poll Day 1.
 2. Remove all ballots from the rear section of the ballot box.
 3. Place these counted ballots into the Ballot Transfer box.
 4. Do not fold or damage ballots.
 5. All ballot styles are placed into the Ballot Transfer box together.
 6. It is not required to sort the ballots so that the top or front of the ballot faces the same way, simply stack them neatly.
 7. If used, place the sealed *Replaced Ballots envelope* into the Ballot Transfer box.
 8. Use one long paper seal to seal the Ballot Transfer box.
 9. Record the polling location name and tabulation machine number on Ballot Transfer box.
 10. Ensure the Ballot Transfer box is sealed and marked as Advance Poll Day 1.
 - iii) Carefully disassemble the ballot box.
 - iv) Bring all equipment and/or supplies to a location as determined by the Poll Supervisor.
 - v) Assist other poll officials in clean-up of the location.

3) Closing the Polling Station - End of Advance Poll Day One - Ballot Counting Officers

In an election where the Municipal Electoral Officer has directed that a Ballot Counting Officer will count ballots by hand, after the Poll Supervisor declares an advance polling station closed on the first day of an advance poll, each Ballot Counting Officer, working in designated pairs, shall complete the following procedures.

- a) Do not open the ballot box or cut the original seals.
- b) Invite any scrutineers present who wish to observe the sealing of the ballot box slot.
- c) Seal the ballot box slot using a paper seal.
- d) Sign the seal. Any scrutineer present may also sign the seal.
- e) Keep all materials secure for the next day of Advance Voting in accordance with the Returning Officer's instructions, including:
 - i) The sealed ballot box; and
 - ii) All other poll supplies.

4) Opening the Polling Station - Start of Advance Poll Day Two - Ballot Issuing Officers

Prior to the Poll Supervisor declaring an Advance polling station open on the second day of an advance poll, each Ballot Issuing Officer shall complete the following procedures.

- a) Setup their station normally.

- b) Leave the Day 1 *Spoiled Ballots Envelope* sealed.
- c) Use a second *Spoiled Ballots Envelope* for the day's voting.
- d) Leave the Day 1 *Used Voting Tokens Envelope* sealed.
- e) Use a second *Used Voting Tokens Envelope* for this day's voting.
- f) Unseal the *Unused Ballots Envelope*.
- g) Remove all unused ballots from the envelope.
- h) Continue to issue ballots normally.

(Note: In municipal by-elections, there may not be a second day of advance polls.)

5) Opening the Polling Station - Start of Advance Poll Day Two - Tabulation Machine Officers

In an election where the Municipal Electoral Officer has directed that tabulation machines will count ballots, prior to the Poll Supervisor declaring an Advance polling station open on the second day of an advance poll, each Tabulation Machine Officer, shall complete the following procedures.

- a) Place the sealed Advance Poll Day 1 Ballot Transfer box in the bottom of the tabulation machine ballot box before sealing.
- b) Prepare the tabulation machine and ballot box following the same procedures followed on the first day of advance polls.
- c) The tabulation machine will record a **power interruption message**.
 - i) The tabulation machine sees the gap between close of Advance Poll Day 1 and the start of Advance Poll Day 2 as an extended power outage.
 - ii) Ensure the tape remains attached to the tabulation machine. Roll the tape up to the machine and use paper clips to secure it.
- d) Verify that the heading at the top of the tape lists the correct polling location name and/or number.
 - i) If the information is incorrect, contact the Poll Supervisor and/or Returning Office immediately.

(Note: In municipal by-elections, there may not be a second day of advance polls.)

6) Opening the Polling Station - Start of Advance Poll Day Two - Ballot Counting Officers

In an election where the Municipal Electoral Officer has directed that a Ballot Counting Officer will count ballots by hand, prior to the Poll Supervisor declaring an Advance polling station open on the second day of an advance poll, each Ballot Counting Officer, working in designated pairs, shall complete the following procedures.

- a) Invite any scrutineers present who wish to observe the unsealing of the ballot box slot, no earlier than 15 minutes prior to the start of the poll.
- b) Unseal the ballot box slot by removing the paper seal over the ballot box slot.
- c) Continue to receive ballots normally.

7) Closing the Polling Station - End of Advance Poll Day Two - Ballot Issuing Officers

After the Poll Supervisor declares an advance polling station closed and all electors standing in line have voted on the second day of an advance poll, each Ballot Issuing Officer shall complete the following procedures.

- a) Count any spoiled ballots and return them to the designated envelope.
- b) Record the total number of spoiled ballots for all ballot styles on the envelope and seal it.
- c) Complete the *Used Voting Tokens Envelope* and seal it.
- d) Place all unused ballots in the designated envelope.
- e) Keep all the unused ballots together and place them in the unused ballots envelope.
- f) Record the total number of unused ballots on the envelope and seal it.
- g) Turn off the Poll Pad and printer.
- h) Disassemble the components and repack them into their carrying case.
- i) Have the Poll Supervisor confirm the contents using the inventory checklist and apply a plastic seal to the carrying case.
- j) Return all materials used to the Poll Supervisor.

8) Closing the Polling Station - End of Advance Poll Day Two - Tabulation Machine Officers

In an election where the Municipal Electoral Officer has directed that tabulation machines will count ballots, after the Poll Supervisor declares an advance polling station closed, each Tabulation Machine Officer shall complete the following procedures.

- a) Wait until the Poll Supervisor declares the polling station is closed and all electors standing in line have voted.
- b) Process any ballots in the Auxiliary Compartment.
 - i) Remove any ballots in the Auxiliary Compartment.
 - ii) Feed each ballot from the Auxiliary Compartment through the tabulation machine.
 - iii) If a **ballot is not accepted by the tabulation machine**, press the "Return" button, or take the automatically returned ballot and place it face down on a table near you, and continue processing the other ballots. contact the Poll Supervisor to finalize the unaccepted ballots.
- c) Process any ballots in the ballot box used for curbside voting.
- d) Print a status report to record how many ballots have been deposited through the tabulation machine at the end of the day.
- e) Sign the Certification as indicated on the bottom of the status report.
- f) Note the number of electors that deposited ballots and inform the Poll Supervisor.
- g) **DO NOT CREATE A RESULTS TAPE. RESULTS MAY ONLY BE DETERMINED ON ELECTION DAY.**
- h) Close their station using the normal procedures.
 - i) Power down and repack the tabulation machine into its carrying case.
 - ii) Place all cast ballots into a Ballot Transfer box. No manual counting may occur at the polling station.
 1. Use one Ballot Transfer box for each tabulation machine for Advance Poll Day 2.
 2. Remove all ballots from the rear section of the ballot box.
 3. Place these counted ballots into the Ballot Transfer box.
 4. Do not fold or damage ballots.
 5. All ballot styles are placed into the Ballot Transfer box together.

6. It is not required to sort the ballots so that the top or front of the ballot faces the same way, simply stack them neatly.
 7. If used, place the sealed *Replaced Ballots envelope* into the Ballot Transfer box.
 8. Use one long paper seal to seal the Ballot Transfer box.
 9. Record the polling location name and tabulation machine number on the Ballot Transfer box.
 10. Ensure the Ballot Transfer box is sealed and marked as Advance Poll Day 2.
- iii) Carefully disassemble the ballot box.
 - iv) Bring all equipment and/or supplies to a location as determined by the Poll Supervisor.
 - v) Assist other poll officials in clean-up of the location.

9) Closing the Polling Station - End of Advance Poll Day Two - Ballot Counting Officers

In an election where the Municipal Electoral Officer has directed that a Ballot Counting Officer will count ballots by hand, after the Poll Supervisor declares an advance polling station closed on the second day of an advance poll, each Ballot Counting Officer, working in designated pairs, shall complete the following procedures.

- a) Do not open the ballot box or cut the original seals.
- b) Invite any scrutineers present who wish to observe the sealing of the ballot box slot.
- c) Seal the ballot box slot using a paper seal.
- d) Sign the seal. Any scrutineer present may also sign the seal.
- e) Return to the Poll Supervisor, the following items:
 - i) The sealed ballot box;
 - ii) All other poll supplies.

Note: Be aware that the Ballot Counting Officers will have to return on election night at the designated time and location to count the cast ballots.