



Elections Canada Style Guide (Publication Services)

2013

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Elections Canada Style Guide

This guide has been developed by and for editors and proofreaders working at Elections Canada. It sets out the general procedures and style guidelines that we use to edit and proofread English documents at Elections Canada. It can be used by anyone in the agency who needs to write or revise a document.

Publication Services provides three service levels to Elections Canada clients. These levels are determined by the document type (informal/official) and audience (internal/external), as well as by whether the document will be printed and/or designed at a later stage.

These levels are:

- level 1, for informal internal communications requiring only translation
- level 2, for widespread internal communications requiring translation and proofreading
- level 3, for external and official internal communications requiring translation and editing

Finally, for printed products or products posted on the Web (official internal communications and external communications), in addition to level 3 service, the document is proofread in layout.

Proofreading Checklist¹

Service Level 2

- Correct spelling, grammar, inaccuracies, gallicisms (French wording or syntax), typographical errors and missing words.
- Ensure the accuracy and consistency of terminology.
- Check the format of dates, figures, telephone numbers, and postal and Internet addresses.
- Check the format of bibliographical references.
- Check punctuation, signs and symbols, and spacing.
- Check the numbering style of legal citations (*Canada Elections Act*, etc.).
- Check acronyms and abbreviations for consistency.
- Check spaces between words, paragraphs and titles.
- Ensure consistency of font size and style (e.g. italics, bold).

¹ Target language: Add a comparative reading and a comparison of the formats of the two documents.

- Check formatting for charts and figures.
- Ensure that capitalization is properly used.
- Ensure consistency of font size and style in heading levels, lists, bullets, etc.
- Check page numbering, headers and footers (text and style).
- Check alignment, margins and justification.
- Check and adjust hyphenation and line breaks.
- Check paragraph breaks, and check for widows and orphans.
- Compare the layouts of the original and translated versions of documents and make any changes required to ensure concordance between them.
- Contact the project officer with any questions.

Editing Checklist²

Service Level 3

- Ensure that the document has a consistent structure, with minimal repetition.
- Improve clarity and the flow of ideas.
- Limit the use of passive voice and negative form.
- Correct spelling, grammar, inaccuracies, gallicisms (French wording or syntax), typographical errors and missing words.
- Ensure that the vocabulary and tone suit the target audience.
- Ensure the accuracy and consistency of terminology.
- Check facts, proper nouns and titles of individuals (when feasible).
- Check the accuracy and numbering style of legal citations (*Canada Elections Act*, etc.).
- Check acronyms and abbreviations for accuracy and consistency.
- Check figures, dates, addresses and hyperlinks for accuracy (when feasible) and format.
- Check the mathematical accuracy of numerical material.
- Check the accuracy and format of bibliographical references.
- Check punctuation, signs and symbols, and spacing.
- Check spaces between words, paragraphs and titles.

² Target language: Add a comparison of the formats of the two documents.

- Ensure consistency of font size and style (e.g. italics, bold).
- Ensure that capitalization is properly used.
- Ensure consistency of font size and style in heading levels, lists, bullets, etc.
- Check page numbering, headers and footers (text and style).
- Check alignment, margins and justification.
- Check formatting for charts and figures.
- Check and adjust hyphenation and line breaks.
- Check paragraph breaks, and check for widows and orphans.
- Contact the client with any questions.

Proofreading Checklist for Documents in Layout³

Printed Products or Products Posted on the Web

- Check spaces between words, paragraphs and titles.
- Ensure consistency of font size and style (e.g. italics, bold).
- Ensure consistency of font size and style in heading levels, lists, bullets, etc.
- Check page numbering and the style of headers and footers.
- Check alignment, margins and justification.
- Check formatting for charts and figures.
- Check graphics.
- Check and adjust hyphenation and line breaks.
- Check paragraph breaks, and check for widows and orphans.

General Editing Guidelines

These are some useful sources for verifying content:

- When editing a document that is produced regularly (reports, Canadian Election Study, etc.), the previous version can be a useful source for verifying facts, proper names, etc.
- When a document refers to a recent election or by-election, use the statutory report for that event. For information on recent activities at Elections Canada, names of judicial proceedings it's involved in, etc., refer to the most recent Departmental Performance Report.

³ Target language: Add a comparison of the formats of the two documents.

- Our backgrounders are a good source of information on different aspects of the electoral process.

General Proofreading Guidelines

- Before beginning work on a document, remove all double spaces between words or sentences without tracking the changes.
- Most documents are left-justified, and paragraphs start at the left margin. (Letters are exceptions.) Most documents that will be printed have 1" margins all round (again, except for letters).
- For guidelines on checking bullet lists, see [Bullet Lists](#).
- Make sure that all quotation marks are “smart,” not "straight." (Text copied from the Web or from e-mail often contains straight quotes. You can do a search and replace to change them.)
- If a sentence includes an address, use a comma between the province and postal code, not two spaces.
- Don't allow the following to break at the end of a line:
 - proper names, particularly Marc Mayrand or Mr. Marc Mayrand
 - numerals and their units (this doesn't apply to numbers spelled as words)
 - dates (e.g. January 15; the year can go onto the next line)
 - percentages
 - abbreviations, acronyms and initialisms
 - mailing addresses
 - electronic and URL addresses (if you must write the address on two lines, don't use a hyphen, but break the address between the following elements: after a colon, slash, double slash or the @ symbol, or before a period or other punctuation mark)
 - page references
 - foreign words in italics
 - the last word of a paragraph, column or page
 - telephone numbers (including area code)
 - hyphenated words that would result in a two-letter break (e.g. by-election, co-operate); other compound words can be broken (e.g. part-time)

Reference Sources

- *The Paperback Oxford Canadian Dictionary* (second edition, 2006).
- *The Canadian Style*, 1997 edition. Our own style guide supplements this book, outlines where our style differs from *Canadian Style* and reiterates the guidelines that we want to reinforce.
- *The Chicago Manual of Style*, 15th edition (when we can't find an answer or appropriate example in *The Canadian Style*).

- [TERMIUM Plus](#), the Government of Canada's bilingual terminology and linguistic database. It also provides an electronic version of *The Canadian Style* and information on language and writing.
- [Editors' Association of Canada](#).

Abbreviations

- Most abbreviations take no periods.
 - MP (member of Parliament), PC (Privy Council), CA (chartered accountant)
 - PhD, MA, BA
- We use periods in “M.P.,” “P.C.,” etc. in address blocks, in accordance with the [styles of address](#) set out by Canadian Heritage.
- In text, use periods after the shortened names of provinces and territories; don’t use periods in those that are initialisms. Country names written as initialisms don’t take periods either. In addresses, use [Canada Post’s two-letter abbreviations](#).
 - Alta., Ont., Que., PEI
 - US, UK
 - AB, ON, QC, PE
- In letters, names of provinces and territories in the recipient’s address are written out in full.
- The abbreviation for “not applicable” is “n/a” (although “N/A” may be acceptable if the context uses full capitalization).
- On business cards, an acting position is abbreviated as “A/Title.” In prose, it is written out in full. The abbreviation for “continued” is “cont.”

Acronyms

- Spell out a term in full the first time it’s mentioned, then place the acronym after it in parentheses. Thereafter, use only the acronym.
 - Voting occurred in all 308 electoral districts (EDs) on January 15, 2010. The returning officers should tally the votes for their EDs and submit them to Elections Canada as soon as possible after the polls close.
- Long documents may require different treatment. For example, the full term can be reintroduced after a lapse, or the style above can be used for each chapter and/or appendix.
- When a term is mentioned only once, don’t include the acronym. An exception is when it helps readers recognize the term (e.g. NAFTA).
- Don’t use an acronym in a title. If necessary, repeat the term in the text and follow it with the acronym in parentheses.

Bullet Lists

- Bullet lists are flush left, not indented. There is usually a 6-point space between them. The sentence or paragraph that introduces the list also has 6 points after it.
- The bullets are round, filled in and generally an appropriate size for the text. (For example, these bullets are Symbol 12-point.)
- A secondary bullet list is indented under the bullet list above, with the secondary bullet flush with the text above it. The style of the secondary bullet is usually a dash, and the third bullet level is a square.

Styling Bullets

- List items are punctuated by a period if they are full sentences; otherwise, no end punctuation (period, comma or semi-colon) is used.
- When the items are sentences or questions, start each one with a capital letter and end with a punctuation mark.
- When the items are short (a few words or a phrase), start each one with a lower case letter and don't use end punctuation. When short lists have an initial capital letter and end punctuation, and this approach is used consistently in a document, this style is also acceptable.
- When a list uses both long and short items, use one style for all. (For example, if two items are long and three are short, it might make sense to start them with an initial capital letter and not use end punctuation. The important thing is internal consistency.)
- When a list is inclusive, don't use "and" at the end of the second-last item unless it's necessary for clarity. When a list is exclusive (such as in legal and financial material), use a comma and the word "or" at the end of the second-last item. Don't put a period at the end of the last point.
- Items should be specific and succinct, not long and narrative. If they are, they're probably more useful as paragraphs.
- In PowerPoint presentations, there is more flexibility because items are meant to be short and succinct. It's common for items to have initial capital letters and no end punctuation, even when they're complete sentences.

Examples

Sample of short items:

- a knowledgeable and professional workforce
- transparency in everything we do
- responsiveness to the needs of Canadians involved in the electoral process
- cohesiveness and consistency in administering the *Canada Elections Act*
- continuously earning and maintaining the public's trust

Sample of long items:

- Returning officers, previously appointed by the Governor in Council, are now appointed on their merits by the Chief Electoral Officer.
- As of January 1, 2007, individuals' political contribution limits have been reduced from \$5,000 to \$1,000 (adjusted for inflation to \$1,100 in 2008). Contributions from corporations, unions and unincorporated associations are now prohibited.
- Candidates are now required to file a new confidential report for certain gifts they receive.

Sample of long and short items in one list:

- transferring to the newly established Office of the Director of Public Prosecutions the responsibility for prosecuting offences under the *Canada Elections Act*
- making the Office of the Chief Electoral Officer subject to the *Access to Information Act*

Capitalization

- Avoid capitalizing large amounts of text; they can be difficult to read (compare ACCESSIBILITY OF THE ELECTORAL SYSTEM with Accessibility of the Electoral System).
- Follow *The Canadian Style* for capitalization of proper names.
 - Parliament of Canada; the Government of Canada; the Senate; the House
 - Order in Council P.C. 1354; the White Paper on Taxation
- Capitalize both the legal title and the applied title of a federal department.
 - the Department of Labour; Labour Canada
- Capitalize names of parliamentary sessions.
 - the First Session of the 32nd Parliament (use Hansard as your source)
- Capitalize short forms and abbreviations of high-level names when they carry the weight of the full title. For lower-level names (this depends on context), use lower case. This includes the word “bill” because it’s so short and because it’s already a short form.
 - *Canada Elections Act* (the Act); Bill C-2 (the bill); Finance Committee (the Committee); Electoral Geography Directorate (the Directorate)
 - Visitors Program (the program); Electoral Reform Conference (the conference)
 - Capitalize “Office” when referring to Elections Canada; use “my office” or “the office” when referring to the CEO’s Office (a unit within Elections Canada).
- Don’t capitalize short forms that are non-specific and use the indefinite article. However, an exception is “an Act.”
 - a bill; a committee; a division of Elections Canada; a government; a department
- Use lower case for plural forms. An exception is “Act” – we always capitalize it.
 - Acts of Parliament; departments of Finance and Industry; divisions of Elections Canada

- We don't follow that part of *The Canadian Style 4.05b* that says to use lower case in short forms that are preceded by a possessive, demonstrative or descriptive adjective. Following this rule would make our style seem inconsistent and even incorrect.
 - this Act; the 1867 Act; this Division; our Directorate
- Capitalize references to specific, major parts of a document (*Canadian Style 4.30a*).
 - Section 5; Chapter 3; Part 2; Appendix B; but section 4.3.2
- Don't capitalize sections, paragraphs, etc. of legislation (*Canadian Style 4.30c*).
 - section 5; subsection 5(1); paragraph 6(4)(a)
- Capitalize words denoting cultural or national background.
 - Aboriginal (First Nations, Métis, Inuit) people; a First Nation member; Indigenous peoples
 - Indian (in legal and legislative contexts); Status Indian; Non-Status Indian; Treaty Indian
 - Inuk (singular); Inuit (plural)
 - Allophone; Francophone; Anglophone

Headings in Published Materials

- In the first three levels of headings, capitalization is upper and lower case. Further levels can be sentence case. Some clients may have other, specific preferences. Titles of advertisements and posters can be in full capitals or sentence case, depending on the design.
- Capitalize the first and last word, prepositions and conjunctions of five letters or more, and all other words except articles.
 - Registration Through Income Tax Returns; Voting Begins as of This Friday
- Capitalize prepositions when they help form another part of speech.
 - Getting By While Getting On; Guide to Off-Campus Housing
- In headings that contain hyphenated words, capitalize the first word. Capitalize the second word if it is a proper noun or proper adjective or if it is as important as the first element (*Canadian Style 4.29*). An exception is “by-election.”
 - A History of Eighteenth-Century Literature; Anti-Americanism in Latin America
 - *Report of the Chief Electoral Officer of Canada Following the May 24, 2005, By-election Held in Labrador*
- Don't capitalize the second element of a compound if it modifies the first or if the two hyphenated elements form a single word (*Canadian Style 4.36*).
 - Socio-demographic Tables; Re-education for Development

Titles of Office or Rank

Capitalize	Do Not Capitalize
Civil, military, religious and professional titles and titles of nobility when they precede a personal name: <ul style="list-style-type: none">• President Obama• Prime Minister Harper• Queen Elizabeth II	When they are in the plural or are preceded by an indefinite article: <ul style="list-style-type: none">• the countries' presidents met at the Summit• a prime minister• some queens live in exile
<ul style="list-style-type: none">• the Member for Winnipeg North	<ul style="list-style-type: none">• a member of Parliament
Titles following and in apposition to a personal name, except denoting professions: <ul style="list-style-type: none">• Jim Flaherty, Finance Minister	Titles following a name and denoting professions: <ul style="list-style-type: none">• Jane Jones, professor of physics
All titles given in full without a personal name; some specifically legal uses: <ul style="list-style-type: none">• the Court (meaning “the judge”) objected• the Leader of the Opposition• the Secretary of State for Foreign Affairs	When in the plural or preceded by an indefinite article, or when referring to a role rather than a person: <ul style="list-style-type: none">• the court (meaning “the court session”) was in session• the ministers arrived together• a secretary of state• the production manager assigns schedules
A title referring to a specific person and used as a substitute for the person's name and as a short form for the title: <ul style="list-style-type: none">• They discussed it with the Ambassador.• They discussed it with the Colonel.	When modified by a possessive or other adjective: <ul style="list-style-type: none">• They discussed it with the former ambassador.• They discussed it with their colonel.

The Definite Article

- Capitalize the definite article as part of a proper name in both English and French.
 - *The Globe and Mail*; *The Pas*; *Le Devoir*
- Replace the French article with the appropriate English one when it is not part of the corporate name.
 - A representative of the Office québécois de la langue française

Case Names

- When a decision has been published only in French, we don't translate the case name in the first instance.
 - *Gazette (The) c. Québec (Directeur général des élections)*

- If the decision of a court of appeal or the Supreme Court of Canada is subsequently published in both languages, we can use the English title as it appears in that publication.

Dates

- Our style is month-day-year. Put a comma after the year (*Canadian Style* 7.20).
 - The January 1, 2005, by-election was held in a British Columbia riding.
- When including the day of the week, use a comma after the day.
 - On Saturday, January 1, 2005, the legislation came into force.
- Don't insert a comma between the month and the year.
 - The legislation came into force in January 2005.
- Don't use ordinals in dates. However, they're acceptable as modifiers.
 - The by-election in Labrador will be held on September 14 (not September 14th).
 - We've now received the results for the 14th polling station in Labrador.
- When using ordinals as modifiers, don't superscript the letters. (You can turn off superscripting in Microsoft Word using the AutoFormat command on the Format menu.)
 - Elections Canada is currently preparing for the 41st federal election.
- When writing a date range, such as for fiscal years, write both years in full, separated by an en dash: 2008–2011.
- If using the all-numeric date format, the correct style in both English and French (in accordance with *The Canadian Style* and *Le guide du rédacteur*) is yyyy-mm-dd.
 - 2005-01-15 (for January 15, 2005)

EC Numbers

- Most Elections Canada materials prepared for an external audience (report, poster, brochure, etc.) have an EC number assigned. It usually appears on the outside of the document, most often on the front but sometimes on the back.
- So the year and month won't be confused over the next 20 years, the EC number format for new documents is as follows: (mm/yyyy).
- For old documents, we retain the following format: (mm/yy).

Em Dash (—)

- The only place that we use an em dash is in a news release, when the text immediately follows the introduction.
 - GATINEAU, Monday, October 25, 2010 —

- Certain materials that draw names of electoral districts from a database, such as federal legislation, maps and OVR tables, are exceptions.
 - Ottawa—Vanier
 - Westmount—Ville-Marie

Emphasis

- In text, use italics (preferred) or bold (sparingly). In both cases, moderation is key. Avoid underlining, full capitalization and combinations of any of these.
- When an entire passage is emphasized, the accompanying punctuation should be too; when just a word or phrase is emphasized, the punctuation is roman.

En Dash (–)

Use the en dash:

- In text to indicate a break in thought; put a space before and after.
- To join inclusive numbers (e.g. 1–10; July 16–17); there is no space before or after.
- In days of the election calendar and other instances of negative numbers (Day –4).
- In the names of federal electoral districts (e.g. Kings–Hants). However, see an exception under [Em Dash](#).
- In place of a hyphen in compound adjectives when one element is an open compound or when two or more elements are open or hyphenated compounds (*Chicago* 6.85).
 - New York–Chicago flight; the post–World War II years; non–French-speaking people

Fractions

- Hyphenate fractions used as adjectives and written in full unless the numerator or denominator already contains a hyphen (*Canadian Style* 2.11).
 - a one-third share; two-fifths calcium; one one-thousandth
- Don't hyphenate fractions used as nouns.
 - Three quarters of the load was wheat; one quarter was barley.

Gender-Neutral Words

- Wherever possible, use gender-neutral words rather than gender-specific ones.
 - business people; synthetic; spokesperson, representative; chairperson, chair (not businessmen; man-made; spokesman; chairman)

- Using the plural can also promote gender-neutral text. Try to avoid using a plural pronoun to refer to a single person.
 - All students must bring their books. (Not: Each student must bring his or her book.)

Note: Manuals are exceptions; they usually include the standard disclaimer “The masculine gender is used throughout this manual without bias in the interest of simplicity and ease of reading”. Certain other EC documents and forms, especially legal documents, also use this approach.

Italics

- There are two situations in which italics are used:
 - following rules of style (see below)
 - at the editor’s discretion – that is, for emphasis, to call special attention to words or phrases or to distinguish them from surrounding text

In the latter case, they should be used sparingly to maintain effectiveness; italics are harder to read than roman characters.

- When an entire passage is printed in italics, the accompanying punctuation should also be italicized; when just a word or phrase is in italics, the punctuation is roman.
- When italicized text contains text that is usually set in italics that text reverts to roman.
 - *Important Information About the Canada Elections Act and Bill C-6*
- Do not use underlining to replace italics: underlining makes the text difficult to read because it interferes with the descenders (p, g, j, etc.) as well as with punctuation. Compare program with *program*.
- Italicize the titles of published works.

– Book	<i>A History of the Vote in Canada</i>
– Manual	<i>Returning Officer’s Manual</i>
– Guide	<i>Media Guide</i>
– Pamphlet	<i>Voting by Special Ballot in Your Own Electoral District</i>
– Study	<i>Explaining the Turnout Decline in Canadian Federal Elections</i>
– Magazine	<i>Electoral Insight</i>
– Newspaper	<i>The Globe and Mail</i>
– Report	<i>Report of the Chief Electoral Officer of Canada on the 39th General Election of January 23, 2006</i>
– Backgrounder	<i>Accessibility of the Electoral System</i>
– Atlas	<i>Newfoundland and Labrador Atlas</i>
– Map	<i>Canada Map</i>
– Movie	<i>Good Will Hunting</i>

- EC documents and forms *There Are Limits to What You Can Give* (EC 90117)
- Policies and directives *Directive on Acquisition Cards*

- Italicize the names of legislation, regulations, statutes and court cases. (Short forms are not italicized, except for short forms of court cases.)
 - *Canada Elections Act* (the Act; some documents use “CEA”)
 - Bill C-1, *An Act to amend the Canada Elections Act* (the bill)
 - *Canadian Charter of Rights and Freedoms* (the Charter)
 - *Sauvé v. Canada (Chief Electoral Officer)* (*Sauvé*)
- Italicize letters referring to paragraphs in legal citations (note: the parentheses are in roman).
 - paragraph 12(1)(a)
- Italicize the titles of audiovisual materials.
 - CD-ROM *Exploring Canada’s Electoral System*
 - DVD *Seekers: Take a Stand! Make a Difference!*
- Italicize foreign words and phrases that are unfamiliar. Use the dictionary as a guide. Note that French isn’t considered foreign. (See [Use of French in an English Context](#).)
 - *pro forma, ad nauseum, inter alia*

Numbers

- In text, spell out numbers from one to nine; use numerals for 10 and up.
- In tables, numerals can be used. This saves space and can be more appropriate in the context.
- Use a comma in numbers with four or more digits (10,000; 45,000).
- Use spaces in numbers in bilingual tables (e.g. Official Voting Results). This follows the international style that EC adopted in 1992.
- Write rounded numbers in the millions and higher as a combination of numbers and words.
 - 2 million; 1 million; 2.5 billion
- Spell out numbers used figuratively.
 - She found hundreds of errors.
- Hyphenate when used adjectivally ([Canadian Style 5.02](#)).
 - a 1.7-million increase in population
- When the decimal point precedes the first digit, add 0 before the decimal (0.8, not .8).
- Use the numeral when it is used as a noun.
 - Engine Number 9 is on Track 3; the train is on the third track
- When numbers in a sentence modify the same or similar items, treat them alike – i.e. if numerals are used for one, use them for all.
 - Of the firm’s 20 outlets, only 6 accepted credit cards.

- When a sentence begins with a number, write it out (but avoid using numbers to begin a sentence wherever possible).
 - Eighteen votes cast at this polling station were spoiled ballots.

Money

- Use \$0.65 or 65¢ or 65 cents; \$5; \$36,000; \$2 million (in text); \$2,000,000 (in tables).
- For foreign currency, use the two-letter code before the currency symbol (US\$1).

Percentages

- When the word “percent” occurs only occasionally in text, spell it out. When it occurs frequently, use the % symbol.
- In tables, use the % symbol.
- Always use numerals, unless they occur at the beginning of a sentence.
 - 1 percent, 20 percent; 9 percentage points; a 9-percent increase

Punctuation Marks and Quotation Marks

- Place commas and periods inside closing quotation marks, whether or not they were included in the original material ([Canadian Style 8.03](#), [8.11](#), [8.12](#)).
 - The place where we go to vote is called a “polling site,” and the spot within the polling site where we present ourselves is called a “polling station.”
- When the text has a legal or legislative context, it may be preferable to put any punctuation that is not part of the original text outside the closing quotation marks.
 - In this Agreement, Elections Canada will be henceforth referred to as “the Agency”.
- Place a closing semicolon, colon, dash, question mark or exclamation mark inside the closing quotation marks if it applies to the quoted material. If it applies to the entire sentence, place it outside the closing quotation marks.
 - Most people vote at the “ordinary poll”; however, they can also vote at the “advance polls.”
 - All she kept saying during the drive was “Are we there yet?”
- When it appears at the end of a sentence, an exclamation mark or question mark belonging to a title overrides the sentence’s standard punctuation. The period that would normally end the sentence is therefore left out.
 - I’ve read the book *Welcome to Montebello!*

Spacing

- Punctuation marks (comma, colon, semicolon, period, question mark, exclamation mark) are followed by a single space, never two.
- The only time we use two spaces is between a province and postal code in an address.

Quotation Marks

- Use quotation marks around quoted material, words that are being defined and words or terms used out of context.
 - The *Canadian Oxford Dictionary* defines “editing” as “assembling, preparing or modifying written material for publication.”
 - The committee members drew up a “road map” to guide them through the process.
- Use them around the titles of the following:
 - Article “Missing the Message: Young Adults and the Election Issues”
 - News release “Registered Political Parties Submit 2006 Fiscal Returns”
 - Media advisory “Expanding the Partnership Between the Assembly of First Nations and Elections Canada”
 - Speech “The Importance of Election Observation in the Democratization Process”
 - Information sheet “Making Contributions Through Trusts”
 - Conference (in prose) We attended “E-Voting Technology 2013.”
 - TV or radio show “On the Coast”
 - Internet button or icon, or title of a non-activated Internet link* Click on “Returning Officer” to download the application form.

*In longer or highly technical documents (e.g. software manuals), the appearance of buttons, icons, links and menu names may vary. Items of the same nature should nevertheless be formatted in the same way.

- Don’t use quotation marks around titles of sections, chapters or appendices.

Symbols

- **Ampersand (&)** – Use only when it’s part of a proper name or in PowerPoint presentations.
- **Asterisk (*)** – Doesn’t normally take a space after. However, in a long document that includes footnotes as well as notes beginning with asterisks, use a space if you think it’s necessary for consistency.
- **Percent (%)** – Use the symbol in tables and in text with a lot of percentages. (See also [Percentages](#).)
- **Oblique (/)** – Use to separate alternatives, in certain abbreviations, as a symbol for *per* and in fractions and ratios. Don’t use a space before or after.
 - n/a; and/or; cheque/money order; (km/h); student/teacher ratio

Use when separating groups of words with internal spacing, such as on internal forms to separate English and French. When English and French appear on the same line, use the

oblique with a space before and after. When English and French are on separate lines, don't use the oblique at all.

- Language and Society / Langue et société
- Kilometre Log / Registre du kilométrage

Telephone Numbers

- Telephone numbers are written with hyphens between all the numbers, including toll-free numbers (613-111-1111; 1-800-111-1111). They should not break over a line.

Time

- Normally, we use the North American system. However, the 24-hour system occurs in some text, such as text directed at Canadian Forces voters.
 - 9:00 a.m.; 9:00 in the morning; 9:00 a.m.–10:00 a.m.; 15:00
 - Applications must be received by Elections Canada before 6:00 p.m. (Eastern Time)
- The numeral should not break at the end of a line, separated from the “a.m.” or “p.m.”

Titles

- Use an en-dash to separate a heading from a subheading:
 - *Responding to Changing Needs – Recommendations from the Chief Electoral Officer of Canada Following the 40th General Election*
 - Appendix A – Definitions
- If there is already a colon separating the heading from the subheading, leave as is.

Usage

- Use *in* rather than *within* when the context doesn't mean “enclosed or contained by.”
 - in an electoral district; in the ISPPA Sector
- Avoid *at an election* and *at the election*. Use *in the election* or *during the election*.
- *Official lists* of electors are used on election day; *final lists* are compiled after election day.
- *List* versus *voters lists* – There is one list per polling division; thus, there are many lists per electoral district. Use “list” when referring to a polling station or polling division; use “lists” when referring to an electoral district.
- Electors are temporarily *away* from their electoral districts, not temporarily *absent* from or *outside* their electoral districts.
- Candidates have *official agents* and *election expenses*; nomination contestants have *financial agents* and *campaign expenses*.

- The CEO *submits* a report to the Speaker. The Speaker *tables* the report in the House.
- *Yukon* is the official territorial name. Don't use *the Yukon* or *Yukon Territory*.
- Use *website* instead of *Web site* and *online* instead of *on-line*. The new spelling was adopted in September 2011; the original spelling will be gradually phased out as EC products are updated or created.

Order of Provinces and Territories

- The order of provinces and territories in a list or table varies depending on the type of document.
 - For all **statutory, research or survey reports**, the order is east to west for the provinces and west to east for the territories.
 - For the **2012 redistribution exercise** under the *Electoral Boundaries Readjustment Act*, the order is west to east for provinces as well as for territories.
- For **partial lists in a document**, alphabetical order may be used (e.g. “by-elections in Alberta, British Columbia and Ontario”).

East to West	West to East
Newfoundland and Labrador	British Columbia
Prince Edward Island	Alberta
Nova Scotia	Saskatchewan
New Brunswick	Manitoba
Quebec	Ontario
Ontario	Quebec
Manitoba	New Brunswick
Saskatchewan	Nova Scotia
Alberta	Prince Edward Island
British Columbia	Newfoundland and Labrador
Nunavut	Yukon
(the) Northwest Territories	(the) Northwest Territories
Yukon	Nunavut

Use of French in an English Context

- Italicize French words that are not commonly used in English. If in doubt, check the *Canadian Oxford Dictionary*, *The Canadian Style* or *Chicago*. If the word appears more than once in a document, italicize it the first time only.
- The same principle applies to Latin and other non-English words, which should be used sparingly.
- Canadian geographical names are spelled in their official form, whether English or French. An exception to this is names of pan-Canadian significance (*Canadian Style* 15.16).
 - Montréal; Québec (city); Quebec (province)
- In correspondence, use the same form as that used by the writer.

Names of Post-secondary Institutions

- Use the original French name of a unilingual French institution:
 - She is an assistant professor at Université Laval.
 - He attended the University of Alberta’s Campus Saint-Jean.
- Use the English name when referring to an officially bilingual institution:
 - Dominican College of Philosophy and Theology (Collège dominicain de philosophie et de théologie)
 - Laurentian University (Université Laurentienne)
 - Royal Military College of Canada (Collège militaire royal du Canada)
 - University of Ottawa (Université d’Ottawa)
 - University of Sudbury (Université de Sudbury)
 - Glendon Campus, York University (Campus Glendon, Université York)

Web and E-mail Addresses

- Web and e-mail addresses that are not links are **black** and **not underlined**.
- Web addresses that are links are **blue** and **not underlined**.
- Always leave Web links in blue (but simple Web addresses in black) in press releases. Web links often appear as regular text.
- Verify that the link works or that the Web address is still correct. (If it’s not correct, flag it.)
- When an address uses both “http://” and “www”, delete the “http://”. When it doesn’t use “www”, keep the “http://”.
- When the link or address is very long, break it at the end of the line, preferably after a slash (/).
- Preface an address with the word “at”; don’t preface it with a colon or enclose it in parentheses.
 - Visit the Elections Canada website at www.elections.ca.
- When giving the location of information on a website in a document that doesn’t include links, show the path.
 - On the Elections Canada website, go to Resource Centre > Legislation > Federal Electoral Legislation.
 - Click on “Voter Identification at the Polls” at www.elections.ca.
- In electronic documents, make a Web link using the keyword in the text.
 - Say: “There are three ways to [prove your identity and address](#).” Don’t refer to www.elections.ca/content.aspx?section=vot&dir=ids&document=index&lang=e.

Various Document Formats

News Releases and Media Advisories

Word Files

Use these specific guidelines in addition to the general guidelines set out earlier.

- Standard news releases that are produced regularly (announcing elections, release of quarterly results, etc.) are in bullet format. Longer, more narrative releases on non-regular topics (e.g. announcing conferences) are in paragraph format.
- The following appears at the top, right-justified, in 12-point bold: **For Immediate Release.**
- After two line spaces, the title is 14-point bold, centred, upper and lower case. (It's meant to be 2 point sizes larger than the text, but the sizes can be adjusted to fit the document on one page.)
- If there is a subtitle, it's 12-point bold, centred, after one line space.
- After one line space, the place and date are 12-point bold, flush left, with no parentheses. There are two styles:
 - **GATINEAU, Monday, October 25, 2010** (used with bullet format)
 - **GATINEAU, Monday, October 25, 2010** — (em dash is used with paragraph format)
- Verify all days and dates (e.g. Monday, March 3), particularly any references to the election calendar.
- The first mention of the CEO's name must be accompanied by his title. On later mention, use *Mr. Mayrand*. Two versions are shown below; we usually use the first.
 - Chief Electoral Officer of Canada Marc Mayrand
 - Marc Mayrand, Chief Electoral Officer of Canada
- All names must be spelled properly, and they mustn't break at the end of a line. Pay particular attention to *Marc Mayrand*.
- If the release runs onto a second page, “- more -” appears, centred at the bottom of the first page, and “- 2 -” appears, centred at the top of the second page.
- After the text, and after one line space, the first tagline appears, in italics:
Vote. Shape your world.

- After one line space, the second tagline appears, in italics:
Elections Canada is an independent body set up by Parliament.
- After one line space, the following appears, centred, to indicate the end of the press release:

- 30 -

- The very last element is the following (note: the Web address is not a link):

Information:

Elections Canada Media Relations

1-877-877-9515

or at www.elections.ca

HTML Version

Use these specific guidelines in addition to the general guidelines set out earlier. The HTML version of a document comes to you on paper, not electronically. Make your corrections on the hard copy.

- Make sure to proofread the text using the final version from Publication Services and not from the Web team.
- Pay particular attention to text that should not break over a line.
- Web links are in colour and underlined.
- The HTML has its own style for bullet lists: bullet items are indented, and second-level lists are open circles.
- For news releases, verify that the date is correct and that names of ridings use en dashes and hyphens properly.
- Return the corrected hard copy to the project officer and point out any errors. Project officers will return the HTML to the Web team for correction and will probably make the corrections in the Word file themselves.

Samples

For Immediate Release

(2 spaces)

Election Day Reminders for Media (14 pts)

(1 space)

Chief Electoral Officer Reviews Legal Provisions Affecting Media Covering Current Federal By-elections (12 pts)

(1 space)

GATINEAU, Tuesday, November 3, 2009

(1 space)

- On election day, until the last polls close in all electoral districts, the *Canada Elections Act* prohibits the dissemination of: **(ragged, not justified) (6 pts between bullets)**
 - election advertising **(2nd level dashes)**
 - results of election opinion surveys not previously released
 - election results from other electoral districts
- Election advertising posted on the Internet before election day does not need to be withdrawn, but it cannot be amended once the blackout period has begun.
- Media are not permitted inside polling sites on election day.
- If the location allows, media may film or photograph from the doorway of a polling site, as long as they do not disturb electors or compromise the secrecy of the vote. Media are asked to arrange this in advance with the local returning officer:
 - Cumberland–Colchester–Musquodoboit Valley
 - Hochelaga
 - Montmagny–L’Islet–Kamouraska–Rivière-du-Loup
 - New Westminster–Coquitlam

(1 space)

Vote. Shape your world. **(first tag line)**

(1 space)

Elections Canada is an independent body set up by Parliament. **(second tag line)**

(1 space)

- 30 -

(1 space)

Information:

Elections Canada Media Relations

1-877-877-9515

or at www.elections.ca

Media Advisory (14 pts)

(2 spaces)

Photo Opportunity (14 pts)

(1 space)

Chief Electoral Officer Helps Launch National Student Vote Week 2008 (12 pts)

(1 space)

GATINEAU, Wednesday, October 8, 2008 — As part of Elections Canada's efforts to promote learning among Canada's youth about federal elections and the voting process, the Chief Electoral Officer of Canada, Marc Mayrand, will speak to students at St. Paul Catholic High School, in Ottawa, on **Thursday, October 9, at 8:25 a.m.**

St. Paul Catholic High School is located at 2675 Draper Avenue, on the west side of Ottawa (nearest major intersection is Greenbank Road and Baseline Road). Members of the media are asked to report to the school office (turn right inside the main entrance) before proceeding to the school cafeteria where the event will take place.

Please complete any necessary set-up by 8:20 a.m. Mr. Mayrand will speak at 8:25 a.m.

(1 space)

Vote. Shape your world. **(first tag line)**

(1 space)

Elections Canada is an independent body set up by Parliament. **(second tag line)**

(1 space)

- 30 -

(1 space)

Information:

Elections Canada Media Relations

1-877-877-9515

or at www.elections.ca

Web Documents

You will receive hard copies of the original Word version and the HTML version. Your task is a comparative reading of the HTML version against the source.

- HTML versions must strictly follow their source at the content level, and usually at the formatting level. An exception is when the Web team makes changes for accessibility reasons (e.g. splits complex tables).
- A difference in spacing (line spacing, the gap between bullets and text, etc.) should be ignored, unless it affects readability.
- Headings follow the styles set out in the source. When a heading goes onto a second line, the second line is not indented.
- Bulleted items are indented. First-level bullets are usually solid circles, while second-level bullets are usually open circles. Bullet styles do not have to match the source.
- Text in tables and boxes is the same size as the body text (not one point smaller, as it may be in the source). There is no background colour.
- Web links are in colour and underlined.
- Each type of bad line break should be flagged only once, with a note for the Web team to “fix everywhere.” Flag only one broken date, one broken name, one broken numeral and unit, etc.
- When there are footnotes, they appear at the end of the document or section in the same size as the body text. Footnote references are superscripted and are preceded by the word “Footnote” for accessibility reasons. (Make sure they aren’t enclosed in square brackets.)

Backgrounders

- The title should be centred in bold, upper and lower case, two points larger than the text. (Usually the title is 14-point and the text 12-point, but this can be adjusted to fit the document on one page.)
- Headings should be flush left, bold, with an initial capital letter.
- Subheadings are rare but if they occur, they should be flush left, bold, with an initial capital letter.
- The text should be justified (except for the “For more information” section).
- The text should flow properly. (Avoid breaking paragraphs over pages, if at all possible.)
- For bullet lists, follow the general guidelines under [Bullet Lists](#).
- If there is a date beside the EC number on the first page, ask the project officer responsible whether the backgrounder is being printed. If it isn’t, remove the date. If it is, insert the correct date (mm/yyyy), and make sure that the month and year (not abbreviated) on the last page match.
- If the backgrounder will appear only in HTML format on our website, make sure that there is no date beside the EC number on the first page.

- If the backgrounder is being printed, make sure that there is enough room at the bottom of the first page for the pre-printed EC logo and address information (see a sample backgrounder).
- Page numbers (starting on page 2) should be centred at the top of each page, with a hyphen and space on either side (- 2 -, - 3 -, - 4 -, etc.).
- Make sure that final formatting has been done.

Backgrounder Examples

For a hard copy, see the project officer responsible.

“For More Information” Text in Backgrounders

English Printed Version

For more information:	Elections Canada 30 Victoria Street Gatineau, Quebec K1A 0M6
Telephone	1-800-463-6868 toll-free in Canada and the United States 001-800-514-6868 toll-free in Mexico 613-993-2975 from anywhere in the world For people who are deaf or hard of hearing: TTY 1-800-361-8935 toll-free in Canada and the United States
Fax	613-954-8584 1-888-524-1444 toll-free in Canada and the United States
Website	www.elections.ca

This publication is available in multiple formats.

June 2010

For English Media Backgrounders

Elections Canada is an independent body set up by Parliament.

- 30 -

Information:

Telephone 1-877-877-9515

Website www.elections.ca

This publication is available in multiple formats.

June 2010

English Web Version

For more information, please contact:

Elections Canada
30 Victoria Street
Gatineau, Quebec
K1A 0M6

Telephone

1-800-463-6868
toll-free in Canada and the United States

001-800-514-6868
toll-free in Mexico

613-993-2975
from anywhere in the world

For people who are deaf or hard of hearing:
TTY 1-800-361-8935
toll-free in Canada and the United States

Fax

613-954-8584
1-888-524-1444
toll-free in Canada and the United States

This publication is available in multiple formats.

June 2010

Business Cards

Proofread these on paper rather than on screen. For any business card, the red file will contain the following:

- a page showing the client's typed version of the information (marked "source")
- a page showing the information typed by the project officer in charge of the file
- a photocopy of a business card with the old information crossed out and the new information written in

Step 1: Verifying the Copy

- Business cards are always printed French-first.
- Proofread the typed page against the source and correct any errors.
- Check that the name, phone and fax number(s) and e-mail address are correct, using Microsoft Outlook: Open a new message, click on To, select the person's name, then click on Properties. Or open the Address Book (choose Tools > Address Book), select the person's name, then either double-click on the name or right-click on it and choose Properties.
- Check the division, directorate and/or sector names against an organizational chart on the Elections Canada Intranet (click the [Human Resources](#) link, then Elections Canada Organization Charts). You can also check the Elections Canada phone directory on the intranet. **Note:** These sources are not always up to date; if in doubt, call or e-mail someone in charge at Human Resources.
- Proofread the photocopy of the card against the source.
- When the person's name is followed by a degree or professional designation, make sure that it is two points smaller than the name.
- Make sure that the spelling of "BlackBerry" is correct. The second "B" should be in upper case.
- Initial and date both the typed version and the photocopy of the card.
- Pass the file to the French proofreader.

Step 2: Proofreading the Card

- Proofread the faxed printer's proof against the handwritten photocopy.
- Return the file to the printing production manager, who will fax any corrections to the printer.

Copyright Page

The copyright page includes the following elements, in this order:

- Cataloguing in Publication (CIP) notice; when the publication is bilingual, the French “Catalogage avant publication”
- copyright and printing information
- Elections Canada contact information

The order and layout of these elements can differ from one publication to another depending on the design, whether it is bilingual or not, etc. As a guide, see the copyright page for *Report of the Chief Electoral Officer of Canada Following the November 9, 2009, By-elections*, included at the end of this section.

Cataloguing in Publication

Printed publications, such as official reports and atlases, include a CIP notice, which alerts librarians around the world to the availability of these publications. CIP is prepared and sent to us by Library and Archives Canada (LAC). You can find information on the CIP program on the LAC website at <http://www.collectionscanada.gc.ca/cip/index-e.html>.

Towards the end of the production process, the printing production manager applies to LAC for the CIP, then sends it either to the desktop publisher, designer or proofreader to incorporate into the document.

While LAC determines the content and general layout of the CIP, some of the formatting is flexible, and we have established our own guidelines for it. This is useful because it allows our publications to look consistent even when the CIP was produced by different librarians.

CIP Notice

CIP Element	Information and Guideline
Title	Library and Archives Canada Cataloguing in Publication. It should be in bold. (This used to be followed by “Data”, but it is no longer used.)
Author	Elections Canada
Title of publication	<ul style="list-style-type: none">• CIP capitalization follows a convention established by the Library of Congress in which only the first word and proper nouns are capitalized and all other words are lower case, including all words in the subtitle.<ul style="list-style-type: none">– We follow this capitalization style.• When the title includes a subtitle, CIP sets it off with a colon, with one space before and after.<ul style="list-style-type: none">– We replace the colon with an en dash.

CIP Element	Information and Guideline
	<ul style="list-style-type: none"> • CIP puts a period at the end of the title. <ul style="list-style-type: none"> – We don't put a period at the end of the title. <p>Example of a title: Responding to changing needs – Report of the Chief Electoral Officer of Canada on recommendations following the 40th general election</p> • When a publication is printed in both languages in parallel (two columns per page) and English is first, the French title follows the English title, separated by an equals sign. In this case, the order of the languages is the same in both the English CIP and the French Catalogage avant publication; the English comes first even in the French. <ul style="list-style-type: none"> – By-elections November 9, 2009 : official voting results : Cumberland–Colchester–Musquodoboit Valley, Hochelaga and New Westminster–Coquitlam = Élections partielles du 9 novembre 2009 : résultats officiels du scrutin : Cumberland–Colchester–Musquodoboit Valley, Hochelaga and New Westminster–Coquitlam
Title of series, where applicable	<p>No example</p> <p>Note: The Working Paper Series on Electoral Participation and Outreach Practices put this information on a separate page.</p>
Bibliography included	E.g. “Includes bibliographical references: pp. 35–40”
Notes	<ul style="list-style-type: none"> • These describe the characteristics of the publication: whether it is a revised edition; is unilingual, bilingual on inverted pages or bilingual in parallel (two columns per page); contains an index; etc. • Each note is followed by a period. • Notes can be run on or listed one below the other (and either flush left or centred). When they are run on, they should be separated by two spaces. • When a publication is in English and a French version appears as a separate publication, the note reads: Issued also in French under title: [French title]. • When a publication is in English and French on inverted pages, the note reads: Text in English and French on inverted pages. <p>Note: The French title used to be included here, but that practice stopped, starting with the by-election report of March 2010.</p> <ul style="list-style-type: none"> • When a publication is in both languages in parallel (two columns per page) and the English appears

CIP Element	Information and Guideline
	<p>first, the note reads: Text in English and French.</p> <p>Note: The order of the languages is the same in both the English CIP and the French Catalogage avant publication; the English comes first even in the French.</p>
ISBN (International Standard Book Number)	<p>Separate “ISBN” from the number by one space. Don’t use a colon.</p> <p>E.g. ISBN 978-1-100-50757-6</p>
Catalogue number	<p>Abbreviated to “Cat. No.” This is a Public Works number and allows libraries to order the publication. The number is preceded by a colon.</p> <p>E.g. Cat. No.: SE1-2/2009-1</p>
Catalogue subjects	<p>LAC specifies that these should be easily readable by being clearly separated from each other.</p> <ul style="list-style-type: none"> • The first subjects are introduced by Arabic numerals (1, 2). Subjects beginning with the publication title are introduced by Roman numerals (I, II). Numbers are followed by a period and one space. • Each subject is followed by a period. • Subjects can be run on or listed one below the other (and either flush left or centred). If they are run on, each subject should be followed by one space. • When a subject includes an internal period, it takes one space after. • Separate a subject and subtopic by an em dash with a space before and after. (This matches the style in French.) <ul style="list-style-type: none"> – Canada. Parliament — Elections. • When a subject is introduced by its title, the word <i>Title</i> is followed by a colon. • When a subject is introduced with the word <i>Title:</i> and the title of the publication includes a colon, change the colon to an en dash. <ul style="list-style-type: none"> – II. Title: Faire face à l’évolution des besoins – Recommandations du directeur général des élections du Canada à la suite de la 40^e élection générale.
Catalogue numbers	<p>These consist of the Library of Congress catalogue number, Dewey Decimal System catalogue number and LAC catalogue number. Note: We use the prime symbol (′) in the Dewey number.</p> <p>These appear on one line and are spaced equally across the text area. They don’t take periods after them.</p>

If You Find an Error

If you find an error in the content of a CIP notice – such as a comma missing after a year in the publication title – ask the printing production manager to contact the CIP team at LAC (cip.fed@lac-bac.gc.ca) and have them change it. They can send a new notice if necessary.

Copyright and Printing Information

- This doesn't repeat the publication's ISBN or catalogue number.
- The copyright statement should read as follows:
 - © Chief Electoral Officer of Canada, [year]
- There is one space after the copyright symbol, a comma after the copyright holder and no period at the end of the line.

Contact Information

See the examples on the next page.

Example: Text in English and French on Inverted Pages

Library and Archives Canada Cataloguing in Publication

Elections Canada

Report of the Chief Electoral Officer of Canada following the November 9, 2009, by-elections held in Cumberland–Colchester–Musquodoboit Valley, Hochelaga, Montmagny–L’Islet–Kamouraska–Rivière-du-Loup and New Westminster–Coquitlam

Text in English and French on inverted pages.

ISBN 978-1-100-51213-6

Cat. No.: SE1-2/2-2009

1. Canada. Parliament — Elections, 2009.
 2. Elections — British Columbia.
 3. Elections — Quebec (Province).
 4. Elections — Nova Scotia.
- I. Title.
 - II. Title: Rapport du directeur général des élections du Canada sur les élections partielles tenues le 9 novembre 2009 dans Cumberland–Colchester–Musquodoboit Valley, Hochelaga, Montmagny–L’Islet–Kamouraska–Rivière-du-Loup et New Westminster–Coquitlam.

JL193 E43 2010

324.971'073

C2010-980079-6E

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All rights reserved

Printed in Canada

For enquiries, please contact:

Public Enquiries Unit
Elections Canada
30 Victoria Street
Gatineau, Quebec
K1A 0M6
Tel.: 1-800-463-6868
Fax: 1-888-524-1444 (toll-free)
TTY: 1-800-361-8935
www.elections.ca

Example: Text in Parallel

For enquiries, please contact:

Public Enquiries Unit
Elections Canada
257 Slater Street
Ottawa, Ontario
K1A 0M6
Tel.: 1-800-463-6868
Fax: 1-888-524-1444 (toll-free)
TTY: 1-800-361-8935
www.elections.ca

Pour tout renseignement, veuillez vous adresser au :

Centre de renseignements
Élections Canada
257, rue Slater
Ottawa (Ontario)
K1A 0M6
Tél. : 1-800-463-6868
Télec. : 1-888-524-1444 (sans frais)
ATS : 1-800-361-8935
www.elections.ca

Library and Archives Canada Cataloguing in Publication

Elections Canada

By-elections November 29, 2010 : official voting results :
Dauphin–Swan River–Marquette, Vaughan and Winnipeg
North = Élections partielles du 29 novembre 2010 :
résultats officiels du scrutin : Dauphin–Swan River–
Marquette, Vaughan et Winnipeg-Nord

Text in English and French.

ISBN 978-1-100-52672-0
Cat. no.: SE1-2/2010-1

1. Canada. Parliament — Elections, 2010.
2. Elections — Canada.
 - I. Title.
 - II. Titre : Élections partielles du 29 novembre 2010 :
résultats officiels du scrutin : Dauphin–Swan River–
Marquette, Vaughan et Winnipeg-Nord.
 - III. Titre : Official voting results : Dauphin–Swan River–
Marquette, Vaughan and Winnipeg North.

JL193 E43 2011 324.971'073 C2011-980008-XE

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Printed in Canada

Catalogage avant publication de Bibliothèque et Archives Canada

Élections Canada

By-elections November 29, 2010 : official voting results :
Dauphin–Swan River–Marquette, Vaughan and Winnipeg
North = Élections partielles du 29 novembre 2010 :
résultats officiels du scrutin : Dauphin–Swan River–
Marquette, Vaughan et Winnipeg-Nord

Texte en anglais et en français.

ISBN 978-1-100-52672-0
N° de cat. : SE1-2/2010-1

1. Canada. Parlement — Élections, 2010.
2. Élections — Canada.
 - I. Titre.
 - II. Titre : Élections partielles du 29 novembre 2010 :
résultats officiels du scrutin : Dauphin–Swan River–
Marquette, Vaughan et Winnipeg-Nord.
 - III. Titre : Official voting results : Dauphin–Swan River–
Marquette, Vaughan and Winnipeg North.

JL193 E43 2011 324.971'073 C2011-980008-XE

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Imprimé au Canada

Example: Electronic Resource

For enquiries, please contact:

Public Enquiries Unit
Elections Canada
30 Victoria Street
Gatineau, Quebec
K1A 0M6
Tel.: 1-800-463-6868
Fax: 1-888-524-1444 (toll-free)
TTY: 1-800-361-8935
www.elections.ca

ISBN 978-1-100-19575-9
Cat. No.: SE1-5/1-2012E-PDF

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Statement of Merit Criteria Templates

Unilingual

Statement of Merit Criteria

Job Opportunity	Manager, Enquiries Operations and Systems
Reference Number	TBD
Organization	Elections Canada
Classification	IS-05

Essential Qualifications

Education

Undergraduate degree in a related field from a recognized university.

- Incumbents in IS positions who do not possess the formal education prescribed are deemed to meet the university degree standard based on their education, training and/or experience.
- For entry as an IS, an acceptable combination of education, training and/or experience will serve as an alternative to a university degree.

Experience

- Significant and recent experience* in the management of an inbound call centre for the general public.
- Experience in providing strategic and operational communications advice to senior management.
- Experience in planning and participating in the design and development of information systems as they apply to call centres.
- Experience in managing human and financial resources.

Knowledge

- Knowledge of interactive voice response and speech recognition systems currently in use in call centres.
- Knowledge of project management principles and practices.

*Significant and recent experience is defined as having performed the range of duties outlined for two consecutive years, within the last three years.

Abilities

- Ability to communicate effectively orally.
- Ability to communicate effectively in writing.
- Ability to lead effective negotiations with a variety of stakeholders.
- Ability to effectively manage human and financial resources.

Personal Suitability

Leadership

Effective interpersonal skills

Adaptability

Official Language Proficiency

Bilingual imperative – Level: CBC/CBC

Asset Qualifications

- Experience in the assessment and development of reference material for use by call agents in a call centre environment.
- Experience in developing and assessing outsourcing strategies in a call centre environment.
- Experience in managing business relationships with service providers.

Conditions of Employment

Reliability and Security: Enhanced Reliability Status

Operational Requirements

Availability and willingness to work overtime upon request.

Organizational Needs

Elections Canada is committed to meeting its Employment Equity goals. Members of the following Employment Equity group are encouraged to apply: Women.

Bilingual

STATEMENT OF MERIT CRITERIA
IS-05
(Enquiries)
ELECTIONS CANADA

ÉNONCÉ DES CRITÈRES DE MÉRITE
IS-05
(Renseignements)
ÉLECTIONS CANADA

ESSENTIAL QUALIFICATIONS

QUALIFICATIONS ESSENTIELLES

Education

Études

Degree from a recognized university.

Grade d'une université reconnue.

Experience

Expérience

Significant and recent experience in the management of a call centre for the general public.

Expérience appréciable et récente de la gestion d'un centre d'appels pour le grand public.

Experience in providing strategic and operational advice to management.

Expérience de la prestation de conseils stratégiques et opérationnels à l'intention de la direction.

Experience in planning and participating in the design and development of information systems as they apply to call centres.

Expérience de la planification et de la participation liée à la conception et au développement de systèmes d'information pour des centres d'appels.

Experience in managing human and financial resources.

Expérience de la gestion de ressources humaines et financières.

Knowledge

Connaissances

Knowledge of interactive voice response and speech recognition systems currently in use in call centres.

Connaissance des systèmes de réponse vocale interactive et de reconnaissance de la parole utilisés dans les centres d'appels.

Knowledge of project management principles and practices.

Connaissance des principes et des pratiques de gestion de projets.

Abilities

Ability to communicate effectively orally.
Ability to communicate effectively in writing.
Ability to lead effective negotiations with a variety of stakeholders.
Ability to effectively manage human and financial resources.
Ability to provide strategic and operational advice to senior management.

Capacités

Capacité de communiquer efficacement de vive voix.
Capacité de communiquer efficacement par écrit.
Capacité à mener des négociations efficaces avec divers intervenants.
Capacité à gérer efficacement des ressources humaines et financières.
Capacité à fournir des conseils stratégiques et opérationnels à l'intention de la haute direction.

Personal Suitability

Leadership
Effective interpersonal skills
Reliability

Qualités personnelles

Leadership
Relations interpersonnelles efficaces
Fiabilité

Official Language Proficiency

Bilingual imperative CBC/CBC

Compétences dans les langues officielles

Bilingue impératif CBC/CBC

ASSET QUALIFICATIONS

QUALIFICATIONS CONSTITUANT UN ATOUT

Experience

Experience in assessing and developing reference material for use by call agents in a call centre environment.
Experience in developing and assessing outsourcing strategies in a call centre environment.
Experience in establishing and maintaining business relationships with service providers.

Expérience

Expérience de l'évaluation et de la préparation de documents de référence à utiliser par les agents d'un centre d'appels.
Expérience de l'élaboration et de l'évaluation de stratégies d'impartition dans un contexte de centre d'appels.
Expérience de l'établissement et du maintien de relations d'affaires avec des fournisseurs de services.

Organizational needs

In support of achieving a diversified workforce and our employment equity goals, selection may be limited to candidates self-identifying as belonging to one of the following employment equity groups: Aboriginal people, women, persons with a disability and visible minorities.

Operational requirements

Willingness and ability to work overtime on request.

Condition of employment

Reliability and Security: Reliability Status

Besoins organisationnels

Afin de soutenir la mise en place d'une population active diversifiée et nos objectifs d'équité en matière d'emploi, le choix pourrait être limité aux candidats qui se sont auto-identifiés comme membres de l'un des groupes d'équité suivants : Autochtones, femmes, personnes handicapées ou minorités visibles.

Exigences opérationnelles

Consentement et capacité à effectuer des heures supplémentaires sur demande.

Conditions d'emploi

Fiabilité et sécurité : Cote de fiabilité

Compliance Agreement

(all margins at 1")

COMMISSIONER OF CANADA ELECTIONS (upper case, bold, 12 pt)

CANADA ELECTIONS ACT (upper case, italic, 12 pt)

Compliance agreement (italic, 12 pt)

This notice is published by the Commissioner of Canada Elections, pursuant to section 521 of the *Canada Elections Act*, S.C. 2000, c. 9 (hereafter referred to as the "Act").

On January 28, 2011, and pursuant to section 517 of the Act, the Commissioner of Canada Elections entered into a compliance agreement with Mr. Marc Rousseau (hereafter referred to as the "Contracting Party"), of the city of Val-d'Or, in the province of Quebec. The facts concern the Contracting Party's failure, at the time of the 2008 federal general election, to issue receipts for contributions of more than \$20, in accordance with subsection 404.4(1) of the Act.

Subsection 404.4(1) of the Act provides as follows: (how to cite a section)

Any person who is authorized to accept contributions on behalf of a registered party, a registered association, a candidate, a leadership contestant or a nomination contestant shall issue a receipt — of which he or she shall keep a copy — for each contribution of more than \$20 that he or she accepts.

The Contracting Party acknowledged and accepted responsibility for these acts, and undertook to comply with the relevant provisions of the Act in the future.

Prior to the conclusion of the compliance agreement, the Commissioner of Canada Elections took the following into account: (6 pts between each bullet)

- the co-operation of the Contracting Party;
- the timely admission of the facts; and
- the small amount of the contributions involved.

(2 spaces)

date)
(2 spaces)

(2 spaces)

Gatineau, January __, 2013 (space for the

Yves Côté, QC

Commissioner of Canada Elections

Checking Proofs

Proofs can take the form of PDF files and printer's blues.

PDF Files

- Compare them against the source (usually the final Word file). Look for anything that has moved and any other difference.
- If you see an error in the source, mark it on both the PDF and the source.
- In addition, keep the following in mind:
 - A PDF page will often appear slightly smaller than the original Word document.
 - The fonts may appear different (letters may be closer together, sometimes unevenly spaced), but this is acceptable. However, the actual fonts should match the original.
 - Line endings may differ from the original, but the text shouldn't reflow to the next page.

Printer's Proofs

Checking printer's proofs (also called "blues") is normally the proofreader's responsibility. When they arrive, they are your highest priority.

- Compare them against the source (usually the final Word file). Look for anything that has moved or been deleted and any other difference.
- If there is a correction to be made in the source, mark it on the source so that it can be made in the Word file; don't mark it on the blues.
- If the blues are in signatures, initial and date each signature.

Formatting Documents

Element	Description	What to Check
Margins	<p>Are usually set to match a template (e.g. letter, news release, background, information sheet).</p> <p>Different margins are set for documents that are three-hole punched to be inserted in binders. (Note: The desktop publisher usually asks the client before she formats a document whether it will be stapled or hole punched.)</p>	<p>Compare the formatted version with a printed sample to ensure that margins are correct.</p> <p>Make sure that margins are “mirrored” (i.e. left-hand page margin is 0.75", right-hand page margin is 1").</p>
Headings	<p>We usually follow a sample to determine sizes, fonts and spacing.</p> <p>For example:</p> <p>For a document with up to 3 levels:</p> <ul style="list-style-type: none"> • Level 1: 16 pt bold (or larger) • Level 2: 14 pt bold (or 2 sizes smaller than level 1 head) • Level 3: 12 pt bold <p>For a document with more than 3 levels:</p> <ul style="list-style-type: none"> • Level 1: 16 pt bold (or larger) • Level 2: 14 pt bold (or 2 sizes smaller than level 1 head) • Level 3: 14 pt bold italic • Level 4: 12 pt bold • Level 5: 12 bold italic <p>In a new document, the desktop publisher will decide on the levels (levels 1, 2, 3, etc.) and their corresponding sizes and fonts.</p>	<p>Check that heading levels are consistent throughout the document.</p> <p>Check that spacing is consistent above and below all headings.</p> <p>In a new document, if you’re unsure what level a heading should be, ask the client.</p> <p>Note: We do not underline headings.</p>
Lists	<p>Bulleted lists.</p> <p>Numbered lists.</p>	<p>Check that the bullets or numbers are aligned at the left margin and that there is a 6-pt space above each.</p> <p>Check that the numbers are consecutive.</p>

Element	Description	What to Check
Flow of text	In paragraphs and pages.	<p>Watch for any bad breaks created in the text reflow in paragraphs (e.g. don't separate numbers and their units).</p> <p>Watch how text flows from one page to the next (e.g. don't separate headings and paragraphs). Keep a minimum of two lines of a paragraph at the top or bottom of a page.</p>
Paragraph alignment	In bilingual documents (e.g. bilingual memos, Finance forms).	Alignment is especially critical in the <i>Federal Electoral Legislation</i> . Headings, sections and subsections in both languages must be aligned (note: paragraphs are not).
Block quotations		Check that they are indented 0.5" from the left margin and that the text is 11 pt.
Headers and footers		Proofread all headers and footers. A mistake will repeat in the rest of the document or section.
Page numbering		<p>The title page is counted as page 1, but the number doesn't appear. Check that all pages are numbered consecutively.</p> <p>In longer documents like reports, new sections begin on odd-numbered pages. If the previous (even-numbered) page is blank, the formatting may be set up so that this page doesn't appear.</p>
Table of contents		Ask the desktop publisher to regenerate this when all the corrections are done and the formatting of everything else is OK. This is the last step.
Other	Tables created in Excel.	Check that the style of numbers or percentages doesn't change (e.g. commas vs. spaces in numbers, periods vs. commas in percentages).

Elections Canada Correspondence

Format

Standards

For All Elections Canada Correspondence

- All letters must be of the highest quality: accurate, neat and in a standard format.
- Smudges, faulty printing, and so on are not acceptable.
- Use Times New Roman, 12-point. (**Note:** To fit on one page, the type size may be reduced.)
- Margins must be set as follows: left margin at 1.3"; other margins (right, top and bottom) at 1" (1.3" for short letters).
- Paragraphs are indented (tab at 1").
- The date is placed one space below the file number.
- The closing is aligned with the date line and is normally "Sincerely yours," "Yours sincerely," or "Yours truly,".
- The signature block is placed five spaces below the closing.
- If the letter includes a subject line, it is placed between the address block and the opening, is bold and is centred as follows:

Subject: Recommendation

- The second and succeeding page numbers are placed in the header (margin set at 0.75") and centred on the page, as follows:

- 2 -

Classification, File Number and Date

- When applicable, the security classification (e.g. confidential, secret) is typed in capital letters and in bold, in the top right corner, two spaces below the letterhead. The classification used is that of the highest security level of any material included. This is repeated on each page of the letter. The tab is set at 5.3". Classified replies require two envelopes; only the inside envelope shows the security classification.
- The file number is placed one or more spaces below the classification, as follows:

SECRET

Our file(s): 2011-XXXX

For the Chief Electoral Officer's Correspondence

Use the standards above, plus:

- Leave room for the date, which will be entered by the CEO's office.
- There is no subject line.
- The closing is indented 3.5" from the margin and is always "Yours truly,".
- The signature block should be the CEO's name and below it "Chief Electoral Officer."

Inside Address (in the Letter)

- The address must be complete.
- As a general rule, use the name, title and address given by the correspondent.
- For members of Parliament, check whether the letter is going to the member's riding office. (Consult the [Parliament of Canada](#) website or ask the desktop publisher or a project officer for Elections Canada's current list of MPs.)
- Use open punctuation (i.e. no punctuation at the end of the line).
- Placement is six spaces under the file number, four spaces under the date line, and at the left margin.
- The salutation follows, one space under the address.

Example:

The Honourable [name]
Minister of [department]
Member of Parliament for [ED name]
West Block
House of Commons
Ottawa, Ontario
K1A 0A6

For letters going to an individual's home, include:

- the name of the person
- the street address
- the apartment number (if there is one) placed before the street address, separated by an en dash
- the city, province (spelled out in full)
- the postal code

Example:

Ms. Amy Trent
12–112 Third Avenue
Ottawa, Ontario
K2A 5B6

For letters going to a business or organization, include:

- the name of the person to whom the letter is directed
- the person's title, if known
- the department, if known
- the name of the organization
- the street address or post office box number
- the city and province (spelled out in full)
- the postal code

Example:

Mr. Peter Smith
Director
Publication Services
Procommunications
45 Bay Street
Ottawa, Ontario
J9B 1T6

Special cases:

- If the name of the building is to be used, type it on a line by itself immediately above the street address.
- If the recipient has more than one title, repeat the titles used in the letter sent.
- Follow the organization's own official style for spelling and punctuating its name.
- Do not abbreviate any words.

For letters going outside the country:

- To the United States – the city, state and ZIP code must always be on one line, immediately following the street address.
- To other countries – the name of the country should be typed on the final line, in full, in capital letters.

Delivery Address on the Envelope

General format:

Non-address data (e.g. CONFIDENTIAL)

Addressee information

Delivery address information

City Prov. Postal code

Country (if outside Canada)

Examples:

PRIVATE AND CONFIDENTIAL
Ms. Kate Johnson
Devonshire Estates
104 23rd Avenue Northeast, Suite 2
Edmonton AB T4B 2J6

The Honourable [name], P.C., M.P.
Minister of [department]
West Block
House of Commons
Ottawa ON K1A 0A6

- Every line is formatted with a flush-left margin.
- Do not use punctuation to end the line unless it is part of the final word; do not punctuate between the street and unit number, between the municipality and province, or between the province and postal code.
- While other information is separated by one space, the postal code must be separated from the province by two spaces.
- On the envelope, use the two-letter Canada Post abbreviations for provinces and territories.

Alberta	AB	Northwest Territories	NT	Prince Edward Island	PE
British Columbia	BC	Nunavut	NU	Quebec	QC
Manitoba	MB	Nova Scotia	NS	Saskatchewan	SK
New Brunswick	NB	Ontario	ON	Yukon	YT
Newfoundland and Labrador	NL				

- The province may be written out in full. In that case, the postal code is placed on a separate line, flush left.

Sample Layouts: Letters

Letter Format – Chief Electoral Officer’s Correspondence (on CEO Letterhead)

left margin 1.3"

(minimum two hard returns from top)

right margin 1"

(one hard return)

(3.5") Our file: 2010-

(three hard returns)

(3.5") [date stamped]

[Name of addressee

Title

Organization

Street address

City, Province

Postal code]

(one hard return)

Dear Mr./Mrs./Ms. []:

(one hard return)

(1") I am writing in response to your letter of [date], addressed to [], regarding ... (If it is a complaint. Otherwise, "I wish to thank you for ... ")

I appreciate the time you took to express your concerns.

(one hard return)

(five hard returns)

(3.5") Yours truly,

(3.5") Marc Mayrand
Chief Electoral Officer

(one hard return)

Encl.

(one hard return)

c.c.: Ms. []

Returning Officer for []

Committee Chair – House of Commons

Our file: 2010-

Mr. Joe Preston, M.P.
Chair, Standing Committee on Procedure
and House Affairs
Sixth Floor, 131 Queen Street
House of Commons
Ottawa, Ontario
K1A 0A6

Dear Mr. Preston:

This is further to my appearance of May 25, 2010, before the Standing Committee on Procedure and House Affairs to discuss Elections Canada's Main Estimates.

In response to a question from Mr. Reid regarding the number of employees at Elections Canada (i.e. Full-Time Equivalents – FTEs), you will find attached statistics for the past 10 years, with a breakdown by key program.

I am pleased to also provide information in response to questions from Mr. Albrecht regarding Elections Canada's outreach activities aimed at youth, specifically the Student Vote initiative. Elections Canada has retained the services of Student Vote for the 2004, 2006 and 2008 general elections to provide a public education program that targets teachers, principals, school boards, media outlets and other stakeholders in an effort to educate students in elementary and secondary schools across Canada about elections and to instill a habit of voting.

As part of the Student Vote curriculum, registered schools are encouraged to host all-candidates meetings during the election period. The program also offers students the opportunity to vote for candidates in their riding, in a parallel general election. Results are reported on the Student Vote website and on national and regional media following an election.

For the 2008 federal election, over 500,000 students in more than 3,000 schools across Canada participated in this innovative educational program, the highest participation to date compared to 265,000 students in 1,100 schools when the program was first offered in 2004. Evaluations conducted by Student Vote following the 2008 federal election have pointed to strong endorsements of the program by teachers and students.

Elections Canada has commissioned Student Vote to deliver this program for the 41st general election, with the goal of reaching 600,000 students in 3,500 schools.

I invite members of the Committee to contact Student Vote directly at www.studentvote.ca or call 1-866-488-8775 if they have any questions about promoting or participating in the program.

I trust that this information will be of assistance to you, and I invite you to contact me if you have any further questions.

Yours truly,

Marc Mayrand
Chief Electoral Officer

Encl.

c.c.: Ms. Angela Crandall
Clerk of the Committee

Committee Chair – Senate

Our file: 2011-

The Honourable Joseph A. Day, Senator
Chair, Standing Senate Committee on
National Finance
The Senate
Ottawa, Ontario
K1A 0A4

Dear Senator Day:

This letter is in response to questions regarding Elections Canada’s budgeting process in relation to potential by-elections which were raised during an appearance by Treasury Board officials before the Standing Senate Committee on National Finance on February 15, 2011, to discuss the Supplementary Estimates (C). On February 17, 2011, Treasury Board asked my Office to provide an answer directly to your Committee to the following question: “Why does Elections Canada not include funds for an average number of by-elections in its forecasts of statutory spending in the Main Estimates?”

The Office of the Chief Electoral Officer is funded by and operates under two separate budget authorities. The first is an annual parliamentary appropriation, which provides for the salaries of permanent full-time staff. This component requires the approval of Parliament. The second is the statutory authority that draws directly from the Consolidated Revenue Fund. This authority funds all other Elections Canada expenditures, including the costs of preparing for and conducting electoral events. While there is no requirement for annual approval of statutory spending, an amount for election readiness activities is included every year in the Main Estimates as an indication of potential expenditures and for information purposes only. However, the funding requirement of electoral events is not included in the Main Estimates because the timing is not easily apparent or known to Elections Canada.

Elections Canada’s approach to each electoral event entails careful planning, budgeting and reporting so that it can allocate and account for statutory expenditures. Once an event has been conducted, Elections Canada reports on its spending. This is consistent with its statutory authority and reflects the fact that the date of an event is determined by the government of the day without Elections Canada having any advance notice. This approach also avoids any perception of speculation about the timing of an electoral event.

- 2 -

I trust that this information will be of assistance to you, and I invite you to contact me if you have any questions.

Yours truly,

Marc Mayrand
Chief Electoral Officer

c.c.: Mr. Adam Thompson
Clerk of the Committee

Response Letter – Certificate of Election

Mr. Wayne Marston
Member of Parliament for Hamilton East–
Stoney Creek
La Promenade Building
House of Commons
Ottawa, Ontario
K1A 0A6

Dear Mr. Marston:

Further to a request from your office, please find enclosed an additional certificate of your 2011 election.

Yours truly,

Marc Mayrand
Chief Electoral Officer

Encl.

Letter Format – Other Correspondence (on Elections Canada Letterhead)

left margin 1.3"
(if applicable)

right margin 1"

SECRET

(if applicable)

(3.5") Our file:

(3.5") October 1, 2010

(three hard returns)

[Name of addressee
Title
Organization
Street address
City, Province
Postal code]

(if applicable)

Subject: Recommendation

Dear Mr./Mrs./Ms. []:

(one hard return)

(1") I am writing in response to your letter of [date], addressed to [], regarding ...

I appreciate the time you took to express your concerns.

(one hard return)

(3.5") Yours truly,

(five hard returns)

(3.5") (sender)

(3.5") Director of [. . .]

(one hard return)

Encl.

(one hard return)

c.c.: Ms. []

Returning Officer for []

(top and bottom margins 1"; left margin 1.3"; right margin 1")
(one or two returns)
(indent 3.5")
(one return)

Our file: 2010-123456

[date] (omit for CEO's letters)

(three returns)

Mr. Bob Crowe
1101-56 Clarke Street
Ottawa, Ontario
K1S 0A4

(one return)

Dear Mr. Crowe:

(one return)

(indent 1") I have received your letter of June 2, 2004, regarding the package of information Elections Canada sent to you about the voting process for the current general election.

(indent 1") The information about registering on election day at the polling station was written in general terms for some 80,000 electors, for distribution in adapted formats through the Canadian National Institute for the Blind. It is regrettable that it left the erroneous impression that a driver's licence is the preferred or only acceptable piece of identification.

(indent 1") Acceptable identification is one valid official document showing the voter's name, address and signature (such as a driver's licence) or two valid official documents, one showing the voter's name and address (such as a telephone or electricity bill), and one showing the name and signature (such as a health card or a library card).

(indent 1") A passport that shows your name and signature is acceptable identification for registration, but you would also need to bring another document that shows your name and address.

(indent 1") Because I understand that the CNIB issues different kinds of membership cards, I cannot say that every CNIB card satisfies all of the identification requirements. For example, if your CNIB card has your name and address on it (but not your signature), the card should satisfy one requirement. You would then have to bring identification with your name and signature on it.

(indent 1") To have your name added to the voters list on election day at your polling station, you may also make a sworn statement of your identity and residence. You would need to be accompanied by another elector already registered in the same polling division who would vouch for you by making a sworn statement.

(indent 1") My Office has put together a set of guidelines, which is enclosed with this letter. We will also be distributing these guidelines to members of Parliament in the electoral districts that they represent.

(indent 1") I wish to thank you for bringing your concern to my attention. I trust that the information in this letter clarifies this matter. We will modify our information at the next election to be more sensitive to those who do not have a driver's licence.

(indent 1") If you have questions, please do not hesitate to call my Office at 1-800-463-6868.

(one return)

(indent 3.5")

Yours truly,

(5 returns before the name if possible)

(indent 3.5")

Marc Mayrand
Chief Electoral Officer

(one return)

Encl.

(one return)

c.c.: Ms. Mary Pearson
Executive Director, CNIB

<p>Note: If the letter is not going on CEO letterhead, the signature block should read CEO of Canada.</p>
--

Letter Sent by E-mail

Our file: 2010-

Mr. Brian Hancock
Director of Voting System Testing & Certification
U.S. Election Assistance Commission

Dear Mr. Hancock:

I am writing to confirm your agreement, at the invitation of COGEL's 2010 Program Committee, to serve as a panellist at the 32nd Annual COGEL Conference to be held from December 5–8, 2010, at the Fairmont in Washington, D.C.

The panel, entitled "Elections Update: Current Trends in Legislation and Litigation," is scheduled to take place on Monday, December 6 from 1:45 to 3:15 p.m. The first 60 minutes of the session will be reserved for the panellists' presentations.

This year, the panel will focus on current trends, electoral legislation, litigations and challenges facing electoral management bodies in the areas of voter identification rules, voting opportunities and legislation enabling the use of technology.

For reference, I am attaching a list of "top tips" for moderators and panellists. These reminders about what makes a session most effective are drawn directly from prior conference evaluations. We hope they will be useful to you.

Please feel free to contact me if you have any questions or if I can help in any way, by e-mail at marc.mayrand@elections.ca or by phone at 613-993-5755.

I look forward to sharing this panel with you and trust that it will be a lively and engaging discussion.

Yours truly,

Marc Mayrand
Chief Electoral Officer of Canada

Att.: Top Tips and Policies for the 2010 COGEL Conference

c.c.: Ms. LeeAnn Pelham, 2010 Program Committee Chair (leeann.pelham@lacity.org)
Ms. Diane Gill, COGEL Executive Director (director@cogel.org)

General Rules for Content

Language Requirements

General Public

As a general rule, correspondence should be answered in the language of the incoming letter. All correspondence initiated here should be prepared in the preferred official language of the recipient.

When appropriate, the letter should be accompanied by a version in the second official language. The second version is not signed, and it carries the heading in bold “**English version**” or “**Version française**” centred on the top line. **Note:** This situation is very rare.

Political Parties

When preparing letters for political parties, verify that your list of names and addresses is correct and ascertain the preferred language of correspondence. For the latest list of political party names (full name, short form and abbreviation) and their office addresses, check our [website](#).

Points of Style

General

- Use plain language.
- Always use courtesy titles in the salutation: Mr., Mrs., Miss, Ms. or Dr. If unsure and the correspondent is known to be female, use Ms. If the recipient’s name is not known, address the letter to “Dear Sir/Madam:”.
- Beware of “unisex” names like Pat, Jean, Merle. If uncertain as to whether the addressee is a man or a woman, call and ask or use a neutral form of address (e.g. Dear Pat Smith:).
- Refer to provincial premiers as “Honourable,” except in Quebec, where “Monsieur (Madame) le premier ministre” is preferred.
- In the body of letter, refer to Cabinet ministers as “the Honourable” in the first instance, then as “Mr./Mrs./Miss/Ms./Dr.”
- Use proper titles of committees, reports, government departments, etc.
- Refrain from using acronyms.
- When appropriate, add “Encl.” for enclosures, with a capital “E”.
- Avoid splitting names and dates at the end of a line and paragraphs at the end of a page.
- Do not split (hyphenate) words at the end of a line; carry the full word over to the next line.
- Avoid widows and orphans: do not carry over a partial line at the end of a paragraph to the next page or finish a paragraph with a single (small) word alone on a line.

Some Useful Phrases

Opening

Note: Whenever possible, avoid starting the first sentence of a letter with the pronoun “I.” The first sentence should address the subject of the letter directly. Note that this does not apply to letters signed by the Chief Electoral Officer. In the rare cases a subject line is required, it should be centred and in bold type as follows: “**Subject: XXXXXX**”.

Dear Mr. (Ms.) Smith:

- I have received your letter of [date], regarding ...
- This is in response to your letter of [date], regarding ...
- Further to your request of [date] [for follow-up/information] ...
- I have received your letter of [date], in which you expressed your concern [that/about] ...
- [Mr. X] has forwarded to my attention your letter of [date] ...

Body

General

- I am pleased to provide you with a copy of [this report] and trust that it will be of interest to you.
- Please take particular note of ...
- In keeping with the practice following a general election, ...
- I would like to assure you that Elections Canada is committed to ensuring that polling stations satisfy the needs of electors.
- It is worth noting that polling stations for federal and provincial elections are frequently in different locations.
- I have asked the returning officer to ensure that established procedures are always followed, to prevent any recurrence.
- You may be interested to know that procedures are in place to guard against voting by a person who is not qualified.
- The information provided on the application for registration and special ballot is confidential and will be used for electoral purposes only. The voters lists are not available to [the Canada Revenue Agency].
- I am pleased to confirm that your name has been put on our mailing list to receive regular updates as they become available.
- I have also taken the liberty of enclosing [some background information on the referendum / the general election / the Canadian electoral process].
- I trust that this documentation will assist you in your [research/work].

- I wish to congratulate you on your very useful initiative.
- I appreciate your interest in the electoral process and wish you every success in your [school] project.

For Members of Parliament (and Certain Groups, Associations, etc.)

- I trust this information will be helpful in answering your [members'/constituents'] concerns.
- I trust this [explanation/information] will assist you in replying to [your constituent].
- I trust this information will be sufficient to enable you to respond to the concerns of your constituents and other Canadians.
- Please do not hesitate to contact me in the future about this or any other matter of importance to you.
- Please do not hesitate to contact me at any time on any matter of interest to you and to your members.
- Please do not hesitate to write to me again if you have any further comments.
- I would like to take this opportunity to thank you for the interest you have shown.

Not in Our Mandate, etc.

- I am not in a position to comment on [...], as it does not come under my jurisdiction. However, should you be interested in pursuing this matter further, may I suggest that you write to [...].
- As Chief Electoral Officer, I am bound by the provisions of the *Canada Elections Act*.
- In light of these sections of the *Canada Elections Act*, I am not in a position to grant your request. This would require an amendment to the legislation, which only Parliament can enact.
- While I can assure you that your comments have been noted, I should point out that Elections Canada's mandate is to administer the *Canada Elections Act*; we are not in a position to vary its provisions. Any further responsibility relating to the franchise of Canadians remains with the Parliament of Canada and the courts.
- Voter eligibility is determined in accordance with the *Canada Elections Act*.
- It appears likely that you are eligible to register as a resident Canadian outside your electoral district during the election period. I have asked that your name and address be recorded so that you may be sent the registration form and guide as soon as an election is called.
- As a new Canadian citizen, you have the right to vote if you are 18 years of age or older on election day. Please accept my congratulations on becoming a citizen and acquiring the right to vote in Canada.
- Should you require additional information regarding [...], you may wish to forward your inquiry to [...].
- I suggest that you contact the [Consulate General / Canadian Embassy] in [...] to obtain the list of candidates in your electoral district. This list will be available on or after [...].

Regrets

- **(rare)** I regret any inconvenience this situation may have caused, and I appreciate your continued interest in serving in future electoral events.
- Unfortunately, in a few rare cases such as the one you describe, the records of the department supplying the mailing list are not up to date. I appreciate having this matter brought to our attention and will forward this information to the appropriate department.
- I thank you for bringing this important matter to my attention. We have taken the necessary steps to ensure that this situation does not happen again.
- I appreciate that this is not the reply you wanted to receive, but I trust that you will understand the reason for this final decision.
- I fully appreciate the problems created by inaccurate information regarding the accessibility of polling stations; your concern with respect to this matter is valued.
- I appreciate having this (regrettable) matter brought to my attention.
- I thank you for taking the time to bring this matter to my attention and can assure you that your comments are being taken seriously.
- I refer you to section [...] of the [*Canada Elections Act / Referendum Act*], ...
- **(next of kin of deceased elector)** I have taken steps to have the file with the outdated information corrected immediately. I wish to express my appreciation to you for writing to me about a subject that is understandably painful to you.

Closing

- Chief Electoral Officer's signature: "Yours truly,".
- Other: "Yours truly," "Yours sincerely," or "Sincerely yours,".

Closing Phrases

- I can assure you that your assistance will be most appreciated in our effort to ensure that [Canadians residing outside Canada] are given the opportunity to exercise their franchise.
- I wish to extend my thanks for your assistance in helping Elections Canada ensure that the electoral process is accessible to everyone.
- I trust that this information answers your concerns, and I wish to thank you for taking the time to express them.
- In closing, ...
- I appreciate this expression of your concerns. Your comments will be most [useful/helpful] in our discussions with all returning officers, as we prepare for the next federal election.
- I thank you for sharing with me your views on these important matters.

- In view of the importance of this matter, I have taken the liberty of sending a copy of your letter and of this reply to [...].
- I appreciate your promptness in bringing this situation to my attention, and I welcome your interest in the integrity of the federal electoral system.
- I thank you for taking the time to forward your ideas on such important matters as [cost cutting] and [better communication].
- I thank you for your interest in this matter.
- I appreciate your effort to share your concerns with me, and thank you for [serving during / your contribution to the successful conduct of] the federal referendum.
- I trust that the situation is now resolved and ...
- I trust that this addresses the query you raised in your letter.
- I appreciate the expression of your views on this matter, and I welcome your interest in the electoral process.
- I appreciate your interest in the electoral system, and I trust the above information provides the answers you have requested.

Responding to Criticism

- If a returning officer has made an error, say:
 - “[...] (returning officer) has expressed his/her regrets ...”
- When warranted:
 - “It is unfortunate that ...”
 - “... this regrettable matter ...”
 - “Unfortunately, these procedures were not followed in your case.”
- Do not use the word “apologize” unless it is a personal apology.
- In the Chief Electoral Officer’s correspondence, lateness of the response should not be mentioned.

Samples of Pre-approved Texts for General Responses, and for Responses from the Chief Electoral Officer

General

We acknowledge receipt of the electronic message you sent to Elections Canada on [date]. Your message has been forwarded to the appropriate directorate, and an answer will be sent to you shortly.

Elections Canada is the non-partisan agency responsible for the conduct of federal elections and referendums. Consequently, further action regarding your comments is beyond Elections Canada's mandate. Perhaps you intended to address your comments to your member of Parliament. According to the address indicated in your e-mail message, your MP is [MP name], who is affiliated with the [name of a registered political party]. Your MP can be reached at:

For more information about Canada's federal electoral system, visit our website at www.elections.ca or call 1-800-463-6868, toll-free in Canada and the United States. Our hours of operation are from Monday to Friday, 9:00 a.m. to 5:00 p.m. (Eastern Time).

Introduction to Answers from the Chief Electoral Officer

Following your [comments/request for information], received at Elections Canada by [e-mail/telephone] on [date], please find below the [reply/information] from the Chief Electoral Officer of Canada, Marc Mayrand:

Thank you.

Particular Cases

Thank you for your e-mail of [date], in which you requested an explanation for a donation to the [name of a registered political party] from a donor identified as "[name]."

Elections Canada is the non-partisan agency responsible for the conduct of federal elections and referendums. Consequently, your request should be addressed directly to the [name of a registered political party].

We invite you to visit our website at www.elections.ca. After selecting "English," click on Political Participants > List of Political Parties. This will allow you to contact the [name of a registered political party] and ask for the information you are seeking. You may wish to write to the [name of a registered political party] headquarters at the following address:

[Name of a registered political party
Postal address
City, Province
Postal code]

This is in response to your e-mail of [date], requesting information on registering a political party and on running independently in the next federal election.

We invite you to consult our website at www.elections.ca. After selecting “English,” click on Voters > Backgrounders on the Electoral Process > Registration of Federal Political Parties. You will find there the necessary information on registering a federal political party.

For information on presenting yourself as an independent candidate, simply click on the next title, “Important Considerations for Prospective Candidates.”

Styles of Address

Note: The following styles of address are for federal dignitaries. Those for provincial/territorial or other dignitaries are listed on the [Canadian Heritage website](#).

Notes

- To check whether a name takes a post-nominal letter, see the official lists of MPs and senators.
- We use periods in “M.P.,” “P.C.,” etc. in address blocks, in accordance with the styles of address set out by Canadian Heritage. This is an exception to our normal style for [abbreviations](#).
- MPs are identified in the address block in one of two ways:
 - If they are receiving the letter in their capacity as MPs (e.g. distribution of CEO’s report), we indicate “Member of Parliament for [electoral district]” on a separate line.
 - If they are receiving the letter in another capacity (e.g. as the chair of a committee), we indicate “M.P.” after their name.

Dignitary	Salutation	Final Salutation	In Conversation
Governor General of Canada			
His/Her Excellency the Right Honourable (full name), C.C., C.M.M., C.O.M, C.D.* Governor General of Canada Rideau Hall 1 Sussex Drive Ottawa, Ontario K1A 0A1	Excellency:	Yours truly,	“Your Excellency” or “Excellency” first, then “Sir” or “Madam”
*The Governor General may have other post-nominal letters, such as P.C. or Q.C.			
Spouse of the Governor General of Canada			
Her/His Excellency (full name), C.C. Rideau Hall 1 Sussex Drive Ottawa, Ontario	Excellency: / Dear Mr./Mrs. (name):	Yours sincerely,	“Your Excellency” or “Excellency” first, then “Madam” or “Sir”

Dignitary	Salutation	Final Salutation	In Conversation
K1A 0A1			

Dignitary	Salutation	Final Salutation	In Conversation
Former Governor General of Canada			
The Right Honourable (full name), C.C., C.M.M., C.D.* Address	Dear Mr./Mrs. (name):	Yours sincerely,	“Mr./Mrs.” (name) or formal “Sir/Madam”
*A former governor general may have other post-nominal letters, such as P.C. or Q.C.			
Prime Minister of Canada			
The Right Honourable (full name), P.C.* Prime Minister of Canada Member of Parliament for [electoral district] Langevin Block Ottawa, Ontario K1A 0A2	Dear Prime Minister: or Prime Minister:	Yours sincerely,	“Prime Minister” first, then “Mr./Mrs./Ms./Miss (name)”
Note: Do not use the salutation “Mr. Prime Minister.”			
*The Prime Minister may have other post-nominal letters, such as Q.C.			
Former Prime Minister of Canada			
The Right Honourable (full name), P.C., and other post nominal letters, if applicable Address	Dear Mr./Mrs./Ms./Miss (name):	Yours sincerely,	“Sir/Madam” or “Mr./Mrs./Ms./Miss (name)”
Canadian Ministry			
Cabinet ministers The Honourable (full name), P.C. Minister of _____ Member of Parliament for [electoral district] House of Commons Ottawa, Ontario K1A 0A6	Dear Minister:	Yours sincerely,	“Minister” first, then “Mr./Mrs./Ms./Miss (name)”
	Dear Colleague: (between colleagues)	Yours sincerely,	

Dignitary	Salutation	Final Salutation	In Conversation
Secretaries of State The Honourable (full name), P.C. Secretary of State (Portfolio) Member of Parliament for [electoral district] House of Commons Ottawa, Ontario K1A 0A6	Dear Secretary of State:	Yours sincerely,	“Secretary of State” first, then “Mr./Mrs./Ms./Miss (name)”
	Dear Colleague: (between colleagues)	Yours sincerely,	
Note: Members of the Ministry are members of the Queen’s Privy Council for Canada, using the initials P.C. after their name. They retain the title “Honourable” for life. Do not use the salutations “Mr. Minister,” “Madame Minister,” “Mr. Secretary of State” or “Madame Secretary of State.”			
Speaker of the Senate			
The Honourable (full name) Speaker of the Senate Senator The Senate Ottawa, Ontario K1A 0A4	Dear Mr. Speaker: Dear Madam Speaker:	Yours sincerely,	“Mr. Speaker” or “Madam Speaker”
Note: A senator who is a member of the Canadian Privy Council is addressed as “Senator the Honourable (name), P.C.”			
After a senator retires, he/she retains the title “Honourable” but the salutation is “Dear Sir/Madam” or “Dear Mr./Mrs./Ms./Miss (name).”			
Speaker of the House of Commons			
The Honourable (full name), M.P. Speaker of the House of Commons House of Commons Ottawa, Ontario K1A 0A6	Dear Mr. Speaker: Dear Madam Speaker:	Yours sincerely,	“Mr. Speaker” or “Madam Speaker”
Chief Justice of Canada			
The Right Honourable (full name), P.C. Chief Justice of Canada Supreme Court of Canada Ottawa, Ontario K1A 0J1	Dear Chief Justice:	Yours sincerely,	“Mr./Madam Chief Justice” first then “Sir/Madam” or “Mr./Mrs./Ms./Miss (name)”
Judges of Superior Courts			
Supreme Court and Federal Court The Honourable (full name) Judge of the _____ Court of Canada Address	Dear Mr./Madam Justice (name):	Yours sincerely,	“Mr./Madam Justice”

Dignitary	Salutation	Final Salutation	In Conversation
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Senators

The Honourable (full name), Senator The Senate Ottawa, Ontario K1A 0A4	Dear Senator (name):	Yours sincerely,	“Senator (name)”
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Note: A senator who is a member of the Queen’s Privy Council is addressed as “Senator the Honourable (full name), P.C.”

After a Senator retires, he/she retains the title “Honourable” for life but the salutation is “Dear Sir/Madam” or “Dear Mr./Mrs./Ms./Miss (name).”

Members of the House of Commons

Mr. (full name) or The Honourable (full name), P.C. Member of Parliament for [electoral district] House of Commons Ottawa, Ontario K1A 0A6	Dear Mr./Mrs./Ms./Miss (name):	Yours sincerely,	“Mr./Mrs./Ms./Miss (name)”
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Note: Members of the House of Commons who are members of the Queen’s Privy Council retain the title “Honourable” for life and use the initials “P.C.” after their name.

Canadian Ambassadors / High Commissioners Abroad

Mr./Mrs. (full name) Ambassador of Canada to _____ / High Commissioner for Canada to _____ Address	Dear Ambassador / High Commissioner:	Yours sincerely,	“Mr. / Madam Ambassador / High Commissioner”
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Note: If a Canadian ambassador or high commissioner happens to be in Canada, or for a Canadian abroad, the form used is simply Ambassador or High Commissioner. The title “Excellency” is not accorded by a Canadian citizen to a Canadian ambassador or high commissioner, but is given by the government and citizens of the country to which the person is accredited.

Source: [Canadian Heritage](#)

Memoranda

Memoranda are used for internal communications. Since a memorandum is less formal than a letter:

- it is formatted flush left (with a non-justified right margin)
- all margins are set at 1"
- the introductory elements (recipient, sender, date, etc.) appear under the logo and precede the text body; note that the subject is in bold letters
- paragraphs begin at the margin and are usually not indented
- depending on the importance of the memorandum, the sender: 1) does not sign the memo, 2) initials the memo, or 3) signs the memo

Bilingual Memoranda

Bilingual Memorandum Template – Paper – External

Our file: 2010-0000	N/Réf. : 2010-0000
Date: January 26, 2010	Date : Le 26 janvier 2010
To: Financial agents of electoral district associations	Dest. : Agents financiers des associations de circonscription
Copy to: Chief agents, registered political parties, auditors	Copie : Agents principaux, partis politiques enregistrés, vérificateurs
Subject: Training sessions for financial agents of electoral district associations	Objet : Séances de formation à l'intention des agents financiers des associations de circonscription

This is to advise you that, in light of the upcoming deadline for filing financial returns, we will be holding a series of information sessions across the country for financial agents. The sessions will be held from February 10 to March 28, 2010, in the following cities: Vancouver, Edmonton, Calgary, Saskatoon, Winnipeg, Toronto, London, Ottawa, Montréal, Québec and Halifax.

The three-hour sessions will consist of two components. The first will be a detailed overview of the political financing obligations set out in the *Canada Elections Act*. This overview will take about two hours, followed by a short break. The second component will be a brief demonstration of the Electronic Financial Returns (EFR) software that can be used to issue contribution receipts and prepare the return. The EFR demonstration will take about one hour. Throughout the sessions, we will also provide helpful tips on completing the return and how to avoid the most common errors.

Puisqu'il sera bientôt temps de déposer vos rapports financiers, nous organisons une série de séances d'information à travers le pays à l'intention des agents financiers. Ces séances auront lieu du 10 février au 28 mars 2010 dans les villes suivantes : Vancouver, Edmonton, Calgary, Saskatoon, Winnipeg, Toronto, London, Ottawa, Montréal, Québec et Halifax.

Ces séances de trois heures comprennent deux parties. La première consiste en un aperçu détaillé des obligations décrites dans la *Loi électorale du Canada* en matière de financement politique. Cet aperçu dure environ deux heures et est suivi d'une courte pause. La seconde partie consiste en une brève démonstration du logiciel Rapports financiers électroniques (RFE) que l'on peut utiliser pour délivrer des reçus de contribution et pour préparer le rapport. Cette démonstration du RFE dure environ une heure. Tout au long des séances, nous donnerons aussi de précieux conseils pour remplir le rapport et sur les façons d'éviter les erreurs les plus fréquentes.

Enclosed you will find information on the locations, dates and times, as well as the official language in which each session will be presented.

We would ask that you advise us, **no later than 10 days before your chosen session**, of the names of the people who will attend each session, as outlined in the attached form. You may complete this form and return it by fax to 1-888-523-9333 or 613-990-2530, or send the same information by e-mail to lise.vallee-obal@elections.ca. Please register early as space may be limited.

If you require further information on this matter or if you have questions regarding the information enclosed, please do not hesitate to call the Election Financing Support Network at 1-800-486-6563.

Vous trouverez ci-jointe l'information relative aux lieux, dates et heures des séances ainsi qu'une mention de la langue officielle dans laquelle chacune des séances se déroulera.

Nous vous demandons de nous transmettre le nom des personnes qui participeront aux séances présentées dans les pages ci-jointes, et ce, **au plus tard 10 jours avant la séance que vous aurez choisie**. Vous pouvez remplir le formulaire et nous le retourner par télécopieur au 1-888-523-9333 ou au 613-990-2530, ou encore nous transmettre l'information par courriel à lise.vallee-obal@elections.ca. Ne tardez pas à vous inscrire, car le nombre de places est limité.

Si vous avez besoin de renseignements supplémentaires à ce sujet ou si vous avez des questions concernant l'information ci-jointe, n'hésitez pas à appeler le Réseau de soutien du financement électoral, au 1-800-486-6563.

Le sous-directeur général,
Financement politique

François Bernier
Director General
Political Financing

Encl.

p.j.

Bilingual Memorandum Template – Paper – Internal



Our file: 2010-0000	N/Réf. : 2010-0000
Date: January 26, 2010	Date : Le 26 janvier 2010
To: Financial agents of electoral district association	Dest. : Agents financiers des associations de circonscription
Copy to: Chief agents, registered political parties, auditors	Copie : Agents principaux, partis politiques enregistrés, vérificateurs
Subject: Training sessions for financial agents of electoral district associations	Objet : Séances de formation à l'intention des agents financiers des associations de circonscription

This is to advise you that, in light of the upcoming deadline for filing financial returns, we will be holding a series of information sessions across the country for financial agents. The sessions will be held from February 10 to March 28, 2010, in the following cities: Vancouver, Edmonton, Calgary, Saskatoon, Winnipeg, Toronto, London, Ottawa, Montréal, Québec and Halifax.

The three-hour sessions will consist of two components. The first will be a detailed overview of the political financing obligations set out in the *Canada Elections Act*. This overview will take about two hours, followed by a short break. The second component will be a brief demonstration of the Electronic Financial Returns (EFR) software that can be used to issue contribution receipts and prepare the return. The EFR demonstration will take about one hour. Throughout the sessions, we will also provide helpful tips on completing the return and how to avoid the most common errors.

Puisqu'il sera bientôt temps de déposer vos rapports financiers, nous organisons une série de séances d'information à travers le pays à l'intention des agents financiers. Ces séances auront lieu du 10 février au 28 mars 2010 dans les villes suivantes : Vancouver, Edmonton, Calgary, Saskatoon, Winnipeg, Toronto, London, Ottawa, Montréal, Québec et Halifax.

Ces séances de trois heures comprennent deux parties. La première consiste en un aperçu détaillé des obligations décrites dans la *Loi électorale du Canada* en matière de financement politique. Cet aperçu dure environ deux heures et est suivi d'une courte pause. La seconde partie consiste en une brève démonstration du logiciel Rapports financiers électroniques (RFE) que l'on peut utiliser pour délivrer des reçus de contribution et pour préparer le rapport. Cette démonstration du RFE dure environ une heure. Tout au long des séances, nous donnerons aussi de précieux conseils pour remplir le rapport et sur les façons d'éviter les erreurs les plus fréquentes.

Enclosed you will find information on the locations, dates and times, as well as the official language in which each session will be presented.

We would ask that you advise us, **no later than 10 days before your chosen session**, of the names of the people who will attend each session, as outlined in the attached form. You may complete this form and return it by fax to 1-888-523-9333 or 613-990-2530, or send the same information by e-mail to lise.vallee-obal@elections.ca. Please register early as space may be limited.

If you require further information on this matter or if you have questions regarding the information enclosed, please do not hesitate to call the Election Financing Support Network at 1-800-486-6563.

Vous trouverez ci-jointe l'information relative aux lieux, dates et heures des séances ainsi qu'une mention de la langue officielle dans laquelle chacune des séances se déroulera.

Nous vous demandons de nous transmettre le nom des personnes qui participeront aux séances présentées dans les pages ci-jointes, et ce, **au plus tard 10 jours avant la séance que vous aurez choisie**. Vous pouvez remplir le formulaire et nous le retourner par télécopieur au 1-888-523-9333 ou au 613-990-2530, ou encore nous transmettre l'information par courriel à lise.vallee-obal@elections.ca. Ne tardez pas à vous inscrire, car le nombre de places est limité.

Si vous avez besoin de renseignements supplémentaires à ce sujet ou si vous avez des questions concernant l'information ci-jointe, n'hésitez pas à appeler le Réseau de soutien du financement électoral, au 1-800-486-6563.

Le sous-directeur général,
Financement politique

François Bernier
Director General
Political Financing

Encl.

p.j.

Bilingual Memorandum Template – Sending by E-mail – External



Our file: 1185-01	N/Réf. : 1185-01
Date: May 11, 2010	Date : Le 11 mai 2010
To: All returning officers	Dest. : Tous les directeurs du scrutin
Copy to: All field liaison officers	Copie : Tous les agents de liaison en région
Subject: Consultation with MPs and local political associations	Objet : Consultation auprès du député et des associations politiques locales

This is to inform you of an upcoming task, a consultation with MPs and electoral district associations. This task is scheduled to be launched the week of May 17, 2010.

Your assignment will consist of organizing a single meeting to include your MP – or his/her representative – and the local political association representatives in your ED to discuss modifications that have been made to the electoral geography and the selection of polling sites in your electoral district in preparation for the next general election.

It is important that you make your best efforts to enable all local political associations to participate in this meeting to ensure that the process remains as transparent as possible.

During the week of May 17, 2010, you will receive an e-mail asking you to retrieve the relevant information required to complete the task from the Public Folders. You will also receive a series of maps and geography products by Priority Post.

For further information:

- Electoral Coordination Help Desk (1-1)
- E-mail: EC_CE

Nous vous informons du lancement prochain d'une tâche de consultation auprès du député et des associations politiques locales. Le lancement est prévu la semaine du 17 mai 2010.

Votre tâche consistera à organiser une rencontre qui réunira en une seule fois votre député – ou son représentant – et les représentants des associations politiques locales de votre circonscription pour discuter des modifications apportées à la géographie électorale et la sélection des lieux de scrutin de votre circonscription en préparation de la prochaine élection.

Il est important de faire de votre mieux pour permettre à toutes les associations politiques locales de participer à cette rencontre afin de s'assurer que ce processus soit aussi transparent que possible.

Durant la semaine du 17 mai 2010, vous recevrez un courriel vous demandant de récupérer l'information nécessaire pour compléter le travail dans les Dossiers publics. Vous recevrez également une série de cartes et produits géographiques par Messageries prioritaires.

Pour de plus amples renseignements :

- Bureau d'aide de la Coordination électorale (2-1)
- Courriel : EC_CE

Michel Roussel
Senior Director, Field Readiness and Event Management Directeur principal, Gestion et Préparation des scrutins en région

Bilingual Memorandum Template – Sending by E-mail – External – 2 Reference Numbers



Memorandum No.: 2010-308-011

Note n° : 2010-308-011

Date: May 11, 2010

Date : Le 11 mai 2010

To: All returning officers

Dest. : Tous les directeurs du scrutin

Copy to: All field liaison officers

Copie : Tous les agents de liaison en région

Subject: **Consultation with MPs and local political associations**

Objet : **Consultation auprès du député et des associations politiques locales**

Our file: 1185-01

N/Réf. : 1185-01

This is to inform you of an upcoming task, a consultation with MPs and electoral district associations. This task is scheduled to be launched the week of May 17, 2010.

Nous vous informons du lancement prochain d'une tâche de consultation auprès du député et des associations politiques locales. Le lancement est prévu la semaine du 17 mai 2010.

Your assignment will consist of organizing a single meeting to include your MP – or his/her representative – and the local political association representatives in your ED to discuss modifications that have been made to the electoral geography and the selection of polling sites in your electoral district in preparation for the next general election.

Votre tâche consistera à organiser une rencontre qui réunira en une seule fois votre député – ou son représentant – et les représentants des associations politiques locales de votre circonscription pour discuter des modifications apportées à la géographie électorale et la sélection des lieux de scrutin de votre circonscription en préparation de la prochaine élection.

It is important that you make your best efforts to enable all local political associations to participate in this meeting to ensure that the process remains as transparent as possible.

Il est important de faire de votre mieux pour permettre à toutes les associations politiques locales de participer à cette rencontre afin de s'assurer que ce processus soit aussi transparent que possible.

During the week of May 17, 2010, you will receive an e-mail asking you to retrieve the relevant information required to complete the task from the Public Folders. You will also receive a series of maps and geography products by Priority Post.

Durant la semaine du 17 mai 2010, vous recevrez un courriel vous demandant de récupérer l'information nécessaire pour compléter le travail dans les Dossiers publics. Vous recevrez également une série de cartes et produits géographiques par Messageries prioritaires.

For further information:

- Electoral Coordination Help Desk (1-1)
- E-mail: EC_CE

Pour de plus amples renseignements :

- Bureau d'aide de la Coordination électorale (2-1)
- Courriel : EC_CE

Michel Roussel
Senior Director, Field Readiness and Event Management
Directeur principal, Gestion et Préparation des scrutins en région

Legislation and Regulations

Federal Electoral and Referendum Legislation

- The *Federal Electoral Legislation* includes the legislation governing election administration. The *Canada Elections Act* (S.C. 2000, c. 9) sets out the rules governing election activities. Part 11 of the Act, *Special Voting Rules*, regulates absentee voting. Also included in the *Federal Electoral Legislation* are the *Electoral Boundaries Readjustment Act* (R.S.C. 1985, c. E-3), which provides for the review of electoral district boundaries, and the *Special Voting Rules as Adapted for the Purposes of a By-election*, which regulates absentee voting during a by-election.
- The *Federal Referendum Legislation* includes the legislation governing the administration of referendums. The *Referendum Act* (S.C. 1992, c. 30) provides for the conduct of a referendum on a question relating to the Constitution. The *Referendum Act* and the *Canada Elections Act as Adapted for the Purposes of a Referendum* set out the rules that govern referendum activities.
- A list of federal and provincial legislation regulations and official reports can be found in Appendix C of the [Compendium of Election Administration in Canada – A Comparative Overview](#).

Structure of the *Federal Electoral Legislation Binder*

Canada Elections Act (S.C. 2000, c. 9)

- Table of Provisions
- *Canada Elections Act* (Part 11 Special Voting Rules)
- Schedule 1
- Schedule 2
- Schedule 3
- Index

Regulations

- *Special Voting Rules as Adapted for the Purposes of a By-election*
- SVR Index
- *Federal Elections Fees Tariff*

Other Information

- Federal Electoral Districts – Maps
- Table of Offences
- Table of Concordance
- List of Amendments
- Table of Amendments

Electoral Boundaries Readjustment Act

- Table of Provisions
- *Electoral Boundaries Readjustment Act*
- Index
- Table of Concordance
- Table of Amendments

Structure of the *Federal Referendum Legislation Binder*

Referendum Act (S.C. 1992, c. 30)

- Table of Provisions
- *Referendum Act*
- Schedule I
- Schedule II

Referendum Regulation

- Table of Provisions
- *Canada Elections Act as Adapted for the Purposes of a Referendum*
- Schedule I

Index

Other Information

- Table of Offences
- Table of Amendments

Updating the Binder

- It is important to keep your binder up to date.
- Keep the Notice of Amendments (it explains which Acts have amended the legislation).
- If you notice any errors, let the desktop publisher know. He or she will correct them when the next update is done.

Style Elements

Names of Acts, Regulations and Other Statutes

- The complete names are always italicized.
- The official short titles, if any, are always italicized (e.g. *Federal Accountability Act*).
- The unofficial short forms (e.g. the Act) are not italic. (Note: Act is always capped.)

Acts

- *Canada Elections Act*
- *Referendum Act*
- *Electoral Boundaries Readjustment Act* (EBRA)

Regulations

- *Canada Elections Act as Adapted for the Purposes of a Referendum*
- *Special Voting Rules as Adapted for the Purposes of a By-election*
- *Federal Elections Fees Tariff*

Statutes

- *Access to Information Act* (ATIA)
- *Canadian Charter of Rights and Freedoms* (the Charter)
- *Criminal Code*
- *Privacy Act*
- *Public Service Employment Act* (PSEA)

Names of Cases

When citing the court case name, the v. is always italic:

- *Figueroa v. Canada (Attorney General)*
- *Raîche v. Canada (Attorney General)*
- *Sauvé v. Canada (Chief Electoral Officer)*

The short forms are also italicized:

- *Figueroa*
- *Raîche*
- *Sauvé*

Citing Parts of an Act

- Part 1
- Division 1
- section 1 / section 92.1
- subsection 12(1)
- paragraph 12(1)(a), paragraph 12(1)(a.1)
- subparagraph 12(1)(a)(i)

Note: The style of the CEA differs from bills when citing paragraphs with .1, .2, etc.
For example: bill style – 12(1)(a.1); CEA style – 12(1)(a.1)

The following abbreviations may be used:

- section, paragraph, etc. (s.) See s. 108(2)(a) of the *Canada Elections Act*.
- sections, paragraphs, etc. (ss.) See ss. 105 and 108(2)(a) of the Act.

Citing Parts of a Bill

The subdivisions of a bill are called clauses, which are abbreviated to cl. (singular) and cls. (plural).

Citing Bills in Text

Bills are numbered for each session of Parliament (that is why a bill sometimes changes its number).

- A “C” before the number means the bill originated in the House of Commons.
- An “S” before the number means the bill originated in the Senate.
- Check the [Parliament of Canada website](#) for the correct names.
For example: Bill C-18, *An Act to amend the Canada Elections Act (Increasing Voter Participation Act)*
- The numbering of private members’ public bills is sequential, commencing with C-201.

Note: Bill C-18 is roman and the name of the Act is in italic.

Note: Always check the current parliamentary session for the bill number.

Em Dashes

- Use em dashes throughout.

Hyphenation

- Avoid two-letter breaks.
- Avoid more than two consecutive hyphens.
- Avoid hyphenating a word on the second-to-last line.
- It's okay to split a section and number.

Paragraph Indents and Spacing

- Ensure the indents and spacing match the rest of the Act.

Marginal Heads

- Each section and subsection has a marginal head, which sits in the left margin, slightly above the first line of the section or subsection.
- We need to check that these stay aligned since they are aligned manually in the InDesign (printed) version.

Historical Dates

- Whenever a section is modified, we add a historical date that notates the bill (S.C. and year, followed by the chapter, followed by the clause number in the bill).
- It is placed at the end of a section.
 - S.C. 2007, c. 21, s. 1.
- Dates are separated by semicolons with a period at the end.
 - S.C. 2003, c. 22, s. 102; S.C. 2007, c. 21, s. 1.

Sections That Are Repealed

- If an entire section is repealed, the marginal note is removed and the word [Repealed] replaces the section text, followed by the historical date (for an example, see section 145 of the CEA).
- If a subsection is repealed, the marginal note is removed, the word [Repealed] replaces the text, and the historical date is placed at the end of the section (for an example, see subsection 55(3)).
- Use [Repealed] for any replaced text, even if it hasn't been specifically mentioned in the bill. For example, if the bill says to replace **s. 25(1)(a) to (d)** with new text **s. 25(1)(a) to (c)**, paragraph (d) will have the word [Repealed] beside it and its marginal note removed.

Making Changes to the *Canada Elections Act*

Word File

- Proofread the corrected Word file using the bill (note: the Word file is not indented like the printed Act). **Do not** correct any typos or grammatical errors. The only thing we can change is the style (e.g. s. 12(1)(a.1)) to match the CEA.
- Be sure to proofread the marginal heads (note: in some rare cases, the bill may not have a marginal head, so be sure to remove the one that is there).
- Make sure a new historical date is added for each revision made.
- Once all the changes have been proofread and corrected, the desktop publisher will shade the changes to send to the designer.

InDesign File

- Proofread the changes made to the InDesign file using the Word file. If you use the bill to proofread, be sure to check that all the changes made to the historical dates are made in the InDesign file.
- Pay close attention to the paragraph indents, spacing and hyphenation.
- Check that other marginal heads haven't lost their alignment (the designer has to move these manually).
- Check text reflow. To avoid reprinting too many pages, the text will often reflow onto a new page (see pages 25-1 and 28-1 for two examples).

Updates to the Compendium

The *Compendium of Election Administration in Canada – A Comparative Overview* is a comprehensive summary of electoral frameworks at the federal, provincial and territorial levels. It is updated annually (usually January through December).

As some provinces translate their own election act – specifically, Manitoba, New Brunswick, the Northwest Territories, Nunavut, Ontario, Quebec and Yukon – you can use the province’s or territory’s website as a reference. In such cases, only a proofread of the updated text is required.

However, for Alberta, British Columbia, Newfoundland and Labrador, Nova Scotia, Prince Edward Island and Saskatchewan, a translation and comparative edit are required. Each province and territory posts its election act on its website. A list of provincial and territorial websites is available [here](#).

Elections Canada format must be applied throughout the document (e.g. percentages, dashes). For bill names, apply the jurisdiction’s own case style (i.e. sentence or title). If the name is fully capitalized on the cover page, look further into the bill for alternative casing.

Appendix C of the Compendium (List of Legislation, Regulations and Official Reports) lists reports and legislation for each province and territory. Legislation is listed in alphabetical order, while reports are listed in reverse chronological order (with the newest entry at the bottom). Make sure that reports are listed by publication date, not by the date in the title.

The Compendium is available [here](#).

Plain Language Use

Plain language is clear and concise writing that can be easily understood by readers.

Before starting to write, the author should consider and outline:

- the **purpose** of the document (e.g. to inform, report, influence, give instruction, obtain approval)
- the **audience** being addressed (e.g. members of Parliament, general public (electors), support staff to homeless electors, local Elections Canada office staff)
- the **medium** (e.g. speech, poster, manual, research report)
- the **message** of the text and **key words** on the topic
- the **tone** of the message (e.g. young, formal)

How to Write in Plain Language

- Use easily understood words, phrases and sentence structure.
- Be specific and stick to the topic.
- Avoid jargon and repetition.
- Match the language level to the audience.
- Avoid the passive voice.
- Be positive.
- Put new information at the end of the sentence.

Jargon

Jargon	Alternative
utilize	use
it would appear that	apparently
facilitate	help
in respect of	for
with regard to	about
notwithstanding the fact that	although
in the event that	if
in view of the fact	because

under the provisions of	under
will not be unused	will be used
it is interesting to note that	(usually an unnecessary preamble)

Redundancy

Use a word rather than a phrase wherever possible.

Use	Rather than
now	at this point in time
now, today	in this day and age
many	a large number of
most	a great majority of
while	during the time that
because	because of the fact that
to	in order to

Avoid words or phrases that add nothing to the meaning.

Use	Rather than
cancel	cancel out
continue	continue on
refer to	refer back to

For more on clear and effective communication, visit the [Translation Bureau website](#).

Instructions for Writing Articles and Research Reports

1. Introduction

- Articles or research reports commissioned by Elections Canada must comply with the following presentation standards.
- Authors are responsible for the content of their article or report and the accuracy of bibliographic references.
- All documents should be produced using Microsoft Word.

2. Overall Structure of the Article or Research Report

2.1 Cover Page

- The article or report title is in 28-point font, boldfaced and left-justified.
- Author names are indicated with the institution below, in 14-point font, left-justified.
- The month and year are identified in 14-point font, left-justified.
- When appropriate, a logo can be placed at the bottom-right of the page.

2.2 Table of Contents

- The article or report must include a table of contents with at most two heading levels.
- The table of contents is produced using the automatic function in Word.

2.3 Note to the Reader

- The article or report may include a note to the reader, indicating the context in which the article or report is being presented, the sponsor, acknowledgements, etc.

2.4 Summary

- The article or report may include a summary that briefly describes the current state of the issue addressed in the report.

2.5 Introduction and Conclusion

- The article or report must include an introduction and conclusion.

2.6 Recommendations

- If the article or report contains recommendations, these can either be placed after each subject that requires them or at the end of the article or report. In the latter case, the recommendations must be numbered and must clearly reference the associated subject.

2.7 Bibliography or Reference List

- The article or report must include a bibliography or reference list.

3. Body of the Article or Research Report

3.1 Headings and Page Numbers

- Section headings are formatted in the following style:
 - main headings (level 1): left-justified, boldfaced, 16 points
 - subheadings (level 2): left-justified, boldfaced, 14 points
 - sub-subheadings (level 3): left-justified, boldfaced, 12 points
- If the article or report is short, with few sections, the sections are not numbered.
- If the article or report is long, with many sections, they are numbered as follows:
 - 1, 2, 3, etc. (level 1)
 - 1.1, 1.2, 1.3, etc. (level 2)
 - 1.1.1, 1.1.2, 1.1.3, etc. (level 3)
- Page numbers are inserted at the bottom-right of each page, except for the cover page.

3.2 Text and Punctuation

- The text is in 12-point Times New Roman, left-justified.
- The first line of a new paragraph is not indented, and a full line space is used between paragraphs.
- Only a single space is used after a period or colon.
- En dashes (–) should be used rather than em dashes (—). There is a space before and after the en dash, unless it appears between numbers to signify a range or in the name of an electoral district.
- Non-compound words should not be hyphenated at the end of a line. (The automatic hyphenation function in Word should be turned off.)

3.3 Other Style Conventions

- A quotation can be used as an epigraph – that is, positioned at the beginning of a section and right-justified. The text is inside quotation marks, in 10-point font. The author’s name falls underneath, with the last name in small capitals (First LAST).
- First names are written in full (Robert Putnam, not R. Putnam).
- Apart from their use in headings, boldface and underlining are used as little as possible.
- Words in other languages are italicized (*laissez-passer*, *carpe diem*, *a priori*, and so on) unless they have been assimilated into English (i.e. they appear in the *Oxford Canadian Dictionary*).
- Shortened URLs are not used either in footnotes or the bibliography.

3.4 Graphics (Figures, Tables, etc.)

- Original graphics, rather than their images, are inserted directly into the body of the document or provided as separate files.
- Graphics are presented with a numbered heading (Figure 1: Cumulative Surplus of the Major Federal Parties, 1990–2008 (thousands of dollars); Table 1: Belonging and Trust).
- For figures especially, a legend should be included.
- For tables, the following style conventions apply:
 - Table notes inserted beside numerical data are marked with a letter (1,366^a); those inserted beside textual data are marked with a number (n/a¹).
 - A dash in a table (–) means “nil,” whereas “n/a” in a table means the information is not available or not determined.
- When information is reproduced, adapted or compiled from other sources, a citation appears below the graphic:
 - Source: General Social Survey 17, 2003.
 - Source: Adapted by the author from General Social Survey 17, 2003.
 - Source: Compiled from *OECD Employment Outlook*, September 2009 and July 2010.

3.5 Quotations

- Quotations of fewer than three lines are incorporated in the text, inside quotation marks.
- Quotations of three lines or more are indented, without quotation marks, in 11-point font and justified.

- An intervention on the part of the author (explanation, change of case, and so on) should appear between square brackets ([my emphasis]).
- An omission in the middle of a quotation is indicated with an ellipsis in square brackets, including a space before and after ([...]). It is not necessary to indicate omissions at the beginning or end of a quotation, except in legal writing.

3.6 References

- Reference citations are incorporated in the body of the article or report following the author-date system: (Yates and Youniss 1999), (Blais et al. 2009).
- If there is a reference to a specific page, the citation follows this model: (Wiebe 1993, 27–28).
- Complete references must appear in the bibliography or reference list.

3.7 Footnotes

3.7.1 General

- Notes to the text are inserted as footnotes rather than endnotes, and should not be overused. They are added using the automatic reference tool in Word.
- In the body, the note number should be inserted immediately following the text to which it pertains, but after all punctuation (except a dash):
 - after punctuation: ... and may explain why voter turnout is in decline.¹
 - before a dash: ... and may explain why voter turnout is in decline¹ – particularly for the groups discussed above.
- The footnote text is in 10-point font, and its superscript number is followed by a space.
- Footnote text is left-justified so that it is aligned with the number. The same goes for notes under tables or figures.

3.7.2 Reference Citations and Web Addresses

- Reference citations within a footnote follow the author-date system described above. The complete reference is included in the bibliography or reference list.
 - ¹ It is generally accepted that greater voter participation by a group means greater influence on subsequent government decisions (Lijphart 1997).
 - ² See also Silver et al. 2005.
- Footnotes should only contain Web addresses for items that will not appear in the bibliography or reference list. The address is an active link, written in full and without underline.
 - ¹ See the Electoral Materials section of the ACE website at <http://aceproject.org/ero-en>.

4. Bibliography or Reference List

- Bibliographical references are standardized in accordance with the following examples.

Books	
One author	Cairns, Alan C. 2000. <i>Citizens Plus: Aboriginal Peoples and the Canadian State</i> . Vancouver: UBC Press.
One author, more than one text published in the same year	Latendresse, André. 2008a. <i>The Electoral Participation of Aboriginal People</i> . Toronto: Oxford University Press. ———. 2008b. <i>The Electoral Participation of Young Canadians</i> . Toronto: Oxford University Press. ———. 2008c. <i>An Overview of Electoral Participation</i> . Toronto: Oxford University Press.
Co-authors	Barton, Keith, and Linda Levstik. 2004. <i>Teaching History for the Common Good</i> . Mahwah, NJ: L. Erlbaum Associates.
Three authors	Brouillet, Jules, André Latendresse and Michael Berry. 2009. <i>Le vote électronique</i> . Montréal: Bonséjour.
More than three authors	Bélanger, Armand, et al. 2010. <i>Young People and the Electoral Process</i> . Montréal: Bonséjour.
Edited book	Brown, Brian, and Simon Wilson, eds. 2005. <i>Rights and Democracy</i> . Montréal: Bonséjour.
Chapter in a book	Cairns, Alan C. 2000. "Defining the State." <i>Citizens Plus: Aboriginal Peoples and the Canadian State</i> . Vancouver: UBC Press.
Chapter in an edited book	Right, Doug. 2005. "What About the Vote?" <i>Rights and Democracy</i> . Edited by Brian Brown and Simon Wilson. Montréal: Bonséjour.
Collaboration	Engel, Alan. 2002. <i>Elections and Democracy</i> . In collaboration with George Smith. 2nd ed. Waterloo, ON: University of Waterloo Press.
Translation	Laferrière, Dany. 1991. <i>Eroshima</i> . Trans. by David Homel. Toronto: Coach House.
Book in a series	Martin, Robert, and G. Stuart Adam. 1989. <i>A Sourcebook of Canadian Media Law</i> . Carleton Library Series, No. 51. Ottawa: Carleton University Press.
One volume of a multi-volume work	Canada. Royal Commission on Electoral Reform and Party Financing. 1991. <i>Reforming Electoral Democracy: Final Report</i> . Vol. 4, <i>What Canadians Told Us</i> . [Ottawa]: Royal Commission.
New edition	University of Chicago Press. 1993. <i>The Chicago Manual of Style</i> . 14th ed. rev. and expanded. Chicago: University of Chicago Press.
Reprinted edition	Barlett, Richard H. 1988. <i>The Indian Act of Canada</i> . 2nd ed. 1980. Reprint, Saskatoon: University of Saskatchewan Native Law Centre.
Co-publishers	Poulain, André. 2000. <i>Women and the Vote</i> . Chicago: University of Chicago Press; London: Weidenfeld and Nicolson.
Collective work, symposium or conference proceedings	1989. <i>Cultural Economics 88: A Canadian Perspective</i> . Proceedings of the 5th International Conference on Cultural Economics, Ottawa, September 27–30, 1988. 3 vols. Edited by Harry Hillman-Chartrand, et al. Akron, OH: Association for Cultural Economics.

Articles, Papers and Reports	
Article in a periodical with volume number	Dalton, Jennifer. 2007. "Alienation and Nationalism: Is it Possible to Increase First Nation Voter Turnout in Ontario?" <i>Canadian Journal of Native Studies</i> 27, 2: 247–91.
Article in a periodical without volume number	Jacobs, Lesley A. 2007. "Rights and Quarantine During the SARS Global Health Crisis." <i>Law & Society Review</i> 68 (September), pp. 511–53.
Article posted on the Web	Élections Canada. 2004. "Les Autochtones et le processus électoral fédéral : les tendances de la participation et les initiatives d'Élections Canada (janvier)." www.elections.ca/content.asp?section=loi&document=abor&lang=f&textonly=false .
Published report (with ISSN/ISBN)	Tossutti, Livianna. 2007. <i>The Electoral Participation of Ethnocultural Communities</i> . Working Paper Series on Electoral Participation and Outreach Practices. Ottawa: Elections Canada.
Informally published report (no ISSN/ISBN)	Courchene, Thomas J. 2008. "Reflections on the Federal Spending Power: Practices, Principles, Perspectives." IRPP Working Paper Series, No. 2008-01. Montréal: Institute for Research on Public Policy.
Unpublished conference paper	Nass, Clifford. 2000. "Why Researchers Treat On-Line Journals Like Real People." Paper presented at the annual meeting of the Council of Science Editors, San Antonio, TX, May 6–9.
Unpublished dissertation or thesis	Kaplan, Noah. 2004. "Episodic Voting: The Logic of Electoral Participation in the Context of Multiple Elections." Ph.D. thesis. Columbia University.
Other Sources	
Web content	Parliament of Canada. International and Interparliamentary Affairs Directorate. "Overview of Protocol." Parliament of Canada. http://www2.parl.gc.ca/ii/Default.aspx?Lang=E&DCId=6&P=overview .
Web content, time sensitive	Parliament of Canada. "History of Federal Ridings Since 1867: Women Candidates in General Elections – 1921 to Date." Parliament of Canada. http://www2.parl.gc.ca/Sites/LOP/HFER/hfer.asp?Language=E&Search=WomenElection&srt=DESC (accessed August 6, 2010).
Web statistical table, time sensitive	Statistics Canada. <i>Table 326-0001 Consumer Price Index (CPI), 2001 Basket Content, Monthly</i> (table). CANSIM (database). Last updated August 18, 2005. http://cansim2.statcan.gc.ca/cgi-win/cnsmcgi.exe?CANSIMFile=CII/CII_1_E.HTM&RootDir=CII (accessed June 13, 2008).
Government publication	Canada. Department of the Environment. 1991. <i>Trademarks on Base-Metal Software</i> . Ottawa: Canada Communication Group.
Court decision	<i>Corbiere v. Canada (Minister of Indian and Northern Affairs)</i> , [1999] 2 S.C.R. 203.

Supplement to the Instructions – Citations in Footnotes

While research papers use in-text citations, some Elections Canada reports give references in footnotes. In those cases, refer to the following examples:

¹ Murray Print, “Connecting Youth Political Participation and Civic Education,” *Civic Education and Youth Political Participation*, ed. Murray Print and Henry Milner (Rotterdam: Sense Publishers, 2009), 123–42.

² Phoenix Strategic Perspectives, *Survey of Electors on Communications with Electors*, March 2013, p. 10.

³ Canada, House of Commons, *Journals*, 41st Parliament, 1st session, no. 94, March 12, 2012. [Note: Cap style based on a *Chicago* example for the US Congress, 17.300s]

⁴ See Colin J. Bennett and Robin M. Bayley, *Canadian Federal Political Parties and Personal Privacy Protection* (Ottawa: Office of the Privacy Commissioner of Canada, 2012), pp. 16, 34ff.

⁵ Phoenix, *Survey of Electors*, p. 5.

⁶ *Canada Elections Act*, ss. 134–136.

⁷ *Ibid.*, s. 123(1)(b).

⁸ Canada, Royal Commission on Electoral Reform and Party Financing, *Reforming Electoral Democracy*, vol. 1 (Ottawa: Communication Group, 1991) (Chair: Pierre Lortie), p. 285.

Speech Writing and Revision Criteria

The **objective** of the speech and the type of **audience** determine the structure and content of the speech.

The different **objectives** of a speech are:

- to **inform** (what do people need to know?)
- to **motivate** (what should the audience feel?)
- to **persuade** (what do I want people to believe?)
- to **promote** action (what do I want people to do?)
- to **entertain** (play to the audience's emotions)

Who is being addressed (position of the speaker in relation to the audience)?

Guide the audience: The speech has to be perfectly **clear** and **intelligible** at all times, and must always keep its momentum (progression).

Content

- **Short:** 15–20 min maximum.
- **Simple:** choose 3 to 5 main ideas.
- The **key message** of the speech can be summed up in **3 sentences**.
- **Structure** of the speech: sequential (in stages), chronological, by category/theme, etc.

The **introduction** (2 min for a 15-min speech = 240 words) must:

- spark **interest**
- establish **credibility**
- clearly set out the **central idea** of the speech
- reflect the **objective**

The **conclusion** (between 15 s and 1.5 min) must:

- **be brief**
- **sum up** the main ideas
- **be strong** and **full of conviction**
- in the **first three sentences**, clearly serve the objective

The **conclusion must not:**

- introduce a new idea or argument
- exceed the allotted time
- end abruptly

The **revision** of the speech must be **merciless:**

- Is the **logic** clear?
- Is the **level of language** appropriate?
- Do **simple words** predominate?
- Have vague sentences and empty words been eliminated?

Eliminate:

- bureaucratic jargon
- complicated and vague words, adjectives or adverbs
- unnecessary and superfluous details
- the passive voice, replacing it with the active voice
- “I think,” “we believe that,” “we think that”
- “This,” “that,” etc.
- any assertion that cannot be validated
- any sentence you would not like to see published in a newspaper

(Written document: Do not cut sentences or paragraphs at the bottom of a page.)

Auditory impact:

- Short sentences (5 words maximum) create rhythm and tension. **Alternate** with longer sentences (average of 12 words for each punctuation mark).
- Read the text out loud:
 - Rework overly long passages.
 - Improve the rhythm.
 - Eliminate sentences that are difficult to pronounce.

A shorter speech is always a better speech!

Checklist for Letters

These are specific guidelines for proofreading letters.

Information to Check
The date is correct. (Not applicable to CEO letters. These are date-stamped by his office, with the exception of mail merges – e.g. a letter to all senators. Still, make sure there is space for the date stamp.)
The name and address match the letter or e-mail (or check the MP or senator Excel list).
All names are spelled properly.
There is a file number for letters signed by Mr. Mayrand: Our file: 2010-123456.
The signature block is correct (name and title).
Final Format
In the address: <ul style="list-style-type: none">– There are no abbreviations. <i>Street, Avenue, Boulevard</i>, etc., street directions (<i>North, Northeast</i>, etc.) and all province/territory names are spelled out.– There is an en dash (no space before or after) between an apartment or suite number and the building number (e.g. 1002–114 Johnston Street).– Postal code is on a separate line. If necessary to save space, the postal code may be moved up beside the province name; in this case, there are two spaces between the province and the code.
The salutation (Dear Mr., Ms. or Mrs.) is followed by the name and a colon (e.g. Dear Ms. Viau:).
Names do not break at the end of a line. Pay particular attention to <i>Marc Mayrand</i> .
Dates, numbers, etc. do not break at the end of a line.
There are no hyphens at the end of a line.
The sign-off for the Chief Electoral Officer is “Yours truly,”.
If the letter is being printed on the CEO’s letterhead, Mr. Mayrand uses “Chief Electoral Officer.” If the letter is not being printed on his letterhead, he uses “Chief Electoral Officer of Canada.”
When one or more documents are being enclosed, this is indicated by “Encl.” (Note: This word is always abbreviated.) When the letter is being copied to one or more people, this is indicated by “c.c.” (note the colon at the end). The c.c. line always follows the Encl. line.
Margins, indents, justification and placement of elements are correct.
Body text is justified (but not the subject line or signature block).
Font and font size are correct.
There are no double spaces (except if the postal code follows the province).
Line spacing between elements is correct.
If the letter runs onto a second page, the page number (- 2 -) is centred at the top of the second page.

Checklist for Memos

	Information to Check
	If the memo is being sent to an external audience, there is no logo. (All external memos are printed on EC letterhead.)
	If the memo is for internal distribution, the logo is centred at the top (internal memos are sent by e-mail).
	Our file:
	The subject line is always bolded.
	English and French columns should be the same width.
	Do not indent paragraphs.
	English and French paragraphs should align.
	The text is ragged.
	Don't break phone numbers on two lines.
	If the memo runs onto a second page, the page number (- 2 -) is centred at the top of the second page or in the header of the second page.
	If the memo is to be signed, the signature block is at the end of the memo.
	Encl. falls at the end (after the signature block). Note: Encl. is used for singular and plural.

Checklist for News Releases

Proofreading the Word Version

	Information to Check
	If there is no tracked version showing changes, ask for the last version and compare the two documents to identify where changes have been made.
	Check that all days/dates are correct (e.g. Monday, March 3). Any references to the election calendar should be checked.
	Check that the first mention of the CEO’s name is written in full and followed by his title. For later mentions, use “Mr. Mayrand.”
	If the release runs onto a second page, don’t forget “- more -” centred at the bottom of the first page and “- 2 -” centred at the top of the second page.
	The taglines are correct.
	The “- 30 -” appears after the tagline and before the information block.
	The elements in the information block are correct. For example, there is a hyphen between each element of telephone and fax numbers.

Proofreading the HTML Version

	Information to Check
	Make sure you are proofreading the final text from Publication Services, not from the Web team.
	The date is correct.
	The CEO’s name falls on the same line.
	If you notice any errors, let the project officer know immediately . Make the corrections to the Word and HTML versions. The project officer will send the corrected Word file to Media Relations to send out to the media.

Checklist for Backgrounders

Proofreading the Word Version

Information to Check
All text (including changes) must be edited before proofreading.
The title is 14-point Times New Roman bold, centred, upper and lower case.
The text is 12-point Times New Roman.
The EC number appears at the bottom left of the first page.
The revision date appears in parentheses beside the EC number. It is correct and appears in the format of month/year (e.g. 05/2010). (Ask the project officer or the printing production manager if the backgrounder is a reprint and which date it should have.) The revision date is important. The Distribution Centre must know which is the last version to destroy the old one.
Headings are in bold, are flush left and use the correct capitalization.
The text is justified (except for the “For more information” section).
There is no double spacing in the text or headings.
Names, dates, numbers, etc. do not break at the end of a line.
There are no hyphens at the end of a line.
Bullet lists have correct internal spacing (6 points).
No paragraphs go over a page (unless they are very long).
All “For More Information” elements are correct.
The tagline on the last page has been changed from “alternative formats” to “multiple formats.”
The month and year of publication on the last page (e.g. May 2010) match the month and year on the first page (e.g. 05/2010).
There is space below the EC number for the footnote text (i.e. address information) at the bottom of the last page as well as for the EC logo.
Other Element to Check
“Local Elections Canada office” (old term: “office of the returning officer”).

Proofreading the HTML Version

Information to Check
There is no EC number in the HTML version.
Proofread the HTML version against the Word version.
There is no double spacing in the text or headings.
Names, dates, numbers, etc. do not break at the end of a line.
There are no hyphens at the end of a line.
The wording on the last page has been changed from “alternative formats” to “multiple formats.”
Proofread the information in the section “For more information:” against the reference text. It is different from the Word version.
If you detect mistakes, advise the project officer immediately. Make the corrections to the Word and HTML versions.

Check the Blues

Information to Check
Check the format (reflow, different end of lines).
Check that the masthead and address are correct in English and French.
If you detect mistakes, advise the project officer immediately. Make the corrections to the Word and HTML versions.