

From: Ratthe, Carole-Ann
Sent: Mon, 14 Apr 2025 15:31:14 +0000
To: Gestion des enjeux - Issue Management
Cc: Kasiri, Matine; Boutin, Sandrine
Subject: Notes: CEO Daily Brief April 5, 6 & 13

Voici mes notes des CEO Daily Brief des derniers weekends pour nos dossiers:

April 5

Rien à signaler.

Duplicata de VIC (10k) dans Fleetwood BC

10M de VIC présentement avec Postes Canada

Carleton a débuté ses activités avec le soutien d'employés de ECHQ. Demeure une circonscription sous surveillance

PACE a communiqué avec les chefs de bande afin d'influencer la confirmation des lieux de scrutins dans les circonscriptions du Nord et les communautés éloignées.

EC est en bonne voie pour que tous les électeurs enregistrés aient reçu leur CIE avant le BVA.

1282 candidats jusqu'à maintenant, une autre vague est anticipée d'ici lundi.

22 campus confirmés.

Le Parti conservateur tente de désendosser un candidat (Maskinongé)

Un vidéo youtube circule où une personne visiter un bureau de vote et prétendre qu'il est possible de voter deux fois.

On pourrait voir avec le Bureau de la commissaire s'il est possible de publier les dernières pénalités monétaires qui ont été émises pour double vote.

Social Media Monitoring : présence de commentaires concernant le duplicat de VIC en colombie-Britannique.

April 6

- Pas d'enjeu particulier.

- 4 ED sous surveillance particulière pour des retards

- Plusieurs EDs du nord où on finalise les ententes pour les lieux de scrutins, on aura probablement des développements jusqu'à mercredi

- 25M de VIC d'imprimé

- 1.5M de plus de VIC chez postes canada

- Plainte reçue directement au DGE d'une résidente de Simcoe-Grey avec des allégations d'erreurs sur les enveloppes de retour de bulletins de vote spéciaux:

Les opérations prendront contact avec le bureau de la DS puisqu'il s'agit d'un vote local. Présentement sous investigation. Ça ne suggère pas que ce serait répandu après examination auprès des plaintes.

- Two complaints on the double voting in BC. Aucune tendance autre qu'anecdotique

Pas de CEO Daily Brief le samedi 12 avril

April 13

- Aucun enjeu avec l'installation des bureaux de vote sur les campus.
- Nouveau tracker pour la participation du vote sur le campus
- Volumes over 186% over forecast for PEU. Appels liés aux retards des VIC
- Media : Trames narratives entourant le custody of ballot boxes et les duplicat de VIC pour les électeurs membres de certains partis politiques.
- VIC Nunavut : délai de 2 jours (GE44), maintenant délai de 3 jours. Enjeux liés à la confirmation des lieux et aussi au gabarit de la VIC. La distribution avec Postes Canada débutera dès mardi.
 - Les VIC ne seront donc pas rendues chez les électeurs enregistrés avant le BVA, et possiblement pas pour le BVO.
 - Il faut établir un plan de communication pour faire face à cette situation. PACE travaille avec les opérations pour l'élaboration de ce plan.
- Plan de communication pour le Nunavut jusqu'à maintenant :
 - Messages par des canaux alternatifs pour indiquer aux électeurs comment aller voter
 - Des employés de EC sont au Nunavut pour appuyer la DS , ainsi que 16 agents de relations communautaires.
 - Des partenariats sont développés avec certains centres communautaires et magasins pour diffuser les informations liées au vote
 - Un contrat de EC (Relation Media) a été utilisé pour aider à diffuser l'information
 - Le gouvernement du Nunavut a été contacté afin qu'ils puissent soutenir EC dans la diffusion des informations pour les électeurs au Nunavut
 - Nous avons également des gens qui travaillent avec nous sous la bannière Inspire Democracy qui vont aider à diffuser l'information
- Il n'y a pas d'enjeu similaire pour le bulletin de vote au Nunavut.
- L'appel avec le sous-commissaire à la LNH a eu lieu samedi.

Action : Opérations- se renseigner avec la DS Nunavut sur l'impact s'il n'y a pas de VIC – comment est-ce que les électeurs enregistrés peuvent prouver leur adresse, en particulier s'ils ne vivent pas à Iqaluit.

Carole-Ann Ratthe

Directrice adjointe, Bureau du Directeur général des élections
Élections Canada

Deputy Director, Office of the Chief Electoral Officer

Elections Canada

carole-ann.ratthe@elections.ca / Tél :

19(1)

From: Sampson, Robert
Sent: Thu, 17 Apr 2025 15:48:06 +0000
To: Bouchaara, Kenza; Villeneuve, Josée
Cc: Ratthe, Carole-Ann
Subject: 23 [REDACTED]

FYI

23 [REDACTED]

Bobby

Robert Sampson

19(1) [REDACTED]

Avocat général et directeur principal, Services juridiques
Bureau du directeur général des élections du Canada (Élections Canada)
robert.sampson@elections.ca / Tél. : 873-416-1717 ou 19(1) [REDACTED]

General Counsel and Senior Director, Legal Services
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robert.sampson@elections.ca / Tel.: 873-416-1717 ou 19(1) [REDACTED]

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From: Roussel, Michel
Sent: Fri, 18 Apr 2025 12:50:51 +0000
To: Breffage DGE - CEO Daily Brief TO
Cc: Leblanc, Josée - EC
Subject: Ouverture des BVAs

Bonjour,

Nous avons confirmation que tous les bureaux sont en opérations dans L'IPÉ et à TN et Labrador, sauf pour une communauté éloignée dans le Labrador où le bureau n'ouvrira que cet après-midi. Les rapports préliminaires pointent vers un enjeu avec le personnel qui devait procéder à l'ouverture.

Michel Roussel
Sous-directeur général des élections, Scrutins et innovation
Deputy Chief Electoral Officer, Electoral Events and Innovation

From: DGE-CEO
Sent: Thu, 10 Apr 2025 17:13:03 +0000
To: Ratthe, Carole-Ann
Subject: Pour révision - CCM 2025-106929 - BN for CEO Approval - Use of Inaccessible Polling Places for the 45th GE (fourth batch)
Attachments: CCM 2025-106929 - BN for CEO Approval - Use of Inaccessible Polling Places for the 45th GE (fourth batch).pdf, CCM 2025-106929 - Attachment for CEO Approval – Use of an Inaccessible Polling Place for the 45th GE (fourth batch).pdf

Carole-Ann,

Pour ta révision, voici la BN pour la 4^e vague de lieux de scrutins partiellement inaccessibles ou hors circonscription.

Merci,

Jolyane

From: Pilon, Christine <Christine.Pilon@elections.ca>
Sent: April 10, 2025 1:11 PM
To: DGE-CEO <DGE-CEO@elections.ca>
Subject: Signature - CCM 2025-106929 - BN for CEO Approval - Use of Inaccessible Polling Places for the 45th GE (fourth batch)

Good afternoon,

Demande/request : Note for the CEO signature
Direction générale /branch : SVD
CCM # : CCM 2025- 106929
Contact : Saum Ghadimi
Note : Michel Roussel signed the documents and approved the file.

Thank you,

Christine Pilon

Chef, Services de la correspondance | Chief, Correspondence Services
Scrutins et Innovation | Electoral Events and Innovation
Élections Canada | Elections Canada
Cell.: 343-573-3279
christine.pilon@elections.ca

From: Roussel, Michel <Michel.Roussel@Elections.ca>
Sent: Thursday, April 10, 2025 12:51 PM
To: Pilon, Christine <Christine.Pilon@elections.ca>

Subject: TR: Approbation - CCM 2025-106929 - BN for CEO Approval - Use of Inaccessible Polling Places for the 45th GE (fourth batch)

Bonjour Christine,

SVP faire suivre au DGÉ. Merci

Michel

De : Pilon, Christine <Christine.Pilon@elections.ca>

Envoyé : 10 avril 2025 11:59

À : Roussel, Michel <Michel.Roussel@Elections.ca>

Cc : Laflamme, Carole <Carole.Laflamme@elections.ca>

Objet : Approbation - CCM 2025-106929 - BN for CEO Approval - Use of Inaccessible Polling Places for the 45th GE (fourth batch)

Bonjour Michel,

Demande/request : Note for the DCEO approval and the CEO signature

Direction générale /branch : SVD

CCM # : CCM 2025- 106929

Contact : Saum Ghadimi

Note : Josée Leblanc signed the documents and approved the file.

Merci bien,

Christine Pilon

Chef, Services de la correspondance | Chief, Correspondence Services

Scrutins et Innovation | Electoral Events and Innovation

Élections Canada | Elections Canada

Cell.: 343-573-3279

christine.pilon@elections.ca

From: Ghadimi, Saum <Saum.Ghadimi@elections.ca>

Sent: Thursday, April 10, 2025 10:21 AM

To: Pilon, Christine <Christine.Pilon@elections.ca>

Subject: FW: CCM 2025-106929 - BN for CEO Approval - Use of Inaccessible Polling Places for the 45th GE (fourth batch)

Hello Christine,

For Michels signature and then up to the CEO.

Demande/request : Note for the CEO signature

Direction générale /branch : SVD

CCM # : CCM 2025- 106929

Contact : Saum Ghadimi

Note : Josée Leblanc signed the documents and approved the file.

Thank you!

Saum Ghadimi

Administrative Officer | Agent Administrative

Services de Vote et Développement | Voting Services and Development

Saum.ghadimi@elections.ca

873-416-2743

From: Leblanc, Josée - EC <JoseeW.Lebanc@elections.ca>

Sent: April 10, 2025 10:16 AM

To: Ghadimi, Saum <Saum.Ghadimi@elections.ca>

Cc: Martineau, Sophie <Sophie.Martineau@elections.ca>

Subject: FW: CCM 2025-106929 - BN for CEO Approval - Use of Inaccessible Polling Places for the 45th GE (fourth batch)

Thanks! Please find attached the sign copy. Please send to Michel's office as soon as possible.

Thanks!

From: Ghadimi, Saum <Saum.Ghadimi@elections.ca>

Sent: Thursday, April 10, 2025 9:44 AM

To: Leblanc, Josée - EC <JoseeW.Lebanc@elections.ca>

Subject: FW: CCM 2025-106929 - BN for CEO Approval - Use of Inaccessible Polling Places for the 45th GE (fourth batch)

Hi Josée,

For your review and approval!

Thank you,

Saum Ghadimi

Administrative Officer | Agent Administrative

Services de Vote et Développement | Voting Services and Development

Saum.ghadimi@elections.ca

873-416-2743

From: Martineau, Sophie <Sophie.Martineau@elections.ca>

Sent: April 9, 2025 10:39 PM

To: Ghadimi, Saum <Saum.Ghadimi@elections.ca>

Subject: FW: CCM 2025-106929 - BN for CEO Approval - Use of Inaccessible Polling Places for the 45th GE (fourth batch)

For Josée's urgent review/approval

From: Dewar, Asia <Asia.Dewar@elections.ca>
Sent: Wednesday, April 9, 2025 9:52 PM
To: Martineau, Sophie <Sophie.Martineau@elections.ca>
Cc: Saumier, Alexandre <Alexandre.Saumier@elections.ca>
Subject: RE: CCM 2025-106929 - BN for CEO Approval - Use of Inaccessible Polling Places for the 45th GE (fourth batch)

Third time's a charm. 😊

Asia Dewar

From: Dewar, Asia
Sent: April 9, 2025 5:16 PM
To: Martineau, Sophie <Sophie.Martineau@elections.ca>
Cc: Saumier, Alexandre <Alexandre.Saumier@elections.ca>
Subject: RE: CCM 2025-106929 - BN for CEO Approval - Use of Inaccessible Polling Places for the 45th GE (fourth batch)

Hi Sophie,

As discussed, please find attached the corrected files for this batch.

Best,

Asia Dewar

From: Dewar, Asia
Sent: April 5, 2025 11:39 PM
To: Martineau, Sophie <Sophie.Martineau@elections.ca>
Cc: Saumier, Alexandre <Alexandre.Saumier@elections.ca>
Subject: CCM 2025-106929 - BN for CEO Approval - Use of Inaccessible Polling Places for the 45th GE (fourth batch)
Importance: High

Hi Sophie,

As discussed, please find attached a fourth batch of inaccessible site requests for CEO approval, ready for your review. This batch includes requests from 19 ROs/24 sites. I've attached the word version with track changes, the PDF that's ready for legal to sign if there are no changes, and the report in excel and PDF.

Many thanks,

Asia Dewar

19(1)

Directrice adjointe | Services de gestion des endroits de vote

Assistant Director | Polling Location Management Services



Je reconnais en toute déférence que je vis et travaille à partir du territoire traditionnel non cédé de la Nation algonquine anishinaabeg, chi-miigwetch.

I gratefully acknowledge that I live and work in the traditional unceded territory of the Anishnaabeg Algonquin Nation, chi-miigwetch.

BRIEFING NOTE TO THE CEO

FROM: Michel Roussel, Deputy Chief Electoral Officer Roussel, Michel
DATE: April 10, 2025
SUBJECT: 45th General Election - Approval to establish polling stations in polling places which are not accessible to electors with disabilities | 45e Élection Générale- Autorisation d'établir des bureaux de scrutins dans des lieux de scrutin qui ne sont pas accessibles aux électeurs handicapés

Digitally signed by: Roussel, Michel
DN: CN = Roussel, Michel C = CA
✓ O = GC OU = ELECTC-ELECTC
Date: 2025.04.10 12:49:30 -0400

ACTION REQUIRED: For approval

SUMMARY:

- Returning officers (ROs), in the twenty (20) electoral districts (EDs) listed below are seeking prior approval from the Chief Electoral Officer (CEO) to establish polling stations in polling places which are not fully accessible to electors with disabilities.
- These polling places are otherwise considered the most suitable locations available (based on proximity, familiarity and capacity), however, approval is required before the ROs may enter into lease agreements for the 45th General Election (GE).
- Despite over a year of searching, ROs were not able to identify alternate locations for advance and ordinary polling places in these regions that fully meet all mandatory accessibility criteria outlined in the *Polling Place Suitability Checklist* (EC 12152) due to a variety of factors outlined in the accompanying attachment (i.e., shortages of public spaces in rural regions, differences in provincial building codes, etc.).

ISSUE

Pursuant to section 121(2) of the Canada Elections Act (CEA), ROs must obtain prior approval from the CEO before establishing polling stations in premises which are not accessible to electors with disabilities. Due to the previously unknown election date and the short calendar length, we are seeking approval so that the ROs may sign leases and issue Voter Information Cards as soon as possible.

BACKGROUND

Since February 2014, EC has worked with an Advisory Group for Disability Issues (AGDI) to provide subject matter expertise and advice on accessibility initiatives for federal elections. Through these consultations, the *Polling Place Suitability Checklist* (EC 12152) was developed and is used to evaluate every potential polling place that is considered by Elections Canada. Elections Canada is committed to providing accessible polling places whenever possible, and for offering alternative service options when an accessible polling place is not available.

The Validating Polling Places pre-event mandates that were launched in November of 2023 and again in August 2024 provided ROs with approximately 12 months of dedicated time to search for locations and validate their suitability for use as potential polling places. This process

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This document could be released publicly as per ATIP regime.

included verifying availability and completing the *Polling Place Suitability Checklist* (EC 12152) to evaluate the accessibility of each site. While accessibility remains a primary consideration in selecting polling places, ROs were also tasked with considering other important factors that can affect access to services such as familiarity, proximity, and capacity before assigning polling stations to specific locations.

CONSIDERATIONS

Following the issuance of the writ, ROs have begin contacting landlords to finalize their polling place selections and sign leases to confirm polling places for the 45th GE. Due to the short election period and the need to secure locations quickly so that voter information cards (VICs) may be sent, the Polling Location Management Services (PLMS) is seeking your approval for the locations listed in the attached report. These locations were deemed to be inaccessible following their suitability evaluation by ROs, however, the ROs have confirmed that these nevertheless represent the most suitable options available. The number of assigned polls has been provided for each location to help assess the impact of this decision on electors. We have also collected information about the ED, past use of these locations, the specific accessibility shortfalls affecting them, the reason that the RO thinks they represent the best possible choice in these regions, and why the locations cannot be modified to better meet the failed accessibility criteria. The ROs in the following EDs have provided their rationale to support their request and to seek your approval pursuant to s. 121(2) of the CEA:

- 10003 Central Newfoundland
- 10004 Labrador
- 10007 Terra Nova—The Peninsulas
- 11001 Cardigan
- 12004 Cumberland—Colchester
- 13004 Fundy Royal
- 24007 Beauharnois—Salaberry—Soulanges—Huntingdon
- 24064 Rivière-du-Nord
- 24065 Rosemont—La Petite-Patrie
- 24069 Saint-Léonard—Saint-Michel
- 35006 Bay of Quinte
- 35044 Kapuskasing—Timmins—Mushkegowuk
- 35104 Sudbury East—Manitoulin—Nickel Belt
- 46004 Kildonan—St. Paul
- 47004 Moose Jaw—Lake Centre—Lanigan
- 48005 Calgary Confederation
- 59007 Columbia—Kootenay—Southern Rockies
- 59012 Esquimalt—Saanich—Sooke
- 59022 North Vancouver—Capilano
- 59043 West Vancouver—Sunshine Coast—Sea to Sky Country

It is important to emphasize that due diligence was carried out, and the ROs were supported by accessibility subject matter experts (SMEs) from the PLMS as well as their Field Liaison Officers (FLOs) throughout their polling place search and selection activities. Since the start of the pre-event period in 2023, our records show that ROs have completed an extensive search, validating over 27,000 potential polling places nationwide. ROs were reminded of the importance of accessibility through their training, in their pre-event assignment instructions, and through communications with their FLOs and PLMS SMEs. They were also provided with possible accessibility mitigations to be considered when evaluating polling place accessibility for each mandatory criterion.

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As site confirmations are ongoing nationwide, we may receive additional requests for CEO permission for the use of inaccessible polling places in the coming days. If needed, subsequent requests for approvals will be submitted.

Legal considerations (if applicable):

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STAKEHOLDERS

Internal stakeholders: PLMS, Field Staff, Voting Services, Alternative Voting Methods, Operational Complaints and Incidents Unit

External stakeholders: AGDI, electors, candidates

REVIEWED BY

Sophie Martineau, Director of Voting Operation

RECOMMENDATION

It is recommended that the locations listed in the attachment, *CCM 2025-106929 - Attachment for CEO Approval – Use of Inaccessible Polling Places for the 45th GE (fourth batch)*, receive your approval. This will allow ROs to quickly enter into lease agreements and secure these polling places in time to issue VICs.

RECOMMENDED BY

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Leblanc
, Josee

Digitally signed by: Leblanc,
Josée
DN: CN = Leblanc, Josée C
= CA O = GC OU =
ELECTC-ELECTC
Date: 2025.04.10 10:11:20 -
04'00'

I recommend

Josée Leblanc, Senior Director,
Voting Services and Development

I do not recommend

Josée Leblanc, Senior Director,
Voting Services and Development

I recommend

Michel Rousel
Deputy Chief Electoral Officer

I do not recommend

Michel Roussel
Deputy Chief Electoral Officer

Notes from contributors

--

I approve

Stéphane Perrault
Chief Electoral Officer

I do not approve

Stéphane Perrault
Chief Electoral Officer

Notes from CEO

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Attachments:

- CCM 2025-106929 - Attachment for CEO Approval – Use of an Inaccessible Polling Place for the 45th GE (fourth batch)

Contact/Author

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Name	Asia Dewar
Title	Assistant Director, Polling Location Management Services
Sector	Voting Operations
Phone Number	1-343-550-2516
Administrative Assistant	Melody Nadeau

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 45e Election Générale / 45th General Election Demande de permission du DGE - Utilisation de lieux de scrutin inaccessibles / Request for CEO Permission - Use of an Inaccessible Site CCM 2025-106929										
Stratégies de mitigation standard / Standard Mitigation Strategies: Les directeurs de scrutin qui utilisent des lieux inaccessibles s'assurant que ces sites ont des préposés à l'information (PI) sur place qui peuvent offrir d'autres options de vote aux électeurs handicapés. / Returning officers using inaccessible sites will ensure that these locations have Information Officers (IO) on site that can provide alternative voting options for electors with disabilities. Ces options peuvent inclure / Options can include: • émettre un certificat de transfert vers un lieu de scrutin proche et accessible, (si c'est avant 18 heures le samedi jour) / issuing a transfer certificate to a nearby polling place which is accessible; • indiquer à l'électeur de voter au bureau local d'Elections Canada, ou / directing the elector to vote at the local Elections Canada office, or • l'inscription de l'électeur au vote par la poste par bulletin spécial / registering the elector to vote By Mail using special ballot voting (if it is before 6pm on Day 6) Le personnel du bureau du DS sera également informé de ces lieux de scrutin et des options disponibles pour les électeurs qui sont assignés à voter à ces endroits. / Staff at the RO office will also be made aware of these polling places and the available options for electors who are assigned to vote at these locations.										
Circonscription / Electoral District	Région de l'agent(e) de liaison local / FLO Region	Nom du lieu / Site Name	Type de circonscription / Electoral District Type	Type de lieu / Location Type	Site utilisé lors des derniers élections / Site used in the previous elections	Nombre prévu de bureaux de scrutin ordinaires / Expected number of ordinary polling stations	Nombre prévu de bureaux de scrutin par anticipation / Expected number of advance polling stations	Critères d'accessibilité non respectés / Failed accessibility criteria	Justification	Recommandations des Services de gestion des endroits de vote / Polling Location Management Services recommendations
10003 Central Newfoundland	875	Woodstock Town Hall	Rural/Urban	Ordinary	Y	1	0	High door threshold	No mitigations or alternative location	Recommended for approval.
10004 Labrador	875	Black Tickle Community Centre	Rural/Urban	Advanced/Ordinary	Y	1	1	This site has a wheel chair ramp but does not have a hand rail or non slip surface and the slope is 13.00 degrees.	No alternative or mitigation.	Recommended for approval.
10004 Labrador	875	Norman Bay Community Hall	Rural/Urban	Advanced/Ordinary	Y	1	1	Ramp is 11 degrees.	It does have a ramp but with a 11 degree slope, no mitigation/alternative.	Recommended for approval.
10007 Terra Nova—The Peninsulas	875	Roman Catholic Parish Hall - Gambo	Rural/Urban	Advance	Y	0	1	Ramp is 12 degrees.	Site is very familiar to electors and excellently located to serve them. Ramp is there but the slope is steep.	Recommended for approval.
10007 Terra Nova—The Peninsulas	875	St. Alban's S.U.F. Lodge # 53	Urban/Rural	Ordinary	Y	1	0	This is the only building available Building itself is accessible however pathway has dip that would require small bridge no contractor to fix	Only site available, familiarity, proximity	Follow up completed: Can we place a cone or an IO or something to alert visually impaired electors to mitigate this issue? RD response: Hole is quite large in front of the ramp, a cone or an IO could warn electors but their pathway to the ramp would still be blocked and they would not be able to access it.
10007 Terra Nova—The Peninsulas	875	Wesley United Church Hall	Urban/Rural	Ordinary	Y	2	0	Ramp has an 11 degree slope	Site is very familiar to electors and excellently located to serve them. Ramp is there but the slope is steep.	Recommended for approval.
11001 Carleton	876	St. Mary's Church Parish Hall	Rural/Urban	Advanced/Ordinary	Y	2	2	Ramp is 5.6 degrees.	Ramp is present but slope is 5.6 degrees, no alternative or mitigation.	Recommended for approval.
12004 Cumberland—Colchester	877	First United Church Hall	Rural/Urban	Advanced/Ordinary	Y	4	1	Ramp has a 5.4 degree slope	Although the degree of slope does not meet EC standards, I would like to use this site due to proximity of voters, familiarity and no additional site available in surrounding area.	Recommended for approval.
12004 Cumberland—Colchester	877	Millbrook Community Hall	Rural/Urban	Ordinary	Y	2	0	No level access.	Although the degree of slope for exterior ramp does not meet EC standards, I would not like to move this site off of the Millbrook Reserve. This is a rural community and I personally have used this site for 7 electoral events and I inherited this site from my predecessor. - An interior elevator from the ground level is in the process of being installed -	Recommended for approval.
13004 Fundy Royal	876	Saint Alphonsus Parish	Rural/Urban	Ordinary	Y	4	0	Ramp is 10.8 degrees.	Ramp is present but too steep, no alternative or mitigation. Best for electors proximity, familiarity.	Recommended for approval.
24007 Beauharnois—Salaberry—Soulangee—Huntingdon	880	Dundee Townhall Ship	Rural/Urban	Ordinary	Y	2	0	Pas d'accès plain-pied.	Le lieu a déjà été utilisé lors d'élections précédentes. Aucun lieu n'est disponible dans la réserve autochtone à proximité. Cet emplacement est proche et permet aux membres de la communauté de voter. Ils devraient se déplacer très loin si nous avions besoin d'une alternative, ce qui n'est pas idéal.	Recommandation d'approbation.
24054 Rivière-du-Nord	883	Carrefour du Nord Adjacent door 5	Urban/Rural	Ordinary	Y	16	0	une salle de vote sur 2 étages, le rez de chaussée accessible et non le 2 ième au personne à mobilité réduite.	Manque d'espace dans le secteur place situation, seule local disponible dans les environs.	Recommandation d'approbation.
24055 Rosemont—La Petite-Patrie	881	Rosemount High School	Urban	Ordinary	Y	4	0	Pas d'accès plain-pied.	Entré accessible par l'ascenseur avec une clé à l'arrière. Un préposé à l'information doit être assigné à cet endroit. Endroit peu accessible, compliqué, l'entrée des électeurs est sur la 13e avenue. L'ascenseur (qui nécessite une clé) pour les personnes à mobilité réduite est un monte-charge pour l'entretien, il ne peut pas contenir plus d'une personne. Il faut penser à avoir au moins trois préposés à l'information supplémentaires pour diriger les électeurs.	Recommandation d'approbation.
24089 Saint-Leonard—Saint-Michel	881	La Duviviers School	Urban	Ordinary	Y	7	0	Pente de ramp (5.4 degrés)	Familiar des électeurs, aucune alternative/atténuation	Recommandation d'approbation.
35006 Bay of Quinte	908	Belleville Lions Club	Urban	Advance	Y	0	2	Slope of outside ramp is 5.6 degrees. It is not possible to install a temporary ramp as there is no space. All other aspects of Accessibility/Suitability meet standards and the voting location is very suitable otherwise.	Even though some voters in ADV PD609 live farther than the 6 km threshold, the most populated part of the PD live within 6 km of the voting location. The portion of the PD that exceeds the distance threshold is rural and more sparsely populated. Also, this is to replace a voting location that was originally planned but lost. No other suitable locations are available.	This is to replace a voting location that was originally planned but lost. No other suitable locations are available. Slope of outside ramp is 5.6 degrees. It is not possible to install a temporary ramp as there is no space.
35044 Kapeuskasing—Timmins—Mushkegowuk	885	Peetabek Community Hall	Urban/Rural	Ordinary	N	0	1	The hall is usually accessible however, the elevator is currently broken. They've fixed it 3 times and still, it's non-functioning therefore the hall is no longer accessible.	This polling place serves a remote community, the next closest location is 400 kms away.	Recommended for approval as this site is located in a remote community.
35104 Sudbury East—Mantaulin—Nickel Belt	885	Little Wanup Chapel	Urban	Advanced/Ordinary	Y	3	1	No level access	The location that was intended to be used is not available as it is under renovations. The location is situated on the border of ED 34104 and 35103 and is the closest location available to the original poll location in ED35104	Recommended for approval.

 45e Election Générale / 45th General Election Demande de permission du DGE - Utilisation de lieux de scrutin inaccessibles / Request for CEO Permission - Use of an Inaccessible Site CCM 2025-106929										
Stratégies de mitigation standard / Standard Mitigation Strategies: Les directeurs de scrutin qui utilisent des lieux inaccessibles s'assurent que ces sites ont des préposés à l'information (PI) sur place qui peuvent offrir d'autres options de vote aux électeurs handicapés. / Returning officers using inaccessible sites will ensure that these locations have Information Officers (IO) on site that can provide alternative voting options for electors with disabilities. Ces options peuvent inclure / Options can include: • émettre un certificat de transfert vers un lieu de scrutin proche et accessible, (si c'est avant 18 heures le même jour) / issuing a transfer certificate to a nearby polling place which is accessible, • indiquer à l'électeur de voter au bureau local d'Elections Canada, ou / directing the elector to vote at the local Elections Canada office, or • l'inscription de l'électeur au vote par la poste par bulletin spécial / registering the elector to Vote By Mail using special ballot voting (if it is before 6pm on Day 6) Le personnel du bureau du DS sera également informé de ces lieux de scrutin et des options disponibles pour les électeurs qui sont assignés à voter à ces endroits. / Staff at the RO office will also be made aware of these polling places and the available options for electors who are assigned to vote at these locations.										
Circonscription / Electoral District	Région de l'agent(e) de liaison local / ELO Region	Nom du lieu / Site Name	Type de circonscription / Electoral District Type	Type de lieu / Location Type	Site utilisé lors des dernières élections / Site used in the previous elections	Nombre prévu de bureaux de scrutin ordinaires / Expected number of ordinary polling stations	Nombre prévu de bureaux de scrutin par anticipation / Expected number of advance polling stations	Critères d'accessibilité non respectés / Failed accessibility criteria	Justification	Recommandations des Services de gestion des endroits de vote / Polling Location Management Services recommendations
46004 Kildonan—St. Paul	892	Gateway Recreation Centre	Urban/Rural	Advanced/Ordinary	Y	4	2	Interior doors are heavy - will place an IO at the doors.	Must have IO at the doors at all times to open them for electors, door is too heavy, no alternative locations	Recommended for approval.
48004 Kildonan—St. Paul	892	Sarina Towers	Urban/Rural	Ordinary	Y	1	0	No level access.	There are steps at the entrance to Sarina Towers and a lift that can only be operated with a key card which all the residents have.	Recommended for approval.
47004 Moose Jaw—Lake Centre—Lanigan	893	Earl Grey Community Centre	Rural/Urban	Ordinary	Y	3	0	Ramp has a slope of 7.9 degrees.	Used in previous elections. Electors are familiar with this centre. No suitable alternative within the distance threshold. Ramp is present, just slightly too steep.	Recommended for approval.
48005 Calgary Confederation	907	Magelaine d'Houet School	Urban	Ordinary	Y	5	0	No level access.	There is a small ramp inside the building to mitigate three steps to get to the gym to vote but it is steep.	Recommended for approval.
59007 Columbia—Kootenay—Southern Rockies	912	Rosenmont Elementary School	Urban	Ordinary	Y	2	0	No level access.	This school is very familiar to the electors and prevents them from having to drive into Nelson, keeping them on their side of the highway.	Recommended for approval.
59012 Esquimalt—Saarich—Spoke	898	Redeemed Christian Church of God	Urban	Ordinary	Y	3	0	Ramp is 7 degrees and cannot be mitigated	Lighting has been updated, had some complaints about parking. Hoped to find a different site but not successful.	Recommended for approval.
59022 North Vancouver—Capilano	897	St. Andrew's United Church	Urban/Rural	Ordinary	Y	6	0	the interior corridor leading to the voting room has one door frame which is a half inch less than required. this is the only issue.	there is no other polling place in the vicinity.	Recommended for approval.
59043 West Vancouver—Sunshine Coast—Sea to Sky Country	897	Don Ross Secondary School	Urban/Rural	Ordinary	Y	5	0	Slope is slightly above 4.8 and is missing a handrail but this site has been used several times in the past with no incidents.	No alternative or mitigation, the ramp is there but the slight just misses the EC standard.	Recommended for approval.
59043 West Vancouver—Sunshine Coast—Sea to Sky Country	897	West Bay Elementary School	Urban/Rural	Ordinary	Y	6	0	Site entrance ramp is slightly above 5.6 degrees. Has been used in the past with no issues.	No alternative or mitigation, the ramp is there but the slight just misses the EC standard.	Recommended for approval.

From: DGE-CEO
Sent: Wed, 23 Apr 2025 14:48:57 +0000
To: Ratthe, Carole-Ann
Subject: Pour révision - CCM 2025-107095 - COUNTING OF REGULAR BALLOTS USED FOR SPECIAL BALLOT VOTING WITHOUT INNER AND OUTER ENVELOPPES
Attachments: CCM 2025-107095 BRIEFING NOTE TO THE CEO - COUNTING OF REGULAR BALLOTS USED FOR SPECIAL BALLOT VOTING WITHOUT INNER AND OUTER ENVELOPPES.pdf

Carole-Ann,

Pour ta révision, voici une BN portant sur le dépouillement des bulletins de vote réguliers utilisés pour le vote par bulletin spécial sans enveloppes intérieures et extérieures.

La demande d'adaptation qui suivra figure bien dans la liste de celles que nous attendons.

Merci,

Jolyane

From: Pilon, Christine <Christine.Pilon@elections.ca>
Sent: April 23, 2025 10:36 AM
To: DGE-CEO <DGE-CEO@elections.ca>
Subject: Signature - CCM 2025-107095 - COUNTING OF REGULAR BALLOTS USED FOR SPECIAL BALLOT VOTING WITHOUT INNER AND OUTER ENVELOPPES

Bonjour,

Demande/request : NB pour la signature du DGE

Direction générale /branch : SVD

CCM # : 2025-107095

Note : Michel Roussel a approuvé le tout.

Merci bien,

Christine Pilon

Chef, Services de la correspondance | Chief, Correspondence Services

Scrutins et Innovation | Electoral Events and Innovation

Élections Canada | Elections Canada

Cell.: 343-573-3279

christine.pilon@elections.ca

From: Roussel, Michel <Michel.Roussel@Elections.ca>
Sent: Wednesday, April 23, 2025 10:16 AM
To: Pilon, Christine <Christine.Pilon@elections.ca>

Cc: Laflamme, Carole <Carole.Laflamme@elections.ca>

Subject: RE: Approbation - CCM 2025-107095 - COUNTING OF REGULAR BALLOTS USED FOR SPECIAL BALLOT VOTING WITHOUT INNER AND OUTER ENVELOPPES)

Bonjour Christine,

J'ai signé la note dans l'intérêt de faire avancer le dossier. On peut faire suivre au DGÉ. Merci

Michel

De : Pilon, Christine <Christine.Pilon@elections.ca>

Envoyé : 23 avril 2025 08:57

À : Roussel, Michel <Michel.Roussel@Elections.ca>

Cc : Laflamme, Carole <Carole.Laflamme@elections.ca>

Objet : Approbation - CCM 2025-107095 - COUNTING OF REGULAR BALLOTS USED FOR SPECIAL BALLOT VOTING WITHOUT INNER AND OUTER ENVELOPPES)

Bonjour Michel,

Demande/request : NB pour l'approbation du SDGE et la signature du DGE

Direction générale /branch : SVD

CCM # : 2025-107095

Note : Josée Leblanc a approuvé le tout.

***Prendre note qu'il manque le sommaire et la classification et que le formatage de la note n'est pas conforme. Je vous la fais suivre quand-même vu que Josée, les services juridiques et Emily Dignan ont signé.

***Si vous préférez qu'elle soit revue et corrigée svp m'aviser. Je n'ai pas reçu la copie Word.

Merci bien,

Christine Pilon

Chef, Services de la correspondance | Chief, Correspondence Services

Scrutins et Innovation | Electoral Events and Innovation

Élections Canada | Elections Canada

Cell.: 343-573-3279

christine.pilon@elections.ca

From: Leblanc, Josée - EC <JoseeW.Lebanc@elections.ca>

Sent: Tuesday, April 22, 2025 5:34 PM

To: Pilon, Christine <Christine.Pilon@elections.ca>

Cc: Ghadimi, Saum <Saum.Ghadimi@elections.ca>

Subject: FW: BN (COUNTING OF REGULAR BALLOTS USED FOR SPECIAL BALLOT VOTING WITHOUT INNER AND OUTER ENVELOPPES)

Bonjour,

Voici une note à faire signer par Michel.

Merci!

From: Leblanc, Josée - EC
Sent: Tuesday, April 22, 2025 5:10 PM
To: Duquette, Danielle <Danielle.Duquette@elections.ca>
Subject: RE: BN (COUNTING OF REGULAR BALLOTS USED FOR SPECIAL BALLOT VOTING WITHOUT INNER AND OUTER ENVELOPPES)

From: Duquette, Danielle <Danielle.Duquette@elections.ca>
Sent: Tuesday, April 22, 2025 3:32 PM
To: Leblanc, Josée - EC <JoseeW.Lebanc@elections.ca>
Subject: BN (COUNTING OF REGULAR BALLOTS USED FOR SPECIAL BALLOT VOTING WITHOUT INNER AND OUTER ENVELOPPES)

Voilà pour ton sign off, Michel et ensuite le DGE (SJ vont commencer à préparer les instructions)

Danielle Duquette
Directrice, Méthodes de votes alternatives
Director, Alternative Voting Methods
Bureau du directeur général des élections / Office of the Chief Electoral Officer
30, rue Victoria / 30 Victoria Street
Gatineau, QC K1A 0M6
Portable: 613-298-9579

CLASSIFICATION: (Protected, unclassified, Confidential, Secret, or advice to CEO)¹**BRIEFING NOTE TO THE CEO**

FROM: Michel Roussel – Deputy Chief Electoral Officer, Electoral Events and Innovation
DATE: April 21st, 2025
SUBJECT: Counting of regular ballots used for special ballot voting without inner and outer envelopes/Dépouillement des bulletins de vote réguliers utilisés pour le vote par bulletin spécial sans enveloppes intérieures et extérieures

Leblanc
c.
Josee

ACTION REQUIRED: For approval, adaptation required

ISSUE

On April 16th, the Service Point Supervisor (SPS) for Rosemont—La Petite-Patrie (24065) informed Elections Canada headquarters (ECHQ) that they had issued 8 regular ballots for special ballot voting at the Returning Officer's (RO) office without using inner and outer envelopes.

On April 18th, the SPS for Vancouver Fraserview—South Burnaby (59037) informed Elections Canada headquarters (ECHQ) that they had issued 47 regular ballots for special ballot voting at the local RO office without using inner and outer envelopes.

CONSIDERATIONS

Rosemont—La Petite-Patrie (24065) Prior to receiving next steps from ECHQ, they proceeded to put the ballots into inner envelopes, and then created outer envelopes for each elector who had registered, using the *Record of Outer Envelopes Issued to Local SVR electors*. They randomly selected the inner envelopes and put them into the completed outer envelopes and then called the impacted electors to come in and sign their outer envelopes.

Vancouver Fraserview—South Burnaby (59037)

They informed ECHQ that they had issued 47 regular ballots for special ballot voting without using inner and outer envelopes. Ballots have since been put into inner envelopes and the office is waiting for further instructions on next steps.

Legal considerations (if applicable): Section reserved for Legal Services

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Integrity considerations (if applicable): Section reserved for Integrity

¹ Protected C and above cannot be stored in CCM nor exchanged via Outlook even if encrypted.

This document could be released publicly as per ATIP regime.

It is the opinion of Integrity that accepting these electors' ballots maintains the integrity of the electoral process.

Reliability

Accepting the ballots that were erroneously cast due to the election officers incorrectly administering special ballot voting maintains the reliability of the electoral process. It ensures that electors were not negatively impacted by errors by EC staff and that their votes are still valid and counted.

Security

However, it is important that the electors impacted by the error are recorded, in order track any potential voting irregularities.

Dignan,
Emily

Digitally signed by Dignan, Emily
DN: CN = Dignan, Emily C= CA
ID # GC OU = ELECTO-ELECTIC
Date: 2025.04.22 09:02:00 -0400

RECOMMENDATION (for decision/signature memo)

To issue two instructions, one for each electoral district, to ensure that these ballots can be counted.

Notes from contributors

I approve

Stéphane Perrault
Chief Electoral Officer

I do not approve

Stéphane Perrault
Chief Electoral Officer

Notes from CEO

Contact/Author	
Name	Danielle Duquette
Title	Director, Alternative Voting Methods
Sector	EEI
Phone Number	613-298-9579
Administrative Assistant	Melody Nadeau

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This document could be released publicly as per ATIP regime.

¹ Protected C and above cannot be stored in CCM nor exchanged via Outlook even if encrypted.
This document could be released publicly as per ATIP regime.

From: Perrault, Stéphane
Sent: Mon, 28 Apr 2025 22:18:32 +0000
To: Ratthe, Carole-Ann
Cc: DGE-CEO; Rousseau, Mélanie; Roussel, Michel
Subject: [REDACTED]

Attachments: [REDACTED]

Approuvé

From: Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Sent: Monday, April 28, 2025 6:14 PM
To: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Cc: DGE-CEO <DGE-CEO@elections.ca>; Rousseau, Mélanie <Melanie.Rousseau@elections.ca>
Subject: [REDACTED]

Bonjour M. Perrault,

[REDACTED]

C-A

Envoyé de mon appareil Samsung de Bell via le réseau le plus vaste au pays.

From: Sampson, Robert <Robert.Sampson@elections.ca>
Sent: Monday, April 28, 2025 6:06:12 PM
To: CEO-DGE <CEO-DGE@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Cc: Larose, Marie-Pier <Marie-Pier.Larose@elections.ca>; Richer, Karine <Karine.Richer@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>
Subject: [REDACTED]

Bonjour Bureau du DGE,

[REDACTED]

Merci,

Bobby

Robert Sampson

[REDACTED]

Avocat général et directeur principal, Services juridiques
Bureau du directeur général des élections du Canada (Élections Canada)
robert.sampson@elections.ca / Tél. : 873-416-1717 ou [REDACTED]

General Counsel and Senior Director, Legal Services
Office of the Chief Electoral Officer of Canada (Elections Canada)
robert.sampson@elections.ca / Tel.: 873-416-1717 ou [REDACTED]

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Solicitor-Client Privilege



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From: Torosian, Susan
Sent: Mon, 28 Apr 2025 01:35:41 +0000
To: Roussel, Michel; Perrault, Stéphane; Caron, Serge; Villeneuve, Josée; Gamache, Nick; Bouchaara, Kenza
Cc: Leblanc, Josée - EC
Subject: Re: Action Plan for Calgary East (48007)

We will keep an eye out Michel.

Sent from my Bell Samsung device over Canada's largest network.

From: Roussel, Michel <Michel.Roussel@Elections.ca>
Sent: Sunday, April 27, 2025 8:26:53 PM
To: Perrault, Stéphane <Stephane.Perrault@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Gamache, Nick <Nick.Gamache@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Cc: Leblanc, Josée - EC <JoseeW.Leblanc@elections.ca>
Subject: TR: Action Plan for Calgary East (48007)

Bonsoir,

Ceci est pour votre information. SVP voir plus bas la description de l'incident du vol de voiture à Calgary et la communication d'instructions à la directrice du scrutin.

Sue & Nick : Social Media Monitoring must already have been alerted about the incident. We can expect some negative repercussions if lists or ballots turn up in unexpected places tomorrow. Thanks

Michel

De : Leblanc, Josée - EC <JoseeW.Leblanc@elections.ca>
Envoyé : 27 avril 2025 19:37
À : Roussel, Michel <Michel.Roussel@Elections.ca>
Objet : FW: Action Plan for Calgary East (48007)

Pour ton information.

From: Martineau, Sophie <Sophie.Martineau@elections.ca>
Sent: Sunday, April 27, 2025 7:08 PM
To: Leblanc, Josée - EC <JoseeW.Leblanc@elections.ca>
Subject: FW: Action Plan for Calgary East (48007)

FYI pour plus d'info sur les procédures établies avec les SJ

For your radar, we received an incident report from 48007.  got their car stolen, and had a total of 3000 new ballots and the *Official List of Electors* for the Valley View School polling place (6 polling stations) in their possession, to be used for polling day.

The police is on the case to find the car with the RO, and we've communicated with the RO to put safeguards in place on polling day.

Can the media line team monitor that ED tomorrow and the coming days, in case of pictures of ballots, or sensitive information from the *Official List of Electors*, which contains the name, address and year of birth? A total of 6 polling stations are being held at that polling place, with 2 669 electors on the List.

From: Larose, Nicolas

Sent: Sunday, April 27, 2025 5:21 PM

To: 48006.48007 Luckhardt, Sharon Patricia <48006.48007_Sharon.Patricia.Luckhardt@elections.ca>

Cc: Boiteau, Ann <Ann.Boiteau@elections.ca>

Subject: Action Plan for Calgary East (48007)

Good day Sharon,

As discussed, multiple safeguards are put in place by Elections Canada, to ensure that the voting process and the counting uphold their integrity

- Track the serial numbers that were issued to the DRO, using the *Record of Ballots*
- Inform candidates of situation ahead of polling day
- ECHQ will monitor social media in that ED if any ballots are posted online, or if any sensitive information is shared about the electors on the *Official List of Electors*
- Provide new material to the DRO/CPS, including new ballots
- Remind DROs to always initialize their ballots throughout the day
- Inform CPSs of this situation in your ED, for them to inform the DRO that an elector might give them a ballot not issued by them, or try to put two ballots in the ballot box
 - Ensure that DROs complete the step to compare the counterfoil for each ballot, and that their initials are present when receiving the ballot back from the elector
 - If a situation occurs, inform the CPS right away. Make a note in the *Log of Notable Events – Events Log*
 - The CPS should inform the RO office of the situation
- **At the end of the polling day**
 - Complete the Voting Summary
- **During the counting process**
 - Ensure that the DRO properly look at the PD number and the initials of each ballot, and compare them with the *Log of Poll Workers – Events Log*
 - If any ballot is rejected, document it in the *Log of objections to ballots – Events Log*
- Compare the Statement of the Vote with the Voting Summary, to ensure that no additional ballots were added in the ballot box

To end, please be mindful, and remind CPSs and DROs, that a ballot can still be accepted without any initials, as per the article 285 of the *Canada Elections Act*:

285 If the election officer who counts the votes determines that a ballot has not been initialed by an election officer, he or she shall, in the presence of the election officer referred to in paragraph 283(1)(a) and witnesses, initial and count the ballot if satisfied that all ballots that

were provided by the returning officer have been accounted for, as described in paragraph 283(3)(d).

Thank you,

Nicolas Larose

Directeur adjoint p.i., Services de vote et projets spéciaux | A/Assistant Director, Voting Services and Special Projects

Élections Canada | Elections Canada

(873) 416-1478

Nicolas.larose@elections.ca

From: Martineau, Sophie
Sent: Mon, 21 Apr 2025 17:02:22 +0000
To: Ratthe, Carole-Ann; Leblanc, Josée - EC; Knight, Trevor; Villeneuve, François
Cc: Roussel, Michel; Villeneuve, Josée; DGE-CEO; Bouchaara, Kenza
Subject: RE: Adaptations et instructions à venir

Mes ajouts en jaune ci-dessous.

From: Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Sent: Monday, April 21, 2025 12:40 PM
To: Leblanc, Josée - EC <JoséeW.Lebanc@elections.ca>; Martineau, Sophie <Sophie.Martineau@elections.ca>; Knight, Trevor <Trevor.Knight@Elections.ca>; Villeneuve, François <Francois.Villeneuve@elections.ca>
Cc: Roussel, Michel <Michel.Roussel@Elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; DGE-CEO <DGE-CEO@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Subject: Adaptations et instructions à venir

Bonjour à vous quatre,

Suite aux discussions de ce matin au ISAC et CEO Daily Brief, nous tentons d'identifier les instructions et adaptations qui requerront l'approbation du DGE dans les jours à venir afin d'en assurer la revue rapidement par le Bureau.

Est-ce possible de jeter un œil rapidement aux informations ci-dessous et modifier / bonifier les informations manquantes?

Merci.

Adaptations & Instructions	
1.	Lac Saint-Jean – Instruction afin d'accepter les bulletins indiquant uniquement le nom du parti politique
2.	Prolongation de la période de vote - établissement de détention de Sorel-Tracy
3.	Nord de l'Ontario – Vote par bulletins spéciaux pour les communautés évacuées
4.	Instructions pour le dépouillement dans Carleton (dépouillement 6 heures plus tôt)
5.	BN à venir pour le PSA – Nunavut (AVM à confirmer)
6.	2 adaptations à venir pour les communautés évacuées (35044 et 35108)
7.	Adaptations pour dépouillement du vote par anticipation (début 3 heures avant la fermeture des BVO basé sur le volume et équipes additionnelles/différentes pour le dépouillement)

Carole-Ann Ratthe

Directrice adjointe, Bureau du Directeur général des élections
Élections Canada

Deputy Director, Office of the Chief Electoral Officer
Elections Canada

carole-ann.ratthe@elections.ca / Tél : 19(1)

From: Perrault, Stéphane
Sent: Tue, 15 Apr 2025 13:44:43 +0000
To: Roussel, Michel; Alerte au DGE - CEO Alert TO
Cc: Leblanc, Josée - EC; Messier, Maxime; Girouard, Olivier
Subject: RE: Alerte au DGÉ Incident - assignation de sections de vote - UPDATE

Merci

From: Roussel, Michel <Michel.Roussel@Elections.ca>
Sent: Tuesday, April 15, 2025 9:44 AM
To: Alerte au DGE - CEO Alert TO <AlerteauDGE-CEOAlertTO@elections.ca>
Cc: Leblanc, Josée - EC <JoséeW.Leblanc@elections.ca>; Messier, Maxime <Maxime.Messier@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>
Subject: TR: Alerte au DGÉ Incident - assignation de sections de vote - UPDATE

Good morning,

An update on these issues :

- The scope of the problem has been much reduced in 46002. Lists of PD numbers under both rep orders more or less overlapped geographically except for three areas. Unfortunately, there is no such overlap in Mississauga-Erin Mills.
- Confirmed : The correct voters list was used to generate VIC print files. No out-of-ED elector involved in the mix-up
- Voting Ops and Voter Registration have been liaising with Mélanie, Annie and Nick to review communication options for stakeholders. A "level-set" meeting is to take place after the FMC meetings, in early afternoon.
- Issue-Management to be held at 1230 today

Thank you

Michel

De : Roussel, Michel
Envoyé : 15 avril 2025 08:07
À : Alerte au DGE - CEO Alert TO <AlerteauDGE-CEOAlertTO@elections.ca>
Cc : Leblanc, Josée - EC <JoséeW.Leblanc@elections.ca>; Messier, Maxime <Maxime.Messier@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Martineau, Sophie <Sophie.Martineau@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>
Objet : TR: Alerte au DGÉ Incident - assignation de sections de vote

Bonjour,

Vous trouverez ci-joint la description de trois enjeux portés hier à notre attention relativement à l'assignation de sections de vote aux lieux de scrutin confirmés. Dans deux CÉ (Mississauga-Erin Mills-35063 et Churchill – 46002), l'assignation des SV à des lieux de scrutin se serait faite en utilisant l'ancienne numérotation des SV (sous 338). Les SV ayant été renumérotées, les

zones de services ainsi définies ne correspondent pas nécessairement géographiquement aux lieux de scrutin.

Dans le troisième cas (Bécancour-Nicolet - 24009) l'assignation de deux lieux de BVA est inversée de sorte que les électeurs d'un district sont assignés à voté au lieu désigné de l'autre, et vice-versa.

Dans tous les cas, le remède technique (réassignation des SV) fut mis à exécution immédiatement et de nouveaux fichiers d'impression générés et envoyés à l'impression pour faire produire des CIÉs de remplacement. Il reste cependant beaucoup de travail à faire pour « nettoyer » cet imbroglio :

- Communication publique : Informer le public des incidents et spécifiquement les électeurs concernés que des cartes de remplacement sont en route. Pour le BVA, la meilleure option pour les électeurs sera de vérifier le site web d'ÉC
- Intégrité électorale : les électeurs qui se présenteraient au lieu de scrutin original et erroné ont le droit de voter sur place avec un certificat de transfert. Une intervention urgente auprès des fonctionnaires électoraux sera nécessaire dans les prochains jours.
- Communication aux partis et candidats : Un message concernant certains délais de livraison de la CIÉs était sur le point d'être finalisé. Il restera à décider si nous voulons l'alourdir avec la description de ces trois enjeux.

À notre connaissance, il ne s'agit pas d'un enjeu de système informatique ou de données corrompues, mais d'une série funeste d'erreurs humaines. Dès que possible, nous fournirons un rapport plus circonstancié sur ces incidents. Pour ce matin, on peut lire plus bas le compte-rendu fourni par Josée L.

Je serai disponible pour répondre aux questions du DGÉ ce matin.

Michel

De : Leblanc, Josée - EC <JoséeW.Lebanc@elections.ca>

Envoyé : 14 avril 2025 21:53

À : Roussel, Michel <Michel.Roussel@Elections.ca>

Cc : Martineau, Sophie <Sophie.Martineau@elections.ca>; Messier, Maxime <Maxime.Messier@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>

Objet : Incident - assignation des électeurs

Bonjour,

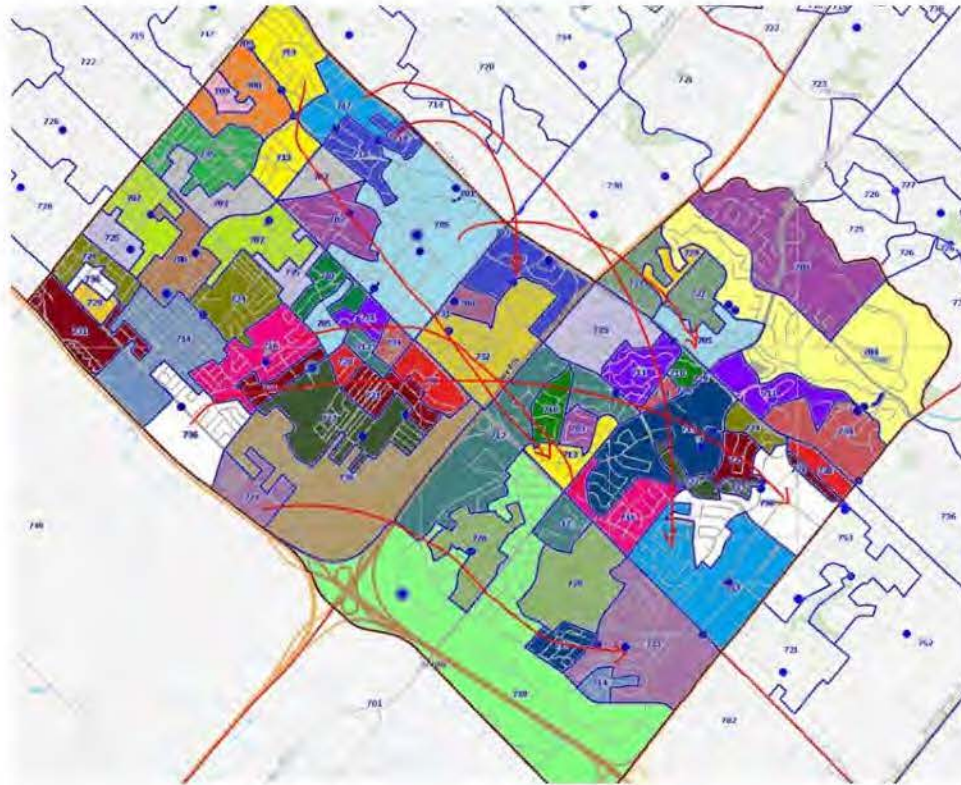
Tel que discuté, voici quelques notes sur les enjeux qui furent discutés ce soir.

35063

- DS semble avoir utilisé les cartes électorales sous 338 circonscriptions pour assigner les électeurs aux sections de vote (SV).
- La numérotation des SV ayant changée, la logique qui fonctionnait sous l'ancienne numérotation ne fonctionne plus sous 343 circonscriptions.
- Nous avons déjà reçu des plaintes des Libéraux et des Conservateurs
- Nombre d'électeurs impactés: Approx. 88,000
- L'assignation des électeurs a été refait.
- Des CIE de remplacement seront envoyées demain matin (Jour 13)

- VIS contient maintenant l'information à jour
- **Nous recommandons:**
 - Des communications ciblées pour les électeurs de la circonscription.
 - Un message aux membres du CCPP et les candidats locaux décrivant l'incident et les mesures d'atténuation.
 - Hailey va nous aider à documenter l'incident.

Voici un extrait de certaines sections de vote impactées.



46002: Enjeu similaire à la situation dans 35063

- DS semble avoir utilisé les cartes électorales sous 338 circonscriptions pour assigner les électeurs aux sections de vote (SV).
- La numérotation des SV ayant changée, la logique qui fonctionnait sous l'ancienne numérotation ne fonctionne plus sous 343 circonscriptions.
- No électeurs impactés: A être confirmé
- L'assignation des électeurs a été refait.
- Des CIE de remplacement seront envoyées demain matin (Jour 13)
- VIS va contenir l'information à jour avant la fin de la soirée
- **Nous recommandons:**
 - Des communications ciblées pour les électeurs de la circonscription.
 - Un message aux membres du CCPP et les candidats locaux décrivant l'incident et les mesures d'atténuation.
 - Hailey va nous aider à documenter l'incident.

24009

- Pour cette situation 2 SV par anticipation ont été interchangée. Les électeurs assignés à la SV 602 ont été assignés à la SV 603 et vice versa.
- Dans certains cas, les électeurs devraient se déplacer sur une quarantaine de km.
- Aucun enjeu détecté pour les SV pour le BVO
- L'assignation des électeurs sera refaite ce soir.
- Des CIE de remplacement seront envoyées demain matin (Jour 13)
- VIS va contenir l'information à jour avant la fin de la soirée
- Les électeurs pourront utiliser des certificats de transfert.
- Des rappels sur les procédures pour l'utilisation de certificat de transfert seront envoyés aux AE de ces circonscriptions.
- Voici un visuel de l'enjeu.
- **Nous recommandons:**
 - Des communications ciblées pour les électeurs de la circonscription.
 - Un message aux membres du CCP et les candidats locaux décrivant l'incident et les mesures d'atténuation.
 - Hailey va nous aider à documenter l'incident.



Josée Leblanc

19(1)

Directrice principale
Services de vote et développements
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***Mes heures de travail et les vôtres sont peut-être différentes. Sachez qu'aucune réponse ou action suite à mon courriel n'est attendue à l'extérieur de vos heures de travail. // My working hours and your working hours may be different. Please know that a response or action to my email is not expected outside of your own

From: Torosian, Susan
Sent: Mon, 21 Apr 2025 15:50:48 +0000
To: Gamache, Nick; Bouchaara, Kenza; Ratthe, Carole-Ann
Cc: Roussel, Michel
Subject: RE: Election worker reassigned after complaints she was trying to influence voters

Thanks Nick.

From: Gamache, Nick <Nick.Gamache@elections.ca>
Sent: April 21, 2025 11:48 AM
To: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Cc: Roussel, Michel <Michel.Roussel@Elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>
Subject: FW: Election worker reassigned after complaints she was trying to influence voters
Importance: High

From: ps.donotreply-newsdesk-infomedia-nepasrepondre.sp@ps-sp.gc.ca <ps.donotreply-newsdesk-infomedia-nepasrepondre.sp@ps-sp.gc.ca>
Sent: Monday, April 21, 2025 11:47 AM
To: Gamache, Nick <Nick.Gamache@elections.ca>
Subject: Election worker reassigned after complaints she was trying to influence voters
Importance: High

Ce message a été envoyé par un expéditeur externe. Veuillez faire preuve de prudence et ne pas cliquer sur les liens ou ouvrir les pièces jointes à moins de reconnaître l'expéditeur et de savoir que le contenu est sûr.

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Published | Publié: 2025-04-21 00:00
Received | Reçu: 2025-04-21 11:40

Toronto Star.com
politics/federal 1
★★★★★

Election worker reassigned after complaints she was trying to influence voters

Althia Raj Toronto Star

An Elections Canada poll worker has been reassigned after multiple complaints she was trying to influence voters in the Toronto-area riding of King-Vaughan to cast a ballot for the Conservative candidate, the Star has learned.

"The worker was reassigned to an administrative position where they are not serving electors while the situation gets properly assessed," Elections Canada spokeswoman Diane Benson told the Star.

Mubarak Ahmed, the Liberal candidate in the hotly contested riding, wrote to Elections Canada Saturday after he said his campaign office was contacted by several voters who cast a ballot at the Teston Village Public School. "According to multiple eyewitness accounts, an employee of Elections Canada was actively and overtly encouraging voters to support the Conservative candidate. Alarming, this was done not only in English but particularly and persistently in Urdu, targeting a specific linguistic and cultural community within our riding," his letter said.

Ahmed's communications director Blawal Aleem told the Star they were particularly concerned the poll worker seemed to be targeting senior citizens "who may be more vulnerable to outside influence."

"This ongoing situation raises serious questions about the integrity and impartiality of the electoral process in this riding. We believe it is vital that this issue receives immediate attention and accountability to ensure a fair and transparent election," he said.

King-Vaughan is currently held by Conservative Anna Roberts, who is seeking a second term. The Liberals' Deb Schulte held the seat in 2015 and 2019. The last three contests have been squeakers, with about two percentage points separating the winner from the loser. Roberts won by 1,076 votes in 2021, Schulte won by 1,141 votes in 2019, and 1,738 in 2015. Aleem said the tight contest is one more reason why the incident is alarming. "It's very distressful because you want to ensure that, whatever the outcome is, it's a fair one."

The Star reached out to Roberts' campaign late Sunday.

Elections Canada has referred the file to the Commissioner of Canada Elections, which is responsible for ensuring compliance with the Canada Elections Act and investigating potential contraventions.

"We take all allegations of this nature extremely seriously. Protecting the integrity of the voting process is our priority," Benson said.

Any electors with concerns should not hesitate to contact Elections Canada or the commissioner's office, she added.

Photo: Elections Canada has referred the file to the Commissioner of Canada Elections, which is responsible for ensuring compliance with the Canada Elections Act and investigating potential contraventions.

[Link](#)

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From: Gamache, Nick
Sent: Wed, 7 May 2025 19:51:57 +0000
To: Bouchaara, Kenza; Villeneuve, Josée
Cc: Morin, Karine; Ratthe, Carole-Ann; Rousseau, Mélanie; Torosian, Susan
Subject: RE: FOR REVIEW: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008). / National special ballots in Coquitlam – Port Coquitlam (59008)
Attachments: DRAFT NR (3)_ng_May 7_Clean (1).docx, DRAFT NR-FR (002)_changements.docx

Find the releases attached.

From: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Sent: Wednesday, May 7, 2025 3:31 PM
To: Villeneuve, Josée <Josee.Villeneuve@elections.ca>
Cc: Morin, Karine <Karine.Morin@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Gamache, Nick <Nick.Gamache@elections.ca>; Rousseau, Mélanie <Melanie.Rousseau@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>
Subject: FW: FOR REVIEW: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008). / National special ballots in Coquitlam – Port Coquitlam (59008)
Importance: High

Josée,

Le DGE approuve le message ci-dessous mais demande à ce que l'on enlève la phrase surlignée en jaune : **Les résultats de cette analyse seront rendus publics dans le rapport officiel d'Élections Canada.**

Aussi, le DGE souhaite une coordination efficace de la séquence d'envoi : ACPP d'abord, et ensuite le communiqué de presse, juste quelques minutes après l'envoi ACPP.
Nous attendons encore la version finalisée du communiqué de presse.

Merci!
Kenza

From: Villeneuve, Josée <Josee.Villeneuve@elections.ca>
Sent: Wednesday, May 7, 2025 2:46 PM
To: Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Cc: CCPP - ACPP <ccpp-acpp@elections.ca>
Subject: TR: FOR REVIEW: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008). / National special ballots in Coquitlam – Port Coquitlam (59008)

Voilà. J

De : Rousseau, Mélanie <Melanie.Rousseau@elections.ca>
Envoyé : 7 mai 2025 14:26

À : Villeneuve, Josée <Josee.Villeneuve@elections.ca>

Cc : Morin, Karine <Karine.Morin@elections.ca>; CCPP - ACPP <ccpp-acpp@elections.ca>

Objet : FOR REVIEW: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008). / National special ballots in Coquitlam – Port Coquitlam (59008)

Bonjour,

Alors voici la version finale. Le tableau sera transformé en pdf avant l'envoi, mais au cas où vous auriez des commentaires on vous la fournit en word.

Merci!

Mélanie Rousseau

19(1)

Directrice, Intégrité, Politique réglementaire et Affaires parlementaires
Élections Canada
melanie.rousseau@elections.ca / Tel: 873-416-1703

Director, Integrity, Regulatory Policy and Parliamentary Affairs
Elections Canada
melanie.rousseau@elections.ca / Tel: 873-416-1703

From: CCPP - ACPP <ccpp-acpp@elections.ca>

Sent: Wednesday, May 7, 2025 2:11 PM

To: Rousseau, Mélanie <Melanie.Rousseau@elections.ca>

Subject: FOR REVIEW: Les bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008). / National special ballots in Coquitlam – Port Coquitlam (59008)

(English follows)

Aux membres du CCPP,

Nous souhaitons vous informer d'un enjeu concernant le traitement des bulletins de vote spéciaux des électeurs nationaux dans la circonscription de Coquitlam—Port Coquitlam (59008).

Le 1^{er} mai 2025, il a été découvert que 822 bulletins de vote spéciaux déposés par des électeurs nationaux de 74 circonscriptions à travers le pays étaient demeurés sous la garde du bureau du directeur du scrutin (DS) de Coquitlam—Port Coquitlam et n'avaient pas été retournés à l'administration centrale d'Élections Canada avant la date limite prévue par la loi, soit le jour 0 (28 avril), 18 h (HE), pour être dépouillés.

Le bureau du DS a confondu les règles applicables au vote par bulletin spécial, en raison des différences entre règles fédérales et provinciales de la Colombie-Britannique. Deux jours après le jour de l'élection, n'ayant reçu aucune instruction pour le dépouillement de ces bulletins de vote, le personnel du bureau du DS a vérifié les procédures et s'est alors aperçu de son erreur. L'administration centrale d'Élections Canada en a été informée immédiatement.

Élections Canada a depuis mené une analyse et a confirmé que ces bulletins de vote n'auraient pas changé les résultats préliminaires du scrutin dans les circonscriptions visées. De plus, puisque le dépouillement de ces bulletins de vote dans ces circonstances compromettrait le secret du vote, le directeur général des élections a décidé de ne pas les dépouiller. Pour plus de détails, veuillez consulter le tableau en pièce jointe.

Sur la base de l'évaluation initiale des facteurs ayant contribué à l'incident, Elections Canada effectuera une revue des procédures afin d'évaluer la situation de manière plus approfondie. Elle permettra de définir des mesures préventives pour réduire le risque qu'un tel incident se reproduise et de déterminer des contrôles supplémentaires. Les résultats de cette analyse seront rendus publics dans le rapport officiel d'Élections Canada.

Soyez assurés qu'Élections Canada prend cette situation très au sérieux et continuera d'y donner suite avec diligence et transparence.

Merci.

Le Secrétariat du CCPP

Dear ACPP members,

We would like to inform you of an issue regarding the handling of national special ballots in the electoral district of Coquitlam – Port Coquitlam (59008).

On May 1st, it was discovered that 822 national special ballots cast by electors for 74 electoral districts (ED) across the country had remained in the custody of the Coquitlam – Port Coquitlam returning officer's (RO) office and had not been returned to Elections Canada Headquarters (ECHQ) by the legislated deadline of Day 0 (April 28), 6:00 p.m. (ET) to be counted.

The RO's office misunderstood special ballot rules due to differences between federal and British Columbia's provincial regulations. Two days after polling day, the RO's office, having received no instructions on counting these ballots, reviewed the guidelines and discovered the error in their handling. They promptly notified ECHQ of the mistake.

Elections Canada has since conducted an analysis and confirmed that these ballots would not have affected the preliminary results of the EDs. Additionally, since tallying these ballots at this time would jeopardize voter secrecy, the Chief Electoral Officer has decided not to proceed with the count. For further details, please refer to the table attached to this email.

Building on the initial evaluation of the factors contributing to the incident, Elections Canada will undertake a process review to assess the situation further. This will include identifying preventative measures to mitigate future occurrences and determining additional controls. The findings will be made public in Elections Canada's official report.

Rest assured that Elections Canada takes this matter seriously and will continue working to address the situation with diligence and transparency.

Thank you,

ACPP Secretariat

Issue with some special ballots in Coquitlam–Port Coquitlam

News Release

GATINEAU, Wednesday, May 7, 2025

Earlier today, Elections Canada informed all registered political parties that ~~820822~~ national special ballots cast by electors from ~~7274~~ electoral districts across the country had mistakenly been kept at the office of the returning officer for Coquitlam–Port Coquitlam during the 45th general election. The ballots should have been returned to Elections Canada headquarters by the deadline of April 28, 6 p.m. Eastern time in order for them to be legally counted, in accordance with the *Canada Elections Act*.

We have shared with political parties the distribution of these ballots by electoral district (see table below). An initial analysis shows that the outcome would not be affected in any of the ~~7274~~ districts.

Our initial analysis also revealed that the issue was caused by human error and a failure to comply with the written procedures. The Chief Electoral Officer, Stéphane Perrault, has asked for a complete review of the controls in place to ensure that a similar situation does not happen again in future elections.

"My commitment to candidates, political parties and Canadians is that when issues related to the delivery of an election ~~are identified, they are addressed and fixed~~ arise, we take all necessary steps to resolve them."

—Chief Electoral Officer, Stéphane Perrault

Electoral district	National special ballots mistakenly left in Coquitlam–Port Coquitlam
Port Moody—Coquitlam-	532 530
New Westminster—Burnaby—Maillardville-	32 33
Pitt Meadows—Maple Ridge-	25 26
Burnaby Central -	22-
Burnaby North—Seymour-	12-
Vancouver Centre-	12-
North Vancouver—Capilano-	11-
Cloverdale—Langley City	8
Vancouver Fraserview—South Burnaby-	8-
Cloverdale—Langley City-	7-
Langley Township—Fraser Heights-	7-

Commented [ER1]: Assuming the title will make it clear this relates to GE45?

Commented [ER2]: Changed to tomorrow's date. Please update if needed.

Commented [GN3]: I think it has to stay 'for' - from would suggest the ballots are from other electoral districts, but they are not. They are national ballots cast in the riding, but they may be 'for' other EDs.

Commented [ER4R3]: The electors are from the various EDs, and you don't cast a ballot for an ED. I've changed it to 'for candidates in 72 electoral districts.' Does that work? (You could delete 'by electors' or change to '820 special ballots cast by national electors for candidates in 72...')

Also, since this change would make an already sentence even longer, I split the sentence in two.

Commented [ER5]: local Elections Canada office in?? (for consistency with other communications)

Commented [GN6R5]: In this case, we do want a reference to the returning officer.

Commented [ER7]: Adding for context

Commented [ER8]: Is there a particular order to this column? At first it seems to be from highest number to lowest but then changes.

Commented [GN9R8]: You're right. The same table will be included in a note to ACPP that (I believe) your team is also reviewing. We should make sure we use the same table they are using.

Commented [ER10R8]: I've ordered by number (descending) and then alphabetically (A to Z).

Vancouver Kingsway -	7-
West Vancouver—Sunshine Coast—Sea to Sky Country-	7-
Richmond Centre—Marpole-	6-
Surrey Centre -	6-
Vancouver East-	6-
Fleetwood—Port Kells-	5-
Kamloops—Shuswap—Central Rockies-	5-
Nanaimo—Ladysmith-	5-
Skeena—Bulkley Valley-	5-
Vancouver Granville-	5-
Calgary Heritage-	4-
Delta -	4-
Kamloops—Thompson—Nicola-	4-
Richmond East—Steveston-	4-
South Surrey—White Rock-	4-
Victoria -	4-
Cariboo—Prince George-	3-
Chilliwack—Hope-	3-
Columbia—Kootenay—Southern Rockies-	3-
Esquimalt—Saanich—Sooke-	3-
Halifax -	3-
Okanagan Lake West—South Kelowna	3-
Regina—Lewvan-	3-
Saanich—Gulf Islands-	3-
Vernon—Lake Country—Monashee-	3-
Abbotsford—South Langley-	2-
Calgary Shepard-	2-
Courtenay—Alberni -	2-
Cowichan—Malahat—Langford -	2-
Nepean -	2-
Saanich—Gulf Islands	2-
Similkameen—South Okanagan—West Kootenay-	2-
Vancouver Quadra-	2-
Airdrie—Cochrane	1-
Ajax -	1-
Battlefords—Lloydminster—Meadow Lake-	1-

Commented [ER11]: Please verify ED name. This seems to be pre-redistribution. Should it be Okanagan Lake West—South Kelowna?

Commented [GN12R11]: Yes. Good catch

Brantford—Brant South—Six Nations-	1-
Calgary Confederation-	1-
Calgary Crowfoot-	1-
Calgary East-	1-
<u>Etobicoke Centre</u>	<u>1</u>
Etobicoke—Lakeshore-	1-
Foothills-	1-
Guelph -	1-
Halifax West-	1-
<u>Huron—Bruce</u>	<u>1</u>
Kildonan—St. Paul-	1-
Miramichi—Grand Lake-	1-
Mission—Matsqui—Abbotsford-	1-
North Island—Powell River -	1-
Nunavut -	1-
Ottawa Centre-	1-
Ottawa—Vanier—Gloucester-	1-
Prince George—Peace River—Northern Rockies-	1-
Red Deer-	1-
Regina—Wascana-	1-
South Shore—St. Margarets-	1-
Surrey Newton-	1-
Taiaiaiko'n—Parkdale—High Park-	1-
Thornhill -	1-
Toronto Centre-	1-
Windsor—Tecumseh—Lakeshore-	1-
Winnipeg Centre-	1-
Yorkton—Melville-	1-
Yukon -	1-

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Préoccupations liées à des bulletins de vote spéciaux dans Coquitlam—Port Coquitlam

Communiqué

GATINEAU, le mercredi 7 mai 2025

Élections Canada a informé aujourd'hui tous les partis politiques enregistrés que ~~820-822~~ bulletins de vote spéciaux déposés par des électeurs nationaux de ~~72-74~~ circonscriptions de partout au pays sont demeurés par erreur au bureau du directeur du scrutin de Coquitlam—Port Coquitlam à la 45^e élection générale. Ces bulletins de vote auraient dû être retournés à l'administration centrale d'Élections Canada avant le 28 avril, 18 h (heure de l'Est), pour être comptés comme l'exige la *Loi électorale du Canada*.

Nous avons fourni aux partis politiques l'information sur la répartition de ces bulletins de vote par circonscription (voir le tableau ci-dessous). Une première analyse confirme que les résultats du vote demeureraient les mêmes dans les ~~72-74~~ circonscriptions.

Notre première analyse montre également qu'une erreur humaine et le non-respect de procédures écrites sont à l'origine du problème. Le directeur général des élections, Stéphane Perrault, a exigé une analyse approfondie des mesures de contrôle en place pour éviter que des incidents de ce genre ne se reproduisent.

« Mon engagement envers les candidats, les partis politiques et les Canadiens est que lorsque des enjeux touchant la tenue d'une élection surgissent, nous prenons les moyens d'action nécessaires pour agir et les réglercelui-ci : ~~dès que nous détectons un problème touchant la tenue d'une élection, nous y réagissons et le réglons~~ ».

- Le directeur général des élections, Stéphane Perrault

Circonscription	Bulletins de vote spéciaux d'électeurs nationaux laissés par erreur dans Coquitlam—Port Coquitlam
Port Moody—Coquitlam	53 <u>20</u>
New Westminster—Burnaby—Maillardville	32 <u>33</u>
Pitt Meadows—Maple Ridge	25 <u>26</u>
Burnaby Central	22
Burnaby-Nord—Seymour	12
Vancouver-Centre	12
North Vancouver—Capilano	11
Vancouver Fraserview—Burnaby-Sud	8

Cloverdale—Langley City	7 <u>8</u>
Langley Township—Fraser Heights	7
Vancouver Kingsway	7
West Vancouver—Sunshine Coast— Sea to Sky Country	7
Richmond-Centre—Marpole	6
Surrey-Centre	6
Vancouver-Est	6
Fleetwood—Port Kells	5
Kamloops—Shuswap—Central Rockies	5
Nanaimo—Ladysmith	5
Skeena—Bulkley Valley	5
Vancouver Granville	5
Calgary Heritage	4
Delta	4
Kamloops—Thompson—Nicola	4
Richmond-Est—Steveston	4
Surrey-Sud—White Rock	4
Victoria	4
Cariboo—Prince George	3
Chilliwack—Hope	3
Columbia—Kootenay—Southern Rockies	3
Esquimalt—Saanich—Sooke	3
Halifax	3
Okanagan Lake Ouest—Kelowna- Sud	3
Regina—Lewvan	3
Saanich—Gulf Islands	3 <u>2</u>
Vernon—Lake Country—Monashee	3
Abbotsford—South Langley	2
Calgary Shepard	2
Courtenay—Alberni	2
Cowichan—Malahat—Langford	2
Nepean	2
Similkameen—Okanagan-Sud— Kootenay-Ouest	2
Vancouver Quadra	2
Airdrie—Cochrane	1
Ajax	1
Battlefords—Lloydminster—Meadow Lake	1

Brantford—Brant-Sud—Six Nations	1
Calgary Confederation	1
Calgary Crowfoot	1
Calgary-Est	1
Etobicoke—Centre	1 1
Etobicoke—Lakeshore	1
Foothills	1
Guelph	1
Halifax-Ouest	1
Huron—Bruce	1 1
Kildonan—St. Paul	1
Miramichi—Grand Lake	1
Mission—Matsqui—Abbotsford	1
North Island—Powell River	1
Nunavut	1
Ottawa-Centre	1
Ottawa—Vanier—Gloucester	1
Prince George—Peace River—Northern Rockies	1
Red Deer	1
Regina—Wascana	1
South Shore—St. Margarets	1
Surrey Newton	1
Taiaiaiko'n—Parkdale—High Park	1
Thornhill	1
Toronto-Centre	1
Windsor—Tecumseh—Lakeshore	1
Winnipeg-Centre	1
Yorkton—Melville	1
Yukon	1

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Élections Canada – Relations avec les médias
media@elections.ca

Abonnez-vous à notre service de nouvelles à elections.ca.

From: Delisle, Andrée Marie
Sent: Mon, 28 Apr 2025 17:01:23 +0000
To: Bouchaara, Kenza
Cc: Ratthe, Carole-Ann
Subject: RE: GE Field Incidents with privacy concerns

Bonjour Kenza,

Thank you for the information. We were not made aware of these two incidents prior to your message this morning. We will follow up with Josée Leblanc and Sophie Martineau.

Merci,

Andrée

From: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Sent: April 28, 2025 11:43 AM
To: Delisle, Andrée Marie <AndreeMarie.Delisle@elections.ca>
Cc: Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Subject: GE Field Incidents with privacy concerns

Hi Andrée,

As I mentioned in my MS teams text messages this morning, there are three incidents that you need to be aware of and involved.

In addition to the one you have been made aware of in Cape Breton where the phone numbers of election workers were included in a list provided to candidates then posted by a candidate to Facebook, there are two incidents related to stolen cars with electoral material:

- Don Vally North – the incident report was apparently completed by the RO. However, the car was found with apparently the electoral material as is. But still there are privacy concerns.
- Calgary East (48007) - un autre cas de voiture volée dans laquelle se trouvait 3000 bulletins à être utilisés le jour du vote ainsi que la liste électorale. The material includes electoral lists with names, addresses and year of birth of electors.

Both incidents are under business owners Josée Leblanc et Sophie Martineau.
Merci Andrée!

Kenza

From: Perrault, Stéphane
Sent: Tue, 22 Apr 2025 14:07:42 +0000
To: Ratthe, Carole-Ann
Cc: Bouchaara, Kenza
Subject: RE: Long Ballot - Carleton - StoryBoard & FAQ

C'est bon, merci

From: Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Sent: Tuesday, April 22, 2025 10:05 AM
To: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Cc: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Subject: Long Ballot - Carleton - StoryBoard & FAQ

Bonjour M. Perrault,

Voici tel que mentionné :

- Le storyboard pour l'enregistrement vidéo démontrant les particularités du long bulletin de vote
- La liste des informations qui sera distribuée aux journalistes lors de la démonstration au 440 Coventry. Plusieurs détails y sont inclus concernant les actions entreprises par l'Agence pour atténuer les risques et les délais.

Laissez-moi savoir si vous avez des préoccupations.

C-A

From: Roussel, Michel
Sent: Tue, 13 May 2025 21:37:00 +0000
To: Villeneuve, Josée
Cc: Gestion des enjeux - Issue Management; Duquette, Danielle; Leblanc, Josée - EC; Rousseau, Mélanie; Perrault, Stéphane; Bouchaara, Kenza
Subject: RE: Message aux candidats et CCPP
Attachments: Msg au CCPP Terrebonne pour validation.docx

Bonjour Josée,

C'est bon pour moi avec quelques changements de style. J'ai rayé une phrase dont je me demande si elle ajoute quoi que ce soit. Your call!

Michel

De : Villeneuve, Josée <Josee.Villeneuve@elections.ca>
Envoyé : 13 mai 2025 17:20
À : Perrault, Stéphane <Stephane.Perrault@elections.ca>; Roussel, Michel <Michel.Roussel@Elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Gamache, Nick <Nick.Gamache@elections.ca>; Richer, Karine <Karine.Richer@elections.ca>; Rousseau, Mélanie <Melanie.Rousseau@elections.ca>; Leblanc, Josée - EC <JoseeW.Leblanc@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Paquet, Jennifer <Jennifer.Paquet@elections.ca>
Cc : Gestion des enjeux - Issue Management <Gestiondesenjeux-IssueManagement@elections.ca>
Objet : Message aux candidats et CCPP

Bonjour, tel que discuté, vous trouverez ci-joint la proposition de message aux candidats et aux membres du CCPP.

Prenez note que : (1) les données doivent être revalidées demain par le DS et (2) j'ai incorporé un paragraphe à la fin pour faire un lien avec le communiqué de presse.

Merci Josée

Josée Villeneuve 

Sous-directrice générale des élections, Affaires réglementaires
Élections Canada

josee.villeneuve@elections.ca / Tél. : 873-416-0896

Deputy Chief Electoral Officer, Regulatory Affairs
Elections Canada

josee.villeneuve@elections.ca / Tel : 873-416-0896

Message aux candidats // membres du CCPP

45^e Élection générale - Élection dans Terrebonne, Québec

En réponse à certaines informations qui circulent concernant le vote postal local par bulletin spécial dans la circonscription de Terrebonne, nous tenons à vous donner plus de détails sur la situation. À la suite d'un examen interne, nous avons pu confirmer qu'une erreur a été commise dans la préparation des étiquettes à être apposée sur les enveloppes de retour du bulletin spécial au bureau du directeur du scrutin (DS). L'erreur porte sur les trois derniers caractères du code postal de l'adresse de ce bureau. À ce jour, un seul cas où une enveloppe contenant un bulletin marqué aurait été retournée à une électrice en raison d'une adresse erronée a été porté à notre attention.

Au total, le bureau de circonscription a émis 115 bulletins de vote spéciaux pour vote postal. Basé sur les informations détenues à ce jour, de ce nombre :

- 85 bulletins ont été retournés à temps et ont été comptés; Puisque ces bulletins sont sous scellé, nous n'avons pas vérifié s'ils portaient une adresse de retour erronée
- 5 bulletins ont été reçus – mais en retard - au bureau du DS en dépit du fait que l'enveloppe de retour contenait une erreur dans le code postal. Nous avons constaté que la signature de la déclaration par les électeurs a été faite tardivement dans la période électorale;
- 15 bulletins n'ont pas été retournés au bureau local d'Élections Canada, incluant possiblement le bulletin décrit ci-haut qui fut retourné à l'électrice pour cause d'erreur d'adressage.
- Dans les 10 autres cas, les électeurs qui avaient initialement demandé un bulletin par la poste, auraient renoncé à voter de cette façon et auraient voté en personne dans la circonscription.

À l'issue du dépouillement judiciaire dans cette circonscription, tous les bulletins ont été remis sous scellé. Par souci d'intégrité, l'examen interne s'est limité aux documents disponibles non-scellés. Par conséquent, un examen plus exhaustif ne sera pas entrepris à ce moment-ci afin de préserver l'état actuel des documents.

Au cours de l'élection générale, les directeurs de scrutin de l'ensemble du pays ont dû faire face de nouvelles pressions attribuables à une augmentation importante de la demande de services adaptés aux électeurs dont l'utilisation des bulletins de vote spéciaux. Le Directeur général des élections annoncera plus tard aujourd'hui l'élargissement de l'examen du système de vote par bulletin spécial annoncé la semaine dernière à la suite de l'incident dans la circonscription de Coquitlam-Port Coquitlam.

Commented [JV1]: Josée L. : j'ai mis la phrase ici. Ai-je bien compris?

Commented [JL2]: Des vérifications supplémentaires sont nécessaires pour confirmer le nombre exact soit 9 ou 10. Nous tentons d'obtenir validation de la part du DS d'ici demain matin.

Commented [JL3R2]: La confirmation peut affecter les 15 bulletins non-retournés.

From: Rousseau, Mélanie
Sent: Fri, 9 May 2025 17:21:21 +0000
To: Ratthe, Carole-Ann
Cc: DGE-CEO
Subject: RE: Message from Elections Canada – Special Ballot Voting Kit – Ref: // Message d'Élections Canada – Bulletin de vote spécial - Réf: 2177488//Message d'Élections Canada – Bulletin de vote spécial - Réf: // Message from Elections Canada – Special Ball...

Je ne sais pas s'ils ont les réponses comme telles, mais je penserais qu'ils sont équipés pour répondre à ce genre de question.

Si non ils vont l'envoyer dans le bon queue.

Mélanie Rousseau

(19/1)

Directrice, Intégrité, Politique réglementaire et Affaires parlementaires
Élections Canada
melanie.rousseau@elections.ca / Tel: 873-416-1703

Director, Integrity, Regulatory Policy and Parliamentary Affairs
Elections Canada
melanie.rousseau@elections.ca / Tel: 873-416-1703

From: Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Sent: Friday, May 9, 2025 1:16 PM
To: Rousseau, Mélanie <Melanie.Rousseau@elections.ca>
Cc: DGE-CEO <DGE-CEO@elections.ca>
Subject: RE: Message from Elections Canada – Special Ballot Voting Kit – Ref: // Message d'Élections Canada – Bulletin de vote spécial - Réf: 2177488//Message d'Élections Canada – Bulletin de vote spécial - Réf: // Message from Elections Canada – Special Ball...

Merci. Sais-tu si PEU sont équipé avec des réponses pour répondre à ce type de courriel?

From: Rousseau, Mélanie <Melanie.Rousseau@elections.ca>
Sent: May 9, 2025 12:50 PM
To: Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Cc: DGE-CEO2 <DGE-CEO2@elections.ca>
Subject: RE: Message from Elections Canada – Special Ballot Voting Kit – Ref: // Message d'Élections Canada – Bulletin de vote spécial - Réf: 2177488//Message d'Élections Canada – Bulletin de vote spécial - Réf: // Message from Elections Canada – Special Ball...

Allo Carole-Ann,

Après avoir lu le courriel et discuté avec Karine on recommande de simplement l'envoyer à PEU.

Merci!

Mélanie Rousseau

(9(1))

Directrice, Intégrité, Politique réglementaire et Affaires parlementaires
Élections Canada

melanie.rousseau@elections.ca / Tel: 873-416-1703

Director, Integrity, Regulatory Policy and Parliamentary Affairs
Elections Canada

melanie.rousseau@elections.ca / Tel: 873-416-1703

From: Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>

Sent: Thursday, May 8, 2025 2:12 PM

To: Rousseau, Mélanie <Melanie.Rousseau@elections.ca>

Cc: DGE-CEO2 <DGE-CEO2@elections.ca>

Subject: FW: Message from Elections Canada – Special Ballot Voting Kit – Ref: // Message d'Élections Canada – Bulletin de vote spécial - Réf: 2177488//Message d'Élections Canada – Bulletin de vote spécial - Réf: // Message from Elections Canada – Special Ball...

Importance: High

Tel que discuté

From: (9(1))

Sent: May 8, 2025 10:26 AM

To: Perrault, Stéphane <Stephane.Perrault@elections.ca>

Cc: (9(1))

Subject: Re: Message from Elections Canada – Special Ballot Voting Kit – Ref: // Message d'Élections Canada – Bulletin de vote spécial - Réf: 2177488//Message d'Élections Canada – Bulletin de vote spécial - Réf: // Message from Elections Canada – Special Ball...

Importance: High

Ce message a été envoyé par un expéditeur externe. Veuillez faire preuve de prudence et ne pas cliquer sur les liens ou ouvrir les pièces jointes à moins de reconnaître l'expéditeur et de savoir que le contenu est sûr.

This message was sent from an external sender. Please exercise caution and do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Stéphane,

Hope you are well.

I am one of the over 800 special ballots which were due to be cast during the recent federal election, which were mistakenly kept at the Elections Canada office of a returning officer in B.C.

Your office's statement that your initial analysis shows that the outcomes in the 74 districts not receiving special ballots did not affect the outcome is a poor consolation for being disenfranchised caused by "human error" and "a failure to comply with the written procedures."

Please can you ensure that does not happen in future elections.

Kind regards,

19(1)

From: RES.NePasRepondre-DoNotReply.SVR@elections.ca <RES.NePasRepondre-DoNotReply.SVR@elections.ca>

Sent: Thursday, April 10, 2025 11:48 PM

To: 19(1)

Subject: Message from Elections Canada – Special Ballot Voting Kit – Ref: // Message d'Élections Canada – Bulletin de vote spécial - Réf: 2177488//Message d'Élections Canada – Bulletin de vote spécial - Réf: // Message from Elections Canada – Special Ballot V...

Please do not reply to this email. This mailbox is not monitored.

19(1)

A general election has been called in your electoral district. A special ballot voting kit will be sent to the mailing address provided on your application. It will include detailed instructions on how to complete and return your ballot to Elections Canada. It is important that your completed ballot be received by Elections Canada no later than 6:00 p.m., Eastern Time, on April 28th, 2025. Please contact us if you have any questions: 613-949-7502 (from anywhere in the world) 1-866-222-2565 (toll-free in Canada and the United States) 001-800-514-6868 (toll-free in Mexico) TTY 1-800-361-8935 (toll-free in Canada and the United States) svrenq@elections.ca (please note that Elections Canada does not offer a secure network for email transmissions)

Veuillez ne pas répondre à ce courriel. Les messages reçus à cette adresse ne sont pas lus.

19(1)

Une élection générale a été déclenchée dans votre circonscription. Une trousse de bulletin de vote spécial sera envoyée à l'adresse postale indiquée dans votre demande. Elle contiendra des directives détaillées à suivre afin de compléter le bulletin de vote et de le retourner à Élections Canada. Il est important que votre bulletin soit reçu par Élections Canada au plus tard à 18h, heure de l'Est, le jour du scrutin le 28 avril 2025. Veuillez communiquer avec nous si vous avez des questions : 613-949-7502 (de partout dans le monde) 1-866-222-2565 (sans frais au Canada et aux États-Unis) 001-800-514-6868 (sans frais au Mexique) ATS 1-800-361-8935 (sans frais au Canada et aux États-Unis) svrenq@elections.ca

(Veuillez noter que les communications par courriel avec Élections Canada ne sont pas sécurisées.)

From: Torosian, Susan
Sent: Wed, 30 Apr 2025 19:02:18 +0000
To: Perrault, Stéphane
Cc: Bouchaara, Kenza; Ratthe, Carole-Ann
Subject: RE: Nunavik message
Attachments: CEO statment.docx

Here you go. Carole-Anne, can we add this to the meeting notice.

From: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Sent: April 30, 2025 2:40 PM
To: Torosian, Susan <Susan.Torosian@elections.ca>
Cc: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Subject: Nunavik message

Over the last three years, Elections Canada engaged with indigenous communities across the country and made it a priority to remove barriers and improve voting services for indigenous electors.

Despite significant improvements, the shortcomings of our services in Nunavik during the general election underscore the importance of the work that remains.

I deeply regret that voters were not able to cast their vote.

Elections Canada will review the circumstances that led to this situation as well as the measures taken during this election to improve voting services to indigenous electors and will make public the findings. Our intention moving forward is to work with organizations and communities to better on an on-going basis to better serve electors.

Stéphane Perrault 
Directeur général des élections
Bureau du directeur général des élections
Stephane.perrault@elections.ca

Chief Electoral Officer
Office of the Chief Electoral Officer
Stephane.perrault@elections.ca

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Despite significant improvements, the shortcomings of our services in Nunavik during the general election underscore the importance of the work that remains.

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Elections Canada will review the circumstances that led to this situation as well as the measures taken during this election to improve voting services to indigenous electors and will make public the findings. Our intention moving forward is to work with organizations and communities to better on an on-going basis to better serve electors in Nunavik.

From: Sampson, Robert
Sent: Fri, 9 May 2025 17:25:32 +0000
To: Perrault, Stéphane
Cc: Villeneuve, Josée
Subject: ²³ [REDACTED]

Stéphane,

²³ [REDACTED]

Bobby

From: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Sent: Friday, May 9, 2025 8:23 AM
To: Sampson, Robert <Robert.Sampson@elections.ca>
Cc: Villeneuve, Josée <Josee.Villeneuve@elections.ca>
Subject: RE: ²³ [REDACTED]

²³ [REDACTED]

From: Sampson, Robert <Robert.Sampson@elections.ca>
Sent: Friday, May 9, 2025 8:00 AM
To: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Cc: Villeneuve, Josée <Josee.Villeneuve@elections.ca>
Subject: FW: ²³ [REDACTED]

²³ [REDACTED]

From: Larose, Marie-Pier <Marie-Pier.Larose@elections.ca>
Sent: Thursday, May 8, 2025 6:04 PM
To: Richer, Karine <Karine.Richer@elections.ca>; Sampson, Robert <Robert.Sampson@elections.ca>
Subject: ²³ [REDACTED]

Bonjour à vous deux,

²³ [REDACTED]

23

On se parle demain!

Marie-Pier

Marie-Pier Larose
Conseillère juridique
Bureau du Directeur général des élections du Canada (Élections Canada)
Marie-pier.larose@elections.ca / Tél. Cell. : 19(1)

Legal Counsel
Office of the Chief Electoral Officer of Canada (Elections Canada)
Marie-pier.larose@elections.ca / Cell. : 19(1)

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Solicitor-Client Privilege



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From: Perrault, Stéphane
Sent: Sat, 19 Apr 2025 02:01:33 +0000
To: Caron, Serge; Breffage DGE - CEO Daily Brief TO
Cc: Génier, Martin
Subject: Re: RÉSOLU / RESOLVED - Incident Priorité 3 / Priority 3 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Merci à tous

Sent from my Bell Samsung device over Canada's largest network.

From: Caron, Serge <Serge.Caron@elections.ca>
Sent: Friday, April 18, 2025 8:05:43 PM
To: Breffage DGE - CEO Daily Brief TO <BreffageDGE-CEODailyBriefTO@elections.ca>
Cc: Génier, Martin <Martin.Génier@elections.ca>
Subject: FW: RÉSOLU / RESOLVED - Incident Priorité 3 / Priority 3 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Pour visibilité – la nouvelle version de VIS avec la table de jumelage des codes postaux est maintenant en production. Ceci permettra d'augmenter la couverture de service de VIS pour un plus grand nombre d'électeurs. Par exemple les électeurs servis par des boîtes postales en régions rurales pourrons avoir l'information directement ou aller voter au lieu d'avoir le message d'appeler le bureau de DS.

Serge

From: IT Incident-Incident TI <ITIncident-IncidentTI@elections.ca>
Sent: Friday, April 18, 2025 7:40 PM
To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff

<Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: RÉSOLU / RESOLVED - Incident Priorité 3 / Priority 3 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Résolu

Un incident de priorité 3 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **3**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour finale :

Le problème a été résolu.

Resolved

A Priority 3 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **3**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Final Update:

The issue was resolved.

From: IT Incident-Incident TI

Sent: April 18, 2025 4:03 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la

situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #12 / Update #12 - Incident Priorité 3 / Priority 3 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 3 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **3**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #12 :

L'équipe a identifié une solution et y travaille. Il s'agit d'une priorité importante.

A Priority 3 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **3**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**

- Responsible Director: **Jody Blimkie**

Update #12:

The team has identified a solution and are working on it. This is a high priority.

From: IT Incident-Incident TI

Sent: April 17, 2025 6:14 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal

<Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #11 / Update #11 - Incident Priorité 3 / Priority 3 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **3** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **3**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #11 :

L'équipe a identifié une solution et y travaille. Il s'agit d'une priorité importante.

A Priority **3** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **3**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #11:

The team has identified a solution and are working on it. This is a high priority.

From: IT Incident-Incident TI

Sent: April 17, 2025 5:38 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #10 / Update #10 - Incident Priorité 2 / Priority 2 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de **priorité 2** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **2**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #10 :

L'équipe a identifié une solution et y travaille. Il s'agit d'une priorité importante.

A **Priority 2** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **2**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #10:

The team has identified a solution and are working on it. This is a high priority.

From: IT Incident-Incident TI

Sent: April 17, 2025 5:13 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe

<Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #9 / Update #9 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**

- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #9 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #9:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 4:42 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane

<Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #8 / Update #8 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #8 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #8:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 4:10 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la

situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #7 / Update #7 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #7 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**

- Responsible Director: **Jody Blimkie**

Update #7:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 3:39 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal

<Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #6 / Update #6 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #6 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #6:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 2:57 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>;
 Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>;
 Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne
 <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS
 <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet,
 Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>;
 Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>;
 Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-
 iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline
 <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe
 <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex
 <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty
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 <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil
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 Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp,
 Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane
 <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff
 <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>;
 Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>;
 Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>;
 Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN
 <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria
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 <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la
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 <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil
 <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther
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 Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris
 <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #5 / Update #5 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes
 d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #5 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #5:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 2:24 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe

<Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECCConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <GestionnaireDeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #4 / Update #4 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**

- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #4 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #4:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 1:54 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane

<Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #3 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:42 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la

situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #1 / Update #1 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #1 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**

- Responsible Director: **Jody Blimkie**

Update #1:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:16 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal

<Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **Coming/à venir**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **SNSA**
- Directeur responsable : **Jody Blimpkie**

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **Coming/à venir**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **DSBS**
- Responsible Director: **Jody Blimpkie**

From: DGE-CEO
Sent: Fri, 25 Apr 2025 14:26:06 +0000
To: Sampson, Robert; Ratthe, Carole-Ann; Bouchaara, Kenza
Cc: Litowski, Anne; Larose, Marie-Pier; Richer, Karine; Villeneuve, Josée; Fradette, Renée-Paule
Subject: [REDACTED]

[REDACTED]

Attachments: [REDACTED]

[REDACTED]

Bonjour à tous,

[REDACTED]

Merci,

Jolyane

From: Sampson, Robert <Robert.Sampson@elections.ca>
Sent: April 24, 2025 3:21 PM
To: DGE-CEO <DGE-CEO@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Cc: Litowski, Anne <Anne.Litowski@elections.ca>; Larose, Marie-Pier <Marie-Pier.Larose@elections.ca>; Richer, Karine <Karine.Richer@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>
Subject: [REDACTED]

[REDACTED]

Bonjour DGE's Office

[REDACTED]

Bobby

PS. [REDACTED]

23

Robert Sampson

19(1)

Avocat général et directeur principal, Services juridiques
Bureau du directeur général des élections du Canada (Élections Canada)
robert.sampson@elections.ca / Tél. : 873-416-1717 ou 19(1)

General Counsel and Senior Director, Legal Services
Office of the Chief Electoral Officer of Canada (Elections Canada)
robert.sampson@elections.ca / Tel.: 873-416-1717 ou 19(1)

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From: Bouchaara, Kenza
Sent: Tue, 22 Apr 2025 02:01:30 +0000
To: Sampson, Robert; Litowski, Anne
Cc: Villeneuve, François; Villeneuve, Josée; Martineau, Sophie; Ratthe, Carole-Ann; DGE-CEO; Leblanc, Josée - EC

Subject:

Attachments:

23

Bonsoir tout le monde,

23

Merci à tous et à toutes!

Cordialement,

Kenza

From: Sampson, Robert <Robert.Sampson@elections.ca>
Sent: Monday, April 21, 2025 9:48 PM
To: DGE-CEO <DGE-CEO@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Cc: Litowski, Anne <Anne.Litowski@elections.ca>; Villeneuve, François <Francois.Villeneuve@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Martineau, Sophie <Sophie.Martineau@elections.ca>
Subject: 23

Hello DGE's Office,

23

Bobby

Robert Sampson

19(1)

Avocat général et directeur principal, Services juridiques

Bureau du directeur général des élections du Canada (Élections Canada)
robert.sampson@elections.ca / Tél. : 873-416-1717 ou [REDACTED]

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robert.sampson@elections.ca / Tel.: 873-416-1717 ou [REDACTED]

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From: Sampson, Robert
Sent: Tue, 29 Apr 2025 14:24:10 +0000
To: Ratthe, Carole-Ann
Cc: Larose, Marie-Pier; Litowski, Anne
Subject: [REDACTED]

[REDACTED]

Carole-Ann,

[REDACTED]

Merci,

Bobby

From: Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Sent: Monday, April 28, 2025 10:23 PM
To: Sampson, Robert <Robert.Sampson@elections.ca>
Subject: RE: [REDACTED]

of course 😊

From: Sampson, Robert <Robert.Sampson@elections.ca>
Sent: April 28, 2025 10:22 PM
To: Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Subject: RE: [REDACTED]

[REDACTED]

From: Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Sent: Monday, April 28, 2025 10:15 PM
To: Sampson, Robert <Robert.Sampson@elections.ca>
Cc: Litowski, Anne <Anne.Litowski@elections.ca>; Larose, Marie-Pier <Marie-Pier.Larose@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Martineau, Sophie <Sophie.Martineau@elections.ca>; Leblanc, Josée - EC <JoséeW.Leblanc@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; DGE-CEO <DGE-CEO@elections.ca>
Subject: RE: [REDACTED]

Bonsoir,

23

Merci.

C-A

From: Sampson, Robert <Robert.Sampson@elections.ca>

Sent: April 28, 2025 10:05 PM

To: CEO-DGE <CEO-DGE@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>;

Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>

Cc: Litowski, Anne <Anne.Litowski@elections.ca>; Larose, Marie-Pier <Marie-Pier.Larose@elections.ca>;

Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Martineau, Sophie

<Sophie.Martineau@elections.ca>; Leblanc, Josée - EC <JoséeW.Lebanc@elections.ca>

Subject: 23

Bonjour Bureau du DGE,

23

Merci,

Bobby

Robert Sampson

19(1)

Avocat général et directeur principal, Services juridiques
Bureau du directeur général des élections du Canada (Élections Canada)
robert.sampson@elections.ca / Tél. : 873-416-1717 ou 19(1)

General Counsel and Senior Director, Legal Services
Office of the Chief Electoral Officer of Canada (Elections Canada)
robert.sampson@elections.ca / Tel.: 873-416-1717 ou 19(1)

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From: Jetté, Carl
Sent: Tue, 8 Apr 2025 19:07:16 +0000
To: Ratthe, Carole-Ann
Cc: Fischer, Daniel; Graf, Daniel
Subject: RE: Urgent Concern Regarding Mail-In Ballot Error in Simcoe–Grey

Merci Carole-Ann!

Carl

From: Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Sent: April 8, 2025 2:54 PM
To: Graf, Daniel <Daniel.Graf@elections.ca>
Cc: Jetté, Carl <Carl.Jette@Elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>
Subject: FW: Urgent Concern Regarding Mail-In Ballot Error in Simcoe–Grey

Hello Dan and team,

You will find attached below the response sent to [REDACTED] this afternoon.

Thank you

C-A

From: Ratthe, Carole-Ann
Sent: April 8, 2025 2:52 PM
To: Roussel, Michel <Michel.Roussel@Elections.ca>
Cc: Leblanc, Josée - EC <JoséeW.Leblanc@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Subject: FW: Urgent Concern Regarding Mail-In Ballot Error in Simcoe–Grey

Bonjour Michel,

Voici la réponse qui a été envoyée à [REDACTED] cet après-midi.

Nous vous tiendrons au courant s'il y a des développements. Sinon, nous considérons ce dossier clos.

Merci à tous pour votre collaboration sur ce dossier.

Carole-Ann

From: DGE-CEO
Sent: April 8, 2025 2:47 PM
To: [REDACTED]

Cc: campaign@brenmunro.ca; chair@simcoe-greyfla.ca; INFO <info@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>

Subject: RE: Urgent Concern Regarding Mail-In Ballot Error in Simcoe-Grey

Dear [REDACTED]

I am writing in response to your email of April 6, regarding a concerned resident of Simcoe-Grey, who recently received his mail-in ballot.

Thank you for bringing your concerns to our attention. Elections Canada have examined the situation and have tried to reach you on April 6 and on April 7, via phone call. Unfortunately, we were not able to discuss your preoccupations on this matter. However, we would like to ensure that you receive the conclusions of this examination.

1. Elections Canada has not found a registered elector under the name of [REDACTED] residing in Simcoe-Grey, but we have identified an elector with a similar name. For privacy reasons, we will refer to the elector as [REDACTED] for the purpose of this exchange.
2. Regarding your question on how widespread this issue may be, particularly in Simcoe-Grey and other competitive ridings.
A redistribution exercise was completed in 2023-2024 and has been implemented at the last dissolution of Parliament, which took place on March 23, 2025. The redistribution has affected over 87% of electoral districts in one way or another (i.e. changes to the electoral district's name or number, its boundaries, etc) As such, Simcoe-Grey is now 35098 as opposed to 35099 under the previous Redistribution exercise. Therefore, there is no error on [REDACTED] voting kit.
3. Regarding your question on why manual data entry is being used for critical voter information:
Electoral district numbers are always hand-written in local returning officer offices given the offices are temporary in nature, and are not equipped with machinery to print the electoral district number on the declaration envelope as they would at Elections Canada's Administrative Centre at 440 Coventry, Ottawa, Ontario. In very rare cases where a mistake could be made on the outer envelope, the return envelope bears the local RO office address. Which means, regardless of whether there is an error on the outer envelope, the kit would be returned to the appropriate location to be counted. Prior to the count, all special ballots are subject to the verification process, a mandatory step in ensuring there are no anomalies in the process. During this process, the error would be corrected, and there would be no impact on the elector's vote. In addition, all materials and all correspondence to local returning offices includes the electoral district code.
4. Regarding your question on the steps that will be taken to ensure [REDACTED] vote is not disqualified, and how other voters can verify their materials are accurate:

19(1)'s vote is not disqualified, and will be counted, providing:

- a. the elector marked his special ballot with a candidate running in Simcoe—Grey (35098)
- b. the elector signed the declaration on the outer envelope
- c. the intent of the elector was clear
- d. the elector returned his special ballot prior to the deadline (close of polls on polling day)

5. Lastly, regarding the protocols in place to detect and correct such errors proactively.

After a close examination of the situation, we are confident that there is no error to 19(1)'s voting kit. All materials and all correspondence to local returning offices includes the electoral district code.

Thank you for sharing your concerns with the Chief Electoral Officer.

Should you wish to discuss any of this information in more details, I invite you to contact Danielle Duquette at 613-298-9579.

The Office of the Chief Electoral Officer of Canada
DGE-CEO@elections.ca

From: 19(1)
Sent: April 5, 2025 5:48 PM
To: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Cc: campaign@brenmunro.ca; chair@simcoe-greyfla.ca; INFO <info@elections.ca>
Subject: Urgent Concern Regarding Mail-In Ballot Error in Simcoe—Grey

Ce message a été envoyé par un expéditeur externe. Veuillez faire preuve de prudence et ne pas cliquer sur les liens ou ouvrir les pièces jointes à moins de reconnaître l'expéditeur et de savoir que le contenu est sûr.

This message was sent from an external sender. Please exercise caution and do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern,

I am writing on behalf of a concerned voter, 19(1) a resident of Simcoe—Grey, who recently received his mail-in ballot for the upcoming federal election. I reside in Kingston, Ontario, but felt it necessary to raise this issue with you directly as it may impact other voters as well.

Upon receiving his mail-in voting kit, 19(1) followed all instructions carefully. However, he discovered a serious error on the outer declaration envelope: his electoral

district number was handwritten incorrectly as 35098, which corresponds to Scarborough Southwest, instead of his correct district, Simcoe–Grey (35099).

This discrepancy may result in disqualification of his vote if submitted as is. Understandably, [redacted] is upset, as this forces him to take extra steps to correct what appears to be a basic administrative error. More concerning is the fact that such errors could go unnoticed by other voters, potentially invalidating their ballots and undermining trust in the integrity of the vote-by-mail process.

Given the political climate and public concern around election interference, this type of mistake—especially when handwritten—raises serious questions. Whether this was accidental or systemic, it is imperative that Elections Canada urgently investigate:

1. How widespread this issue may be, particularly in Simcoe–Grey and other competitive ridings;
2. Why manual data entry is being used for critical voter information;
3. What steps will be taken to ensure [redacted]'s vote is not disqualified, and how other voters can verify their materials are accurate;
4. What protocols exist to detect and correct such errors proactively.

I am also CC'ing this message to the Liberal candidate running in Simcoe–Grey, as this matter affects all parties and voters equally.

Democracy depends on trust in the electoral process. I urge Elections Canada to respond quickly, transparently, and with a public explanation of how this issue will be rectified moving forward.

Sincerely,

[redacted]

Kingston, Ontario

[redacted]

From: IT Incident-Incident TI
Sent: Fri, 13 Jun 2025 18:02:42 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Larocche-Reinhardt, Many; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; Arseneault, Carine; Ashton, Robert; Beauchamp, Christine; Bouchaara, Kenza; Brunet, Julie; Caron, Serge; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desrosiers, Annie; Dorais, Jean; Dumont, Philippe; Duquette, Danielle; Dziarski, Alexander; EC Connex; Fischer, Daniel; Gallant, Serge; Gamache, Nick; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Kounta, Papa; Lapp, Miriam; Larose, Julie; Leblanc, Josée - EC; Limoges, Marc; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Messier, Maxime; Morin, Karine; Paquet, Jennifer; Paquette-Renaud, Michael; Perry, Jordan; Rondeau, Nicolas; Roussel, Michel; Sampson, Robert; Sedghi, Tina; Superviseurs RSR - Supervisors FSN; Thompson, Joel; Torosian, Susan; Touchie, Joanne; Villeneuve, Josée; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGulre, Chris; Gagnon, Maude; Rashid, Sabrina
Cc: Jancovic, Joel; Thompson, Joel; Dorais, Jean
Subject: RÉSOLU / RESOLVED - Incident Priorité 1 / Priority 1 Incident: RPV non-disponible / VPN not available

Un incident de priorité 1 a été signalé :

- Incident signalé le : **6/13/2025 à 13h00**
- Numéro de référence : **132141**
- Titre de l'incident : **RPV non-disponible**
- Type d'incident : **RPV**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Vers 13 h, les utilisateurs ont signalé qu'ils n'étaient plus en mesure de se connecter au RPV. Le problème a été transmis aux Opérations TI et a été résolu en moins d'une heure. Le problème semble avoir été causé par une brève interruption entre SPC et certains fournisseurs de services Internet.**
- Unité responsable : **L'équipe des opérations réseau**
- Directeur responsable : **Joel Thompson**

Mise à jour finale :

Le problème de RPV est maintenant résolu.

A Priority 1 Incident was reported:

- Incident reported on: **6/13/2025 at 1:00 PM**
- Incident number: **132141**
- Incident title: **VPN not available**
- Type of incident: **VPN**
- Priority Level: **1**
- Incident description and known impact: **At approximately 1pm, users reported they were no longer able to connect to VPN. Issue was escalated to IT Operations and was resolved within one hour. The issue appears to have been caused by a brief disruption between SSC and certain internet service providers.**
- Responsible Unit: **Network Support**
- Responsible Director: **Joel Thompson**

Final Update:

VPN issue is now resolved.

From: IT Incident-Incident TI
Sent: Tue, 29 Apr 2025 01:15:12 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Many; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Cc: Dorais, Jean
Subject: RÉSOLU / RESOLVED - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **124312**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour finale :

Le problème a été résolu. L'analyse de la cause suivra.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **124312**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**

- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Final Update:

The issue was resolved. Root cause analysis to follow.

From: IT Incident-Incident TI

Sent: April 28, 2025 8:49 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelle <Amelle.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelle <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel

<Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #5 / Update #5 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **124312**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #5 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **124312**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #5:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 8:36 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #4 / Update #4 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittente**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #4 :

Les équipes travaillent activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #4:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 8:01 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel

<Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité 1 a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittante**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #3 :

Les équipes travaillent activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 7:44 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs

RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #2 / Update #2 - Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité 1 a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittante**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

Mise à jour #2 :

Les équipes travaillent activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**

- Priority Level: 1
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

Update #2:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 28, 2025 7:23 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott

<Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Un incident de priorité **1** a été signalé :

- Incident signalé le : **28/04/2025 à 19h20**
- Numéro de référence : **Coming**
- Titre de l'incident : **Site Web Elections Canada**
- Type d'incident : **Site Web Elections Canada**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Le site web est disponible de façon intermittante**
- Unité responsable : **ITOPS**
- Directeur responsable : **Joel Thompson**

A Priority **1** Incident was reported:

- Incident reported on: **28/04/2025 at 7:20 PM**
- Incident number: **Coming**
- Incident title: **Elections Canada Main Site**
- Type of incident: **Elections Canada Main Site**
- Priority Level: **1**
- Incident description and known impact: **The website is having intermittent issues**
- Responsible Unit: **ITOPS**
- Responsible Director: **Joel Thompson**

From: IT Incident-Incident TI
Sent: Fri, 18 Apr 2025 23:40:00 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Bazinet, Denis; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Manya; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Subject: RÉSOLU / RESOLVED - Incident Priorité 3 / Priority 3 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Résolu

Un incident de priorité **3** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **3**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour finale :

Le problème a été résolu.

Resolved

A Priority **3** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**

- Type of incident: **External - Data display issues**
- Priority Level: **3**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Final Update:

The issue was resolved.

From: IT Incident-Incident TI

Sent: April 18, 2025 4:03 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria

<RosaMaria.LebLANc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #12 / Update #12 - Incident Priorité 3 / Priority 3 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 3 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **3**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #12 :

L'équipe a identifié une solution et y travaille. Il s'agit d'une priorité importante.

A Priority 3 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **3**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #12:

The team has identified a solution and are working on it. This is a high priority.

From: IT Incident-Incident TI

Sent: April 17, 2025 6:14 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris

<Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #11 / Update #11 - Incident Priorité 3 / Priority 3 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **3** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **3**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #11 :

L'équipe a identifié une solution et y travaille. Il s'agit d'une priorité importante.

A Priority **3** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **3**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #11:

The team has identified a solution and are working on it. This is a high priority.

From: IT Incident-Incident TI

Sent: April 17, 2025 5:38 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet,

Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #10 / Update #10 - Incident Priorité 2 / Priority 2 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de **priorité 2** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**

- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **2**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #10 :

L'équipe a identifié une solution et y travaille. Il s'agit d'une priorité importante.

A **Priority 2** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **2**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #10:

The team has identified a solution and are working on it. This is a high priority.

From: IT Incident-Incident TI

Sent: April 17, 2025 5:13 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil

<Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #9 / Update #9 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #9 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #9:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 4:42 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN

<SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane
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 Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-
 Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda
 <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-
 Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott
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 <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #8 / Update #8 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes
 d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #8 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**

- Priority Level: 1
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #8:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 4:10 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda

<Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #7 / Update #7 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #7 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #7:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 3:39 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris

<Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #6 / Update #6 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #6 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #6:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 2:57 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet,

Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #5 / Update #5 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : 17/04/2025 à 11h55
- Numéro de référence : 122409

- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #5 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #5:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 2:24 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil

<Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #4 / Update #4 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #4 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #4:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 1:54 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN

<SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane
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 <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la
 situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>;
 Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-
 Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria
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 Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott
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 <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil
 <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther
 <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT
 Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris
 <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes
 d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #3 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**

- Priority Level: 1
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:42 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda

<Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #1 / Update #1 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #1 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #1:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:16 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris

<Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
<Sabrina.Rashid@elections.ca>

Subject: Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB
Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **Coming/à venir**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **SNSA**
- Directeur responsable : **Jody Blimpkie**

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **Coming/à venir**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **DSBS**
- Responsible Director: **Jody Blimpkie**

From: Gamache, Nick
Sent: Sat, 19 Apr 2025 00:11:31 +0000
To: MCIRS-ISACM
Subject: Resolved - ISAC - VIS/E-Reg and place names related issues

Action Type: UPDATE - RESOLVED

Title of information/ indicator/incident: VIS place names issue in multiple EDs: Nunavut 62001(Rankin Inlet), Carleton 35020 (Ontario), Kings-Hants 12008 (Nova Scotia)

Date & Time indicator/incident emerged: April 10 & 16 (elector and RO/FLO complaints)

Severity/Potential impact: Medium

Responsible manager: Céline Desbiens, Kristina Kwiatkowski, Dan Fischer

Incident consultation requested: Internal teams are working, and response team is engaged under leadership of Jody Blimkie. Issues Management Committee held on 04/17

Case #: EC-0002680, EC-00273010 and 281588

Status: RESOLVED

Intake/detection points: External

Brief description: Issues have been identified with address lookups in VIS. Problem is multiple data display issues. Known scenarios are duplicate place names in drop down (including aliases), postal code not finding the address b/c PO box, plus more; and underlying data issue from REVISE and E-reg which can change or add the street and cities

Brief description of response: Response team conducted issues analysis, identified four areas to address, and developed an action plan: with six actions. All actions have been completed.

1. VIS Web has now been updated to show Nunavut polling locations
2. Carleton ED issue has now been resolved
3. Duplicate streets fix was pushed to production this afternoon
4. Several batches of address clean-ups were also pushed tonight
5. Suffix dropdown was added to VIS Web to reduce 'noise' in street dropdown

Next update: No further updates.

From: Génier, Martin
Sent: Thu, 17 Apr 2025 21:51:59 +0000
To: Ratthe, Carole-Ann; Bouchaara, Kenza
Cc: Fischer, Daniel; Messier, Maxime; Caron, Serge; Leblanc, Josée - EC; Gamache, Nick; Roussel, Michel; Torosian, Susan
Subject: Suivi Briefing DGÉ - VIS-WEB Data Display Issues
Attachments: GE 45- VIS WEB DISPLAY ISSUES.docx, Mise à jour #10 / Update #10 - Incident Priorité 2 / Priority 2 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Bonjour,

Tel que promis, nos notes confondu et documents qui donne sommaires des enjeux avec solutions.

Nick, maybe provide an update on the ISAC issue. Let Dan and I know if you needs info.

Martin

Seeing challenges from the beginning of GE, started task force and becoming a war room
Sent a P1 Incident, EATF issue logged, ISAC logged

Problem is multiple data display issues

Known scenarios:

- Duplicate place names in drop down (including aliases)

- PC not finding the address b/c PO box, plus more

- Underlying data issue from REVISE and Ereg which can change or add the street and cities

Just to provide a scale, there are over 11,000 postal codes that gives a list of options. THIS DOESN'T MEAN THAT THERE IS A PROBLEM WITH ALL, it demonstrates the complexity of managing addresses in Canada

It is a known problem regarding potential long lists of municipalities associated with one or multiple CSD, that has been exacerbated through recent technical changes to display split/merges.

There is an increased visibility on the VIS challenges given the recent push of electors to VIS. That said, the number of complaints have been limited. Concerns and issues raised by a few ROs. This is impacting mainly more rural areas. Areas mainly impacted are Nunavut, Nova Scotia, PEI, Carleton ED, but they could be others.

Why?

- Changes since the last GE

- Bug in GE44 to display splits and merges - Syncs was not getting done in CDB

- Changed from CDB to read Polling Site Information Web Service (PSIWS) and CLE

Teams are working on five distinct solutions to reduce instances and decrease issues.

ACTIONS - Solutions

1. Scripts to remove duplicates will be run today
2. Static page with Postal Code to PD for Nunavut - by end of today
3. manual fixes ED by ED - Carleton as priority aiming for today
4. Postal Code link directly for PD - EoD Saturday
5. Adding suffix dropdown - elector can select from a list, it will reduce noise in the streets dropdown - done
6. PO Boxes - messaging will be added to avoid using PO Box postal codes – today
7. Putting in place monitoring
 - a. Creating consolidated view with comprehensive list of issues coming in (e.g.: ECconnex PEU and FSN)
 - b. Looking for RO Call volumes
 - c. Looking at VIS server volumes
 - d. Track the address changes done by ROs in REVISE and correlate with potential VIS known issues
8. Reduce to P2 - Known issues either have fix or understood and monitoring
9. Monitor especially after advance polls and Serge to report to CEO Daily Brief

Martin Génier

Dir Principale Stratégie numérique et solutions d'affaires / Sr Dir Digital Digital Strategy and Business Solutions

Champion services de plateformes d'entreprise / Champion Enterprise Platform Services Transformation numérique/ Digital Transformation

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martin.genier@elections.ca



GE 45 – VIS Web Data Display Issues

Issue Presentation	Reported Locations	Problem Area	Cause	Solution
- Users enter a postal code linked to a PO Box - Message displays “Sorry an Error occurred processing your request”	Nunavut		Users are entering addresses that are PO Boxes and do not have a polling location	Clear messaging added to VIS Web to informing electors to avoid using postal codes linked to PO Boxes – To be implemented April 17th
- User enters a postal code linked to one place name - User is prompted to select ‘City or Town’ from a list of similar names	Carleton	Place Name	Some place names (Cities/towns) have multiple locations listed due to invalid data that comes from various sources (Revise, E-Reg etc..) during the event 	Validate and clean-up data – Carleton to be Implemented April 17th On-going for other ED's as needed
- User enters a postal code linked to multiple ED's - User is prompted to select street name - Duplicate streets are found	Nova Scotia	Street Name	Some streets have duplicate names that comes from various sources (Revise, E-Reg etc..) during the event	Script to remove duplicates - Implemented April 17th- DONE
- User enters a postal code linked to multiple ED's - User is prompted to enter address - User is presented with a lengthy dropdown list for place names	Nova Scotia, North Dundas	Place Name	Some locations have numerous ‘alias’ place names which are displayed for each city. 	Nothing can be done during the GE to reduce these lists

From: IT Incident-Incident TI
Sent: Thu, 17 Apr 2025 21:37:39 +0000
To: SDGETN Directeurs - DCEODT Directors; Desrochers, Stéphane; Dorais, Jean; Kekanovich, Darrell; Touchie, Joanne; Blimkie, Jody; COMMSi-iCOMMS; Arseneault, Carine; Bazinet, Denis; Beauchamp, Christine; Caron, Serge; Chateauvert, Edith; Comm Régions - Field Comm; COMMSi-iCOMMS; DBO Members; Desbiens, Céline; Desrosiers, Annie; Dumont, Philippe; Duquette, Danielle; EC Connex; Fischer, Daniel; Gestionnaire de service - Duty Manager; Girouard, Olivier; Hassan, Fatima; Hopkins, Phil; Jacmain, Sylvie; Jetté, Carl; Julien, Pascal; Kekanovich, Darrell; Lagacé, Chantal; Lalonde, Anne-Marie; Langlois, George; Lapp, Miriam; Maloney, Kara; Marier, Stephane; Martineau, Jérémie; Merrett, Jeff; Paquette-Renaud, Michael; Rondeau, Nicolas; Sedghi, Tina; Thompson, Joel; Torosian, Susan; Villeneuve, Josée; Superviseurs RSR - Supervisors FSN; Leblanc, Rosa Maria; Lord, Amelie; Desrochers, Stéphane; Titus, Jean-Pascal; Dorais, Jean; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination); Ratthe, Carole-Ann; Rashid, Sabrina; Gagnon, Maude; Bouchaara, Kenza; Gagnon, Maude; Kluke, Tamara; Laroche-Reinhardt, Manya; Leblanc, Rosa Maria; Lord, Amelie; Levesque, Melinda; Dorais, Jean; Titus, Jean-Pascal; Miller, Jason; Trigger, Scott; Kounta, Papa; Thompson, Joel; Marier, Stephane; Julien, Pascal; Levert, Nicholas; Hopkins, Phil; Backa, James; Adepegba, Esther; Mongeon, Rodney; IT Incidents; Gagnon, Maude; Rashid, Sabrina; Salm, Andrew; McGuire, Chris; Gagnon, Maude; Rashid, Sabrina
Subject: Mise à jour #10 / Update #10 - Incident Priorité 2 / Priority 2 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de **priorité 2** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **2**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #10 :

L'équipe a identifié une solution et y travaille. Il s'agit d'une priorité importante.

A **Priority 2** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **2**

- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #10:

The team has identified a solution and are working on it. This is a high priority.

From: IT Incident-Incident TI

Sent: April 17, 2025 5:13 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-

Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #9 / Update #9 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #9 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #9:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 4:42 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stéphane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina

<Sabrina.Rashid@elections.ca>

Subject: Mise à jour #8 / Update #8 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #8 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #8:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 4:10 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>;

Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #7 / Update #7 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**

- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #7 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #7:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 3:39 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl

<Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #6 / Update #6 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #6 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #6:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 2:57 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN

<SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane
 <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean
 <Jean.Dorais@elections.ca>; CIRIS-ISAC (Secrétariat coordination intégrée des renseignements sur la
 situation / Secretariat Integrated Situational Awareness Coordination) <CIRIS-ISAC@elections.ca>;
 Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>;
 Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-
 Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria
 <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda
 <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-
 Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott
 <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel
 <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal
 <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil
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 <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT
 Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris
 <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina
 <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #5 / Update #5 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes
 d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité 1 a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #5 :

L'équipe travaille activement à résoudre ce problème.

A Priority 1 Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**

- Priority Level: 1
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #5:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 2:24 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluge, Tamara <Tamara.Kluge@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda

<Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris <Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #4 / Update #4 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 11h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #4 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 AM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #4:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 1:54 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet, Denis <Denis.Bazinet@Elections.ca>; Beauchamp, Christine <Christine.Beauchamp@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Chateauvert, Edith <Edith.Chateauvert@elections.ca>; Comm Régions - Field Comm <CommRegions-FieldComm@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; DBO Members <DBO_Members@elections.ca>; Desbiens, Céline <Celine.Desbiens@elections.ca>; Desrosiers, Annie <Annie.Desrosiers@elections.ca>; Dumont, Philippe <Philippe.Dumont@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>; EC Connex <ECConnex@elections.ca>; Fischer, Daniel <Daniel.Fischer@elections.ca>; Gestionnaire de service - Duty Manager <Gestionnaireservice-DutyManager@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>; Hassan, Fatima <Fatima.Hassan@Elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Jacmain, Sylvie <Sylvie.Jacmain@Elections.ca>; Jetté, Carl <Carl.Jette@Elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Lagacé, Chantal <Chantal.Lagace@elections.ca>; Lalonde, Anne-Marie <Anne-Marie.Lalonde@Elections.ca>; Langlois, George <George.Langlois@elections.ca>; Lapp, Miriam <Miriam.Lapp@Elections.ca>; Maloney, Kara <Kara.Maloney@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Martineau, Jérémie <Jeremie.Martineau@elections.ca>; Merrett, Jeff <Jeff.Merrett@Elections.ca>; Paquette-Renaud, Michael <Michael.Paquette-Renaud@elections.ca>; Rondeau, Nicolas <Nicolas.Rondeau@elections.ca>; Sedghi, Tina <Tina.Sedghi@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Superviseurs RSR - Supervisors FSN <SuperviseursRSR-SupervisorsFSN@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; CIRS-ISAC (Secrétariat coordination intégrée des renseignements sur la situation / Secretariat Integrated Situational Awareness Coordination) <CIRS-ISAC@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Kluke, Tamara <Tamara.Kluke@elections.ca>; Laroche-Reinhardt, Manya <Manya.Laroche-Reinhardt@elections.ca>; Leblanc, Rosa Maria <RosaMaria.Leblanc@elections.ca>; Lord, Amelie <Amelie.Lord@elections.ca>; Levesque, Melinda <Melinda.Levesque@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Titus, Jean-Pascal <Jean-Pascal.Titus@elections.ca>; Miller, Jason <Jason.Miller@elections.ca>; Trigger, Scott <Scott.Trigger@elections.ca>; Kounta, Papa <Papa.Kounta@elections.ca>; Thompson, Joel <Joel.Thompson@elections.ca>; Marier, Stephane <Stephane.Marier@elections.ca>; Julien, Pascal <Pascal.Julien@cef-cce.ca>; Levert, Nicholas <Nicholas.Levert@elections.ca>; Hopkins, Phil <Phil.Hopkins@elections.ca>; Backa, James <James.Backa@elections.ca>; Adepegba, Esther <Esther.Adepegba@elections.ca>; Mongeon, Rodney <RodneyJamesJoseph.Mongeon@elections.ca>; IT Incidents <ITIncidents@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>; Salm, Andrew <Andrew.Salm@elections.ca>; McGuire, Chris

<Chris.McGuire@elections.ca>; Gagnon, Maude <Maude.Gagnon@elections.ca>; Rashid, Sabrina <Sabrina.Rashid@elections.ca>

Subject: Mise à jour #3 / Update #3 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Un incident de priorité **1** a été signalé :

- Incident signalé le : **17/04/2025 à 23h55**
- Numéro de référence : **122409**
- Titre de l'incident : **VIS WEB - Problèmes d'affichages de données**
- Type d'incident : **Externe - Problèmes d'affichage de données**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : **Problème avec la recherche par code postal dans VIS WEB ne propose pas d'options pour certaines villes/villages**
- Unité responsable : **LCEADM**
- Directeur responsable : **Jody Blimkie**

Mise à jour #3 :

L'équipe travaille activement à résoudre ce problème.

A Priority **1** Incident was reported:

- Incident reported on: **17/04/2025 at 11:55 PM**
- Incident number: **122409**
- Incident title: **VIS WEB Data Display Issues**
- Type of incident: **External - Data display issues**
- Priority Level: **1**
- Incident description and known impact: **Issues reported in VIS WEB - Postal code search does not give options for some town/Cities**
- Responsible Unit: **LCEADM**
- Responsible Director: **Jody Blimkie**

Update #3:

The team is actively working on resolving this issue.

From: IT Incident-Incident TI

Sent: April 17, 2025 12:42 PM

To: SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@elections.ca>; Dorais, Jean <Jean.Dorais@elections.ca>; Kekanovich, Darrell <Darrell.Kekanovich@elections.ca>; Touchie, Joanne <Joanne.Touchie@elections.ca>; Blimkie, Jody <Jody.Blimkie@elections.ca>; COMMSi-iCOMMS <COMMSi-iCOMMS@elections.ca>; Arseneault, Carine <Carine.Arseneault@elections.ca>; Bazinet,