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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

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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**
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- 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: Roussel, Michel
Sent: Sun, 27 Apr 2025 14:26:10 +0000
To: Breffage DGE - CEO Daily Brief TO
Subject: TR: Analyse des circonscriptions nécessitant des mesures d'atténuation | Analysis of electoral districts requiring mitigation measures
Attachments: Risk analysis for polling day.pdf, Analyse de risques pour le jour du scrutin.pdf

Bonjour,

Pour votre information. Veuillez trouver ci-joint la liste finale des circonscriptions à surveiller demain. Elle a été transmise aux AdLL en soirée samedi.

Michel

De : Girouard, Olivier <Olivier.Girouard@elections.ca>
Envoyé : 27 avril 2025 09:29
À : Leblanc, Josée - EC <JoséeW.Leblanc@elections.ca>; Roussel, Michel <Michel.Roussel@Elections.ca>; Messier, Maxime <Maxime.Messier@elections.ca>
Cc : Pilon, Christine <Christine.Pilon@elections.ca>; Laflamme, Carole <Carole.Laflamme@elections.ca>
Objet : FW: Analyse des circonscriptions nécessitant des mesures d'atténuation | Analysis of electoral districts requiring mitigation measures

Voyez le message transmis aux ADLL en lien avec la liste de circ sous surveillance. En pièce jointe, le résultat du travail combiné des équipes de Michel G et Carine A.

A tantôt.

Olivier Girouard
Directeur principal, Gouvernance en région et Préparation opérationnelle
Senior Director, Field Governance and Operational Readiness
613-294-4042 (cell)
1-873-416-1366 (MS Teams)

From: Arseneault, Carine <Carine.Arseneault@elections.ca>
Sent: Sunday, April 27, 2025 9:25 AM
To: Girouard, Olivier <Olivier.Girouard@elections.ca>
Subject: FW: Analyse des circonscriptions nécessitant des mesures d'atténuation | Analysis of electoral districts requiring mitigation measures

From: CGAR-FMC <CGAR-FMC@elections.ca>
Sent: Saturday, April 26, 2025 9:42 PM
Cc: CGAR-FMC <CGAR-FMC@elections.ca>
Subject: Analyse des circonscriptions nécessitant des mesures d'atténuation | Analysis of electoral districts requiring mitigation measures

Ce message est envoyé à tous les agents de liaison locaux / This message is sent to all field liaison officers



(English follows)

Bonjour,

Le tableau qui vous est transmis vous permet d'identifier les circonscriptions actuellement surveillées par l'administration centrale d'Élections Canada (ACEC) pour le jour du scrutin ordinaire, selon quatre critères : enjeux de dotation, répercussions d'un taux de participation élevé, possibilité d'une course serrée et si la circonscription est celle d'un chef de parti.

Bien que chacun de ces éléments complexifie la conduite de l'élection, leur combinaison au sein d'une même circonscription peut générer des risques nécessitant des mesures d'atténuation.

1. Indicateurs concernant les enjeux de dotation

Les circonscriptions identifiées ont signalé des défis en matière de recrutement. Elles ont demandé l'aide de l'ACEC et estiment qu'elles ne seront pas en mesure de pourvoir tous les postes.

Répercussions opérationnelles

- Possibilité de ne pas pouvoir ouvrir les bureaux de scrutin ou d'une ouverture tardive d'un bureau du scrutin.
- Possibilité d'une plus grande affluence (s'il y a plusieurs fusions de bureaux de scrutin).
- Possibilité d'un dépouillement plus long en raison d'un manque de travailleurs.

Mesures d'atténuation en place

- Des stratégies d'atténuation sont en cours de discussion entre l'ACEC et les équipes des directeurs du scrutin (DS) touchés afin d'assurer une offre de service adéquate aux électeurs.
 - Déploiement de publicités ciblées additionnelles (c.-à-d. budget plus important, radio, imprimés, conseiller en relations médias).

- Transmissions aux DS des listes de travailleurs potentiels provenant de Statistique Canada, des organismes de gestion électorale et ceux de la 44^e élection générale (EG).
- Transfert de surplus de préposés au scrutin provenant de circonscriptions adjacentes, le cas échéant.
- Augmentation des budgets de recrutement (agent du recrutement et superviseur du recrutement).
- Réaffectation des préposés au scrutin à d'autres postes (p. ex. de préposé à l'information [PI] à scrutateur).
- Fusion de bureaux de scrutin lorsque jugée adéquate.
- Réaffectation des électeurs.
- Les équipes de communications stratégiques et du Comité consultatif des partis politiques ont été informées et sont prêtes à réagir.

Mesures d'atténuation additionnelles possibles

- S'assurer que les DS ont une bonne stratégie pour la gestion des travailleurs en disponibilité et que ces ressources sont judicieusement positionnées pour un déploiement rapide.
- S'assurer que les DS ont mis en place un mécanisme de communication efficace avec leurs lieux de scrutin afin de pouvoir réagir rapidement et communiquer (avec l'ACEC, les électeurs et les candidats) les lieux de scrutin où le service aux électeurs est touché rapidement.

Pour rappel : Un minimum de **deux** fonctionnaires électoraux est requis pour pouvoir ouvrir un lieu de scrutin et pour servir les électeurs.

2. Indicateurs concernant les répercussions d'un taux de participation élevé

Taux de participation élevé

À partir d'un scénario hypothétique de forte participation (taux national de 75 %), nous avons estimé le nombre d'électeurs par bureau de scrutin et identifié les circonscriptions où plus de 50 % des bureaux de scrutin accueilleraient plus de 250 électeurs le Jour 0.

Remarque : Dans ce scénario, la moyenne nationale est d'environ 12 % des bureaux de scrutin dépassant ce seuil.

Répercussions opérationnelles

- Possibilité d'une forte affluence d'électeurs, résultant en un travail continu des scrutateurs/agents d'inscription (AI)/préposés à l'information (PI) ainsi qu'une gestion plus difficile des pauses.
- Possibilité de défis liés à la gestion des files d'attente.
- Possibilité d'impatience des électeurs.
- Possibilité d'une présence médiatique sur place.

- Possibilité d'un plus long dépouillement des bulletins de vote.
- Possibilité d'une augmentation des questions et de la présence des représentants et des candidats.

Mesures d'atténuation mises en place par l'ACEC

- Les circonscriptions visées ont été contactées pour s'assurer qu'elles disposent d'un nombre suffisant de bulletins de vote à la disposition des travailleurs, particulièrement dans les régions éloignées.
- Les circonscriptions ont été contactées à la suite d'une analyse afin d'évaluer la possibilité de diviser certains bureaux de scrutin.

Mesures d'atténuation locales possibles

- Prévoir des travailleurs additionnels afin d'augmenter l'efficacité de certains aspects du processus de vote.
 - Par exemple : Les PI ou les superviseurs de centre de scrutin (SCS) peuvent offrir du soutien aux scrutateurs pour la partie administrative du vote en vérifiant notamment l'électeur sur la *Liste électorale officielle* et en remplissant la *Feuille des numéros de séquence*.
 - Remarque : Le scrutateur doit être le seul à manipuler les bulletins de vote et vérifier l'identité de l'électeur.
 - Par exemple : L'AI peut aider à la gestion des files d'attente.
- Prévoir des travailleurs en disponibilité pour être déployés dans les lieux de scrutin achalandés.
- Proposer des messages clés positifs aux SCS afin qu'ils puissent les transmettre de manière proactive aux électeurs (p. ex. temps de vote moyen).
- S'assurer que les SCS maîtrisent bien les procédures relatives aux représentants des candidats et aux médias.
- Communiquer de manière proactive aux candidats les mesures mises en place ou à venir pour gérer une grande affluence.
- Aviser le conseiller en relations médias de la situation.

3. Indicateurs concernant la possibilité d'une course serrée

La source de ces données provient du site Web 338canada.com; les prévisions ne sont pas une science exacte.

Répercussions opérationnelles

- Les courses serrées peuvent mener à une augmentation du taux de participation des électeurs de la circonscription. On observe habituellement une hausse des activités de la part des représentants (c.-à-d. une plus grande présence sur les lieux de scrutin et lors du dépouillement). Une présence médiatique accrue est également à prévoir.

Mesures d'atténuation possibles

- S'assurer que les équipes des DS et leurs SCS maîtrisent les procédures liées aux représentants et se réfèrent aux lignes directrices pour les représentants.
- S'assurer que les équipes des DS et leurs SCS maîtrisent les lignes directrices relatives à la présence médiatique dans les lieux de scrutin.
- S'assurer que les équipes des DS et leurs SCS disposent des meilleures pratiques et des options nécessaires pour gérer efficacement une affluence élevée d'électeurs.

4. Indicateurs concernant la circonscription d'un chef de parti

Les circonscriptions identifiées sont celles où le chef d'un parti représenté à la Chambre des communes au moment de la dissolution du parlement se présente.

Les répercussions opérationnelles et les mesures d'atténuation sont les mêmes que celles mentionnées plus haut pour les courses serrées.

Vous êtes encouragés à tenir des discussions avec les DS touchés par l'un ou plusieurs de ces facteurs de risque, afin qu'ils soient pleinement outillés et de s'assurer qu'ils connaissent les actions entreprises à différents niveaux pour atténuer les répercussions. On vous suggère également de revoir et, si nécessaire, ajuster vos plans de soutien en vue du jour du scrutin.

Merci,

Secrétariat du CGAR

Good day,

The table provided identifies the electoral districts (EDs) that Elections Canada headquarters (ECHQ) is monitoring ahead of ordinary polling day, based on four criteria: staffing challenges, impacts of high elector turnout, the possibility of a close race, and whether the ED is that of a party leader.

While each of these factors can complicate the delivery of the election, their combination within a single ED can create risks that require mitigation measures.

1. Indicators regarding staffing challenges

The identified EDs have reported recruitment challenges. They have requested assistance from ECHQ, and believe they may not be able to fill all positions.

Operational impacts

- Possibility of being unable to open polling stations or of delayed openings.
- Possibility of a large influx (if multiple polling stations are merged).
- Possibility of a longer count due to staffing shortages.

Mitigation measures in place

- Mitigation strategies are being coordinated between ECHQ and the affected returning officer (RO) teams to ensure an adequate level of service for electors:
 - Deployment of additional targeted advertising (e.g., increased budget, radio, print media, media relations advisor).
 - Sharing with ROs the lists of potential workers from Statistics Canada, electoral management bodies, and the 44th general election (GE).
 - Transfer of surplus poll workers from adjacent EDs, where applicable.
 - Increase of recruitment budgets (recruitment officer and recruitment supervisor).
 - Reassignment of poll worker positions (e.g., from information officer [IO] to deputy returning officer [DRO]).
 - Merges of polling stations where it is deemed appropriate.
 - Reassignment of electors.
 - The Strategic Communications team and the Advisory Committee of Political Parties have been briefed and are ready to respond.

Additional possible mitigation measures

- Ensure that ROs have an effective strategy for managing standby workers and that these resources are strategically positioned for rapid deployment.
- Ensure that ROs have established an effective communication mechanism with their polling places to react quickly and communicate quickly (with ECHQ, electors, and candidates) the polling places where service to electors is impacted.

Reminder: A minimum of **two** election officers is required to open a polling place and serve electors.

2. Indicators regarding the impacts of high elector turnout

High elector turnout

Based on a hypothetical scenario of a high elector turnout (national rate of 75%), we estimated the number of electors per polling station and identified the EDs where more than 50% of polling stations would receive more than 250 electors on Day 0.

Note: In this scenario, the national average is approximately 12% of polling stations exceeding this threshold.

Operational impacts

- Possibility of high elector influx, resulting in continuous work for DROs/registration officers (RegOs)/information officers (Ios), as well as greater difficulty in managing breaks.
- Possible challenges in managing line-ups.
- Possible elector impatience.
- Possible media presence on-site.
- Possibility of a longer ballot counting process.
- Possibility of increased questions and presence of representatives and candidates.

Mitigation measures in place implemented by ECHQ

- Targeted EDs have been contacted to ensure that sufficient quantities of ballots are available for poll workers, particularly in remote areas.
- EDs have been contacted following an analysis to evaluate the possibility of splitting certain polling stations.

Possible local mitigation measures

- Plan for additional workers to increase the efficiency of certain aspects of the voting process.
 - Example: IOs or central poll supervisors (CPSs) can support DROs with the administrative part of the voting process by, for example, by verifying electors on the *Official List of Electors* and filling out the *Sequence Number Sheet*.
 - Note: The DRO must be the only one to handle ballots and verify electors' identity.
 - Example: RegOs can assist with managing queues.
- Ensure availability of standby workers for deployment to high-traffic polling places.
- Provide CPSs with key positive messages to proactively share with electors (e.g., average voting time).
- Ensure that CPSs are thoroughly familiar with procedures related to candidate representatives and media presence.
- Proactively communicate with candidates about the measures implemented or planned to manage high influx.
- Inform the media relations advisor about the situation.

3. Indicators regarding close races

The data is sourced from 338canada.com; forecasts are not an exact science.

Operational impacts

- Close races may lead to increased elector turnout in the ED. Typically, this results in heightened activity from representatives (i.e., stronger presence at polling stations and during the count). An increased media presence is also anticipated.

Possible mitigation measures

- Ensure that ROs' teams and their CPSs are thoroughly familiar with the procedures related to representatives and refer to the guidelines for candidates' representatives.
- Ensure that ROs' teams and their CPSs are thoroughly familiar with the guidelines for managing media presence at polling stations.
- Ensure that ROs' teams and their CPSs are equipped with best practices and available options to effectively manage a high influx of electors.

4. Indicators regarding a party leader's ED

The identified EDs are those where the leader of a party represented in the House of Commons, at the time of the dissolution of Parliament is running.

The operational impacts and mitigation measures are the same as those outlined above for close races.

You are encouraged to engage in discussions with the ROs affected by one or more of these risk factors to ensure they are fully equipped and aware of the actions being taken at various levels to mitigate the impacts. You are also encouraged to review and, if necessary, adjust your polling day support plans.

Thank you,

FMC Secretariat

ED Code	ED name	High Turnout? (50% of PSs are above 250 Voter Threshold)	Close Race? (Marked as "Toss up")	RO Requested Support for Staffing?	Leader of a party represented at the dissolution of the House	Risk Score
62001	Nunavut	Yes	Yes	Yes	No	X 3
59029	Saanich—Gulf Islands	No	Yes	No	Yes	X 2
46002	Churchill—Keewatinook Aski	No	Yes	Yes	No	X 2
24001	Abitibi—Baie-James—Nunavik—Eeyou	No	Yes	Yes	No	X 2
48017	Edmonton Griesbach	Yes	Yes	No	No	X 2
48018	Edmonton Manning	Yes	Yes	No	No	X 2
35020	Carleton	No	No	No	Yes	1
35067	Nepean	No	No	No	Yes	1
24011	Beloeil—Chambly	No	No	No	Yes	1
24053	Outremont	No	No	No	Yes	1
59002	Burnaby Central	No	No	No	Yes	1
35051	Lanark—Frontenac	No	No	Yes	No	1
48025	Fort McMurray—Cold Lake	No	No	Yes	No	1
48032	Peace River—Westlock	No	No	Yes	No	1
48037	Yellowhead	No	No	Yes	No	1
59026	Prince George—Peace River—Northern Rockies	No	No	Yes	No	1
59031	Skeena—Bulkley Valley	No	No	Yes	No	1
12010	South Shore—St. Margarets	No	Yes	No	No	1
35003	Aurora—Oak Ridges—Richmond Hill	No	Yes	No	No	1
35086	Peterborough	No	Yes	No	No	1
47008	Regina—Wascana	No	Yes	No	No	1
48004	Calgary Centre	No	Yes	No	No	1
59012	Esquimalt—Saanich—Sooke	No	Yes	No	No	1
59036	Vancouver East	No	Yes	No	No	1
10003	Central Newfoundland	No	Yes	No	No	1
10005	Long Range Mountains	No	Yes	No	No	1
12001	Acadie—Annapolis	No	Yes	No	No	1
13006	Miramichi—Grand Lake	No	Yes	No	No	1
24030	Jonquière	No	Yes	No	No	1
24032	La Prairie—Atateken	No	Yes	No	No	1
24042	Longueuil—Saint-Hubert	No	Yes	No	No	1
24051	Montmorency—Charlevoix	No	Yes	No	No	1
24074	Thérèse-De Blainville	No	Yes	No	No	1
24075	Trois-Rivières	No	Yes	No	No	1
35006	Bay of Quinte	No	Yes	No	No	1
35054	London—Fanshawe	No	Yes	No	No	1
35070	Niagara Falls—Niagara-on-the-Lake	No	Yes	No	No	1
35071	Niagara South	No	Yes	No	No	1
35075	Oakville East	No	Yes	No	No	1
35119	Windsor West	No	Yes	No	No	1
35120	York Centre	No	Yes	No	No	1

46003 Elmwood—Transcona	No	Yes	No	No	1
46004 Kildonan—St. Paul	No	Yes	No	No	1
46010 Winnipeg Centre	No	Yes	No	No	1
48005 Calgary Confederation	No	Yes	No	No	1
48014 Calgary Skyview	No	Yes	No	No	1
48016 Edmonton Gateway	No	Yes	No	No	1
48019 Edmonton Northwest	No	Yes	No	No	1
48020 Edmonton Riverbend	No	Yes	No	No	1
48023 Edmonton West	No	Yes	No	No	1
59001 Abbotsford—South Langley	No	Yes	No	No	1
59006 Cloverdale—Langley City	No	Yes	No	No	1
59016 Kelowna	No	Yes	No	No	1
59017 Langley Township—Fraser Heights	No	Yes	No	No	1
59018 Mission—Matsqui—Abbotsford	No	Yes	No	No	1
59020 New Westminster—Burnaby—Maillardville	No	Yes	No	No	1
59024 Pitt Meadows—Maple Ridge	No	Yes	No	No	1
59027 Richmond Centre—Marpole	No	Yes	No	No	1
59028 Richmond East—Steveston	No	Yes	No	No	1
59032 South Surrey—White Rock	No	Yes	No	No	1
59033 Surrey Centre	No	Yes	No	No	1
59039 Vancouver Kingsway	No	Yes	No	No	1
24045 Marc-Aurèle-Fortin	Yes	No	No	No	1
24068 Saint-Laurent	Yes	No	No	No	1
24073 Terrebonne	Yes	No	No	No	1
35014 Brampton West	Yes	No	No	No	1
35015 Brantford—Brant South—Six Nations	Yes	No	No	No	1
35024 Don Valley West	Yes	No	No	No	1
35027 Elgin—St. Thomas—London South	Yes	No	No	No	1
35031 Etobicoke North	Yes	No	No	No	1
35038 Hamilton Mountain	Yes	No	No	No	1
35069 New Tecumseth—Gwillimbury	Yes	No	No	No	1
35078 Oshawa	Yes	No	No	No	1
35109 Toronto Centre	Yes	No	No	No	1
35122 York South—Weston—Etobicoke	Yes	No	No	No	1
47003 Desnethé—Missinippi—Churchill River	Yes	No	No	No	1
48011 Calgary Nose Hill	Yes	No	No	No	1
48015 Edmonton Centre	Yes	No	No	No	1
48034 Red Deer	Yes	No	No	No	1

Code CÉ	Nom de la CÉ	Fortes affluences? (50 % des bureaux dépassent le seuil de 250 électeurs)	Course serrée? (Identifiée comme "Pivot")	Soutien en dotation demandé par le DS?	Chef d'un parti représenté à la dissolution de la Chambre	Indice de risque
62001	Nunavut	Oui	Oui	Oui	Non	3
59029	Saanich—Gulf Islands	Non	Oui	Non	Oui	2
46002	Churchill—Keewatinook Aski	Non	Oui	Oui	Non	2
24001	Abitibi—Baie-James—Nunavik—Eeyou	Non	Oui	Oui	Non	2
48017	Edmonton Griesbach	Oui	Oui	Non	Non	2
48018	Edmonton Manning	Oui	Oui	Non	Non	2
35020	Carleton	Non	Non	Non	Oui	1
35067	Nepean	Non	Non	Non	Oui	1
24011	Beloeil—Chambly	Non	Non	Non	Oui	1
24053	Outremont	Non	Non	Non	Oui	1
59002	Burnaby Central	Non	Non	Non	Oui	1
35051	Lanark—Frontenac	Non	Non	Oui	Non	1
48025	Fort McMurray—Cold Lake	Non	Non	Oui	Non	1
48032	Peace River—Westlock	Non	Non	Oui	Non	1
48037	Yellowhead	Non	Non	Oui	Non	1
59026	Prince George—Peace River—Northern Rockies	Non	Non	Oui	Non	1
59031	Skeena—Bulkley Valley	Non	Non	Oui	Non	1
12010	South Shore—St. Margarets	Non	Oui	Non	Non	1
35003	Aurora—Oak Ridges—Richmond Hill	Non	Oui	Non	Non	1
35086	Peterborough	Non	Oui	Non	Non	1
47008	Regina—Wascana	Non	Oui	Non	Non	1
48004	Calgary-Centre	Non	Oui	Non	Non	1
59012	Esquimalt—Saanich—Sooke	Non	Oui	Non	Non	1
59036	Vancouver-Est	Non	Oui	Non	Non	1
10003	Central Newfoundland	Non	Oui	Non	Non	1
10005	Long Range Mountains	Non	Oui	Non	Non	1
12001	Acadie—Annapolis	Non	Oui	Non	Non	1
13006	Miramichi—Grand Lake	Non	Oui	Non	Non	1
24030	Jonquière	Non	Oui	Non	Non	1
24032	La Prairie—Atateken	Non	Oui	Non	Non	1
24042	Longueuil—Saint-Hubert	Non	Oui	Non	Non	1
24051	Montmorency—Charlevoix	Non	Oui	Non	Non	1
24074	Thérèse-De Blainville	Non	Oui	Non	Non	1
24075	Trois-Rivières	Non	Oui	Non	Non	1
35006	Bay of Quinte	Non	Oui	Non	Non	1
35054	London—Fanshawe	Non	Oui	Non	Non	1
35070	Niagara Falls—Niagara-on-the-Lake	Non	Oui	Non	Non	1
35071	Niagara-Sud	Non	Oui	Non	Non	1
35075	Oakville-Est	Non	Oui	Non	Non	1
35119	Windsor-Ouest	Non	Oui	Non	Non	1
35120	York-Centre	Non	Oui	Non	Non	1

46003 Elmwood—Transcona	Non	Oui	Non	Non	1
46004 Kildonan—St. Paul	Non	Oui	Non	Non	1
46010 Winnipeg-Centre	Non	Oui	Non	Non	1
48005 Calgary Confederation	Non	Oui	Non	Non	1
48014 Calgary Skyview	Non	Oui	Non	Non	1
48016 Edmonton Gateway	Non	Oui	Non	Non	1
48019 Edmonton-Nord-Ouest	Non	Oui	Non	Non	1
48020 Edmonton Riverbend	Non	Oui	Non	Non	1
48023 Edmonton-Ouest	Non	Oui	Non	Non	1
59001 Abbotsford—Langley-Sud	Non	Oui	Non	Non	1
59006 Cloverdale—Langley City	Non	Oui	Non	Non	1
59016 Kelowna	Non	Oui	Non	Non	1
59017 Langley Township—Fraser Heights	Non	Oui	Non	Non	1
59018 Mission—Matsqui—Abbotsford	Non	Oui	Non	Non	1
59020 New Westminster—Burnaby—Maillardville	Non	Oui	Non	Non	1
59024 Pitt Meadows—Maple Ridge	Non	Oui	Non	Non	1
59027 Richmond-Centre—Marpole	Non	Oui	Non	Non	1
59028 Richmond-Est—Steveston	Non	Oui	Non	Non	1
59032 Surrey-Sud—White Rock	Non	Oui	Non	Non	1
59033 Surrey-Centre	Non	Oui	Non	Non	1
59039 Vancouver Kingsway	Non	Oui	Non	Non	1
24045 Marc-Aurèle-Fortin	Oui	Non	Non	Non	1
24068 Saint-Laurent	Oui	Non	Non	Non	1
24073 Terrebonne	Oui	Non	Non	Non	1
35014 Brampton-Ouest	Oui	Non	Non	Non	1
35015 Brantford—Brant-Sud—Six Nations	Oui	Non	Non	Non	1
35024 Don Valley-Ouest	Oui	Non	Non	Non	1
35027 Elgin—St. Thomas—London-Sud	Oui	Non	Non	Non	1
35031 Etobicoke-Nord	Oui	Non	Non	Non	1
35038 Hamilton Mountain	Oui	Non	Non	Non	1
35069 New Tecumseth—Gwillimbury	Oui	Non	Non	Non	1
35078 Oshawa	Oui	Non	Non	Non	1
35109 Toronto-Centre	Oui	Non	Non	Non	1
35122 York-Sud—Weston—Etobicoke	Oui	Non	Non	Non	1
47003 Desnethé—Missinippi—Rivière Churchill	Oui	Non	Non	Non	1
48011 Calgary Nose Hill	Oui	Non	Non	Non	1
48015 Edmonton-Centre	Oui	Non	Non	Non	1
48034 Red Deer	Oui	Non	Non	Non	1

From: Roussel, Michel
Sent: Tue, 22 Apr 2025 22:19:03 +0000
To: Breffage DGE - CEO Daily Brief TO
Cc: Leblanc, Josée - EC; Duquette, Danielle
Subject: TR: Suivi électeurs internationaux
Attachments: Copie de Internationals - PMA in Canada - 22.04.25 V2.xlsx

Bonsoir,

Veuillez trouver ci-joint des tableaux statistiques et quelques éléments d'analyse, dans la note de Josée, concernant les demandes de vote spécial en provenance de Canadiens à l'étranger mais pour lesquelles nous avons une adresse postale au Canada. Bien que chaque cas puisse être intrigant en soi, leur distribution ne fait pas soupçonner quoi que ce soit de concerté.

Michel

De : Leblanc, Josée - EC <JoseeW.Lebanc@elections.ca>
Envoyé : 21 avril 2025 13:06
À : Roussel, Michel <Michel.Roussel@Elections.ca>
Cc : Duquette, Danielle <Danielle.Duquette@elections.ca>
Objet : Suivi électeurs internationaux

Bonjour,

Dans le cadre de la gestion des demandes pour voter par bulletin spéciaux, voici quelques observations sur les demandes de vote par des électeurs internationaux.

- Quoi qu'on note une augmentation du nombre d'électeurs internationaux qui fournissent une adresse au Canada en comparaison avec ce que nous observons lors du pré-scrutin, on note une diminution en comparaison avec la dernière EG. Le tableau ci-joint fourni plusieurs comparatifs. La provenance des électeurs (majoritairement les grandes villes du pays) est assez constante.
- Quant à l'identification d'anomalies dans les inscriptions des électeurs internationaux pour voter par la poste (en général – pas seulement ceux qui ont une adresse au Canada) dans certaines circonscriptions, nous n'avons pas noté de variation particulière qui mérite une vérification plus approfondie.

Espérant ces informations utiles.

Bonne journée!

Josée Leblanc

19(1)

Directrice principale

Services de vote et développements

Élections Canada

19(1)

ou (873) 416-1070 | joseew.leblanc@elections.ca

Senior Director

Voting Services and Developments

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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

Event	Count of international electors with a Canadian mailing address	Count of international electors with a PO/GlobalA	Total Internationals During the Event	Percentage of Internationals with Canadian PMAs ²
As of 2025-04-17	321	447	44245	1%
Pre event	133 ¹	x	36455	0.37%
GE44	711	650	55696	1.28%
GE43	408	736	55514	0.73%
GE42	85	1024	15602	0.54%

¹ In 2024 a Verification Notice exercise resulted in 27869 International Electors being removed from the registry, of the 27869 records removed, 642 had a Canadian PMA

² PMA: Present Mailing Address

³ All counts exclude Global Affairs Addresses

GE43		GE44		Pre Event		Current Count	
Count by ED		Count by ED		Count by ED		Original Address	
ED_CODE	Count	ED_CODE	Count	ED_CODE	Count	ED	Count
35110	11	35110	19	35077	5	35079	8
24077	10	24077	17	59016	4	59017	7
59034	8	59034	14	35110	4	48005	7
35078	8	35108	14	35060	4	35111	6
35072	8	59039	12	35028	4	24052	5
35041	7	35075	12	59019	3	35112	5
48012	7	35078	12	59031	3	24077	5
48005	7	59027	9	35090	3	48004	5
24054	7	24052	9	35018	3	35022	5
35024	7	35101	9	35076	2	35063	5
59042	7	24030	9	35075	2	35067	5
35077	6	59042	9	59042	2	48011	4
24053	6	48004	8	59039	2	24028	4
35081	6	35028	8	59027	2	24053	4
48004	6	48005	8	48026	2	35120	4
59027	5	35061	8	48022	2	59022	4
35117	5	59036	8	35117	2	59035	4
47009	5	35072	8	35115	2	59040	4
35090	5	24054	8	35101	2	59043	4
24057	5	35024	8	35091	2	35081	3
35108	5	59038	7	35084	2	59009	3
35115	5	24064	7	35078	2	59038	3
35087	5	35082	7	35065	2	35106	3
35075	5	35021	7	35064	2	24048	3
59039	4	24053	6	35052	2	35024	3
46013	4	35114	6	35004	2	59032	3
35101	4	59020	6	24077	2	35025	3
24052	4	24017	6	24064	2	35005	3
59038	4	35116	6	24053	2	35117	3
35052	4	48008	6	24052	2	59013	3
35082	4	59002	6	24038	2	35119	3
24030	4	35018	6	10005	2	59020	3
59022	3	35087	5	59035	1	35039	3
24056	3	35073	5	59024	1	59028	3
59041	3	35090	5	59022	1	35053	3
35013	3	35080	5	59014	1	35095	3
59008	3	35068	5	59009	1	24037	3
35021	3	48019	5	59007	1	35023	3
24036	3	59035	5	59006	1	48010	3
35056	3	48026	5	59005	1	35100	3
35096	3	35064	5	48030	1	35082	3

GE43		GE44		Pre Event		Current	
Count by City		Count by City		Count by City		Original Address	
City	Count	City	Count	City	Count	City	Count
Toronto	45	Toronto	71	Toronto	16	Toronto	42
Ottawa	28	Ottawa	37	Ottawa	10	Calgary	21
Calgary	21	Vancouver	34	Calgary	8	Montreal	19
Vancouver	19	Montreal	29	Montreal	6	Ottawa	18
Montreal	18	Calgary	27	Surrey	6	Vancouver	11
Mississauga	10	Mississauga	17	Mississauga	4	Surrey	10
victoria	8	Montréal	12	Etobicoke	3	Mississauga	9
OAKVILLE	7	WINNIPEG	11	Stittsville	3	Edmonton	8
Winnipeg	6	Etobicoke	10	Barrie	2	Thornhill	5
Halifax	6	Edmonton	9	Brampton	2	London	4
Burlington	6	Richmond	8	Burnaby	2	Richmond	4
Windsor	5	Oakville	8	Corner Brook	2	North York	4
Surrey	5	North Vancouver	8	Côte-Saint-Luc	2	Victoria	4
Regina	5	Saskatoon	8	Innisfail	2	Burnaby	4
Montréal	5	Windsor	8	Laval	2	Brampton	3
WEST VANCOUVER	4	Belleville	7	LETHBRIDGE	2	Côte-Saint-Luc	3
Richmond	4	Halifax	6	Saskatoon	2	Laval	3
London	4	Thornhill	6	Vancouver	2	Richmond Hill	3
Etobicoke	4	Hamilton	6	Victoria	1	Hamilton	3
Laval	4	Burnaby	6	Gloucester	1	Stittsville	3
North York	4	North York	6	Abbotsford	1	Barrie	3
Hamilton	4	Waterloo	6	Astra	1	Windsor	3
Kanata	4	Sarnia	5	Aurora	1	Petersburg	2
Edmonton	3	Surrey	5	Barss Corner	1	Nanaimo	2
Barrie	3	Côte-Saint-Luc	5	Beaumont	1	Châteauguay	2
Delta	3	LETHBRIDGE	5	Belle River	1	Coquitlam	2
Gatineau	3	Burlington	5	Brighton	1	Oakville	2
Dartmouth	3	Kelowna	5	Burlington	1	Beaconsfield	2
Richmond Hill	3	Kanata	4	Cambridge	1	Saskatoon	2
Burnaby	3	Scarborough	4	Chester	1	Courtenay	2
Saskatoon	3	OSHAWA	4	CHILLIWACK	1	CHILLIWACK	2
Kingston	3	Brampton	4	Cloridorme	1	Delta	2
North Vancouver	3	Quebec	4	Cobourg	1	North Vancouver	2
MARKHAM	3	Saint-Laurent	4	Cochrane	1	Dundas	2
York	2	Laval	4	Comox	1	OSHAWA	2
Thornhill	2	Regina	4	Crowes Mills	1	Guelph	2
Saint-Jean-sur-Richelieu	2	Bracebridge	4	Douro-Dummer	1	Port Moody	2
Antigonish	2	Newmarket	4	Dundas	1	Langley	2
Westmount	2	Nepean	4	Edmonton	1	Sun Peaks	2
Austin	2	pointe-claire	3	Fenwick	1	LETHBRIDGE	2
Quebec	2	Barrie	3	Fort Erie	1	Thunder Bay	2

35060	3	35054	5	48019	1	59005	2
59006	3	35109	5	48014	1	12005	2
35073	3	35081	5	48012	1	59037	2
59021	3	35043	4	48008	1	35010	2
24039	3	59030	4	48005	1	48024	2
59035	3	59021	4	48004	1	35026	2
13008	3	24037	4	47011	1	59021	2
12004	3	35096	4	47010	1	35028	2
35066	2	35065	4	47008	1	12003	2
48031	2	59011	4	47007	1	35029	2
10006	2	35020	4	35120	1	48008	2
35023	2	24036	4	35118	1	35030	2
59012	2	35115	4	35114	1	48037	2
11004	2	35089	4	35112	1	35037	2
12002	2	35071	4	35108	1	24070	2
35079	2	59041	4	35099	1	35040	2
48019	2	47011	4	35096	1	59025	2
12008	2	59009	4	35088	1	35049	2
35012	2	48001	4	35083	1	59042	2
35027	2	35052	4	35082	1	24017	2
59016	2	24039	4	35073	1	35121	2
35038	2	59025	4	35068	1	35056	2
59026	2	24056	4	35054	1	24054	2
24044	2	59029	4	35043	1	35068	2
59036	2	24044	4	35041	1	48022	2
35015	2	35088	4	35039	1	35076	2
48010	2	48012	4	35038	1	48029	2
35099	2	35056	4	35026	1	35089	2
48029	2	48014	4	35020	1	59003	2
35005	2	35059	4	35015	1	35090	2
59003	2	35038	4	35011	1	24065	2
35010	2	35015	4	35010	1	35091	2
35062	2	35041	4	35005	1	59019	2
35106	2	35074	4	35003	1	35092	2
59013	2	35102	3	24078	1	59024	2
35120	2	35006	3	24071	1	24039	2
35064	2	35120	3	24057	1	35003	2
35059	2	35053	3	24030	1	35109	2
59025	2	59015	3	24017	1	35004	2
47007	2	10007	3	24016	1	24043	2
59031	2	35112	3	24004	1	35114	2
24019	2	35058	3	13010	1	10004	1
35067	2	47007	3	12004	1	59001	1
47011	2	35060	3	12003	1	48019	1
24067	2	59006	3	10001	1	35088	1
48006	2	24048	3	Grand Total	133	59015	1
48009	2	35027	3			35015	1
35102	2	35076	3			35084	1
35093	2	24068	3			35017	1
35088	2	12004	3			24020	1
24078	1	35117	3			35018	1
48011	1	35083	3			59006	1
35068	1	46014	3			35031	1
12011	1	35084	3			24076	1
59001	1	48010	3			35094	1
35017	1	12006	3			35002	1
35063	1	48018	3			24036	1
35018	1	24057	3			35086	1
48007	1	59008	3			35099	1
13004	1	35091	3			35059	1

Back Bay	2	cochrane	3	Georgetown	1	Madoc	2
Squamish	2	Innisfail	3	Hemmingford	1	Winnipeg	2
HUDSON	2	Vernon	3	Holyrood	1	Westmount	2
Welland	2	richmond hill	3	Huntsville	1	St. Catharines	1
Keswick	2	whitby	3	Kelowna	1	Pembroke	1
Wolfville	2	Brossard	3	Kitchener	1	Verdun	1
BEDFORD	2	Bedford	3	Langley	1	Belleville	1
Pitt Meadows	2	Delta	3	London	1	Caledon	1
Lasalle	2	Verdun	3	Longueuil	1	Happy Valley-Goose	1
Saanichton	2	Kingston	3	Lunenburg	1	Sylvan Lake	1
Lunenburg	2	Victoria	3	Mahone Bay	1	Hemmingford	1
Scarborough	2	Chester	3	Minden	1	Oromocto	1
Brampton	2	Westmount	3	MONTCALM	1	Heritage Pointe	1
CHILLIWACK	2	SUDBURY	3	Nobleton	1	Port Lambton	1
Brentwood Bay	2	Cobourg	3	North Vancouver	1	High River	1
Tracadie	2	CHILLIWACK	3	North York	1	Saint-Germain-de-Ka	1
Nanaimo	2	MARKHAM	3	Northampton	1	Holyrood	1
Comox	2	Woodstock	3	Oakville	1	Stratford	1
Niagara Falls	2	Bayfield	2	Oro Medonte	1	Huntsville	1
Whistler	2	North Bay	2	PARKSVILLE	1	Chester	1
Orangeville	2	Conception Bay Sc	2	Port Lambton	1	Innisfail	1
Woodbridge	2	Drummondville	2	Regina	1	Welland	1
St. Marys	1	Cambridge	2	Richmond	1	Kamloops	1
Rutherglen	1	Dundas	2	Russell	1	ANMORE	1
Wellington Station	1	Salmon Arm	2	saint adele	1	Kelowna	1
Lake Country	1	Esquimalt	2	Saltspring Island	1	Fort Erie	1
Saint-Lazare	1	Beaumont	2	Sarnia	1	Kitchener	1
Lanark	1	Ancaster	2	Stouffville	1	Québec	1
Clareville	1	Baie-D'Urfé	2	Sylvan Lake	1	Crowes Mills	1
L'ancienne-Lorette	1	Fenwick	2	Tingwick	1	Russell	1
Côte-Saint-Luc	1	Pierrefonds	2	Vaudreuil-Dorion	1	LaSalle	1
Fredericton	1	Fonthill	2	Westmount	1	Sarnia	1
Sainte-Paule	1	Saint-Joseph-du-La	2	Windsor	1	Aurora	1
Belleville	1	Georgetown	2	York	1	Cambridge	1
Simcoe	1	St. Catharines	2	Grand Total	133	Léry	1
Lethbridge	1	Gravenhurst	2			Garibaldi Highlands	1
Beaver Bank	1	Tingwick	2			Dartmouth	1
L'Île-Bizard	1	Halfmoon Bay	2			Gloucester	1
Warman	1	Ajax	2			Lingan	1
Bowmanville	1	Halton Hills	2			Grimsby	1
Westphal	1	North Shore	2			Brantford	1
Gaspe	1	Hillsburgh	2			Cloridorme	1
Rosedale	1	Northampton	2			Lunenburg	1
Maple	1	Ivry-Sur-Le-Lac	2			CONTRECOEUR	1
Sainte-Agathe-des-Mo	1	Penticton	2			Cochrane	1
maple ridge	1	Kenora	2			Forestville	1
Dawson Creek	1	Québec	2			Whistler	1
Margaree Forks	1	Bowmanville	2			PARKSVILLE	1
Chesterville	1	SAINT-ALEXIS-DES	2			Dollard-Des-Ormeau	1
Abbotsford	1	Langley	2			Perth	1
St. John's	1	Saint-Lazare	2			Maple Ridge	1
Ajax	1	Lawn	2			Port Alberni	1
Ivry-sur-le-Lac	1	Saltspring Island	2			Markham	1
Brantford	1	London	2			Fort Frances	1
Kelowna	1	Stratford	2			Mattawa	1
Gibson	1	Woodlawn	2			Regina	1
Verdun	1	Corner Brook	2			Milton	1
Mulmur	1	Mahone Bay	2			Barss Corner	1
Waverley	1	Tracadie	2			Minden	1
Gloucester	1	Nanaimo	2			SAINTÉ-FOY	1

48026	1	12009	3
35020	1	35093	3
59007	1	35033	3
35086	1	35099	3
59017	1	35118	3
12005	1	35019	2
24027	1	48030	2
35022	1	35004	2
35074	1	35042	2
35089	1	59013	2
35040	1	35077	2
24004	1	59031	2
48016	1	35079	2
35091	1	35063	2
35049	1	12005	2
24068	1	35013	2
24074	1	24055	2
35094	1	35070	2
59009	1	35046	2
24069	1	13008	2
59014	1	35086	2
35025	1	10005	2
59019	1	35047	2
35100	1	48009	2
24045	1	10006	2
35026	1	24040	2
12006	1	12007	2
24071	1	35010	2
35014	1	35098	2
35103	1	35014	2
35076	1	35103	2
35104	1	59014	2
48008	1	35104	2
35028	1	59022	2
12009	1	35055	2
24006	1	59026	2
24026	1	11004	2
35109	1	13010	2
35042	1	24074	2
12001	1	35025	2
35043	1	35037	2
35112	1	35030	2
48032	1	24038	2
24015	1	24024	2
59002	1	24073	1
35116	1	59018	1
11002	1	24067	1
24017	1	35119	1
35057	1	24070	1
35030	1	24061	1
59011	1	35100	1
46003	1	46005	1
35001	1	35085	1
46006	1	46008	1
35061	1	24049	1
46007	1	46009	1
59018	1	35023	1
46008	1	46010	1
24055	1	35029	1
35031	1	46013	1

11003	1
48035	1
35102	1
24022	1
35020	1
24057	1
35107	1
35073	1
24015	1
13002	1
13010	1
24078	1
24045	1
10001	1
35043	1
13003	1
35006	1
24056	1
35007	1
24014	1
35044	1
48025	1
35118	1
48033	1
24051	1
35066	1
12004	1
59002	1
35048	1
35009	1
35122	1
59008	1
46008	1
35071	1
46013	1
59016	1
47004	1
35075	1
47006	1
35027	1
47007	1
59023	1
47009	1
24034	1
47010	1
59029	1
48002	1
59034	1
24003	1
59036	1
24004	1
35085	1
48006	1
59041	1
35055	1
24055	1
61001	1
35115	1
35116	1
Grand Total	321

Kilworthy	1	West Vancouver	2
Nepean	1	Back Bay	2
Coquitlam	1	Woodbridge	2
Granby	1	Dorval	2
Rocky View	1	Vaudreuil-Dorion	1
Buckhorn	1	Saint-Patrice-de-S	1
Russell	1	Revelstoke	1
Algonquin Highlands	1	Fredericton	1
Hemmingford	1	Stittsville	1
Amherst	1	Fruitvale	1
Sainte-Martine	1	Port Perry	1
Grand Falls	1	Kitchener	1
Saint-Eustache	1	Fernie	1
Orford	1	La Salle	1
Saint-Laurent	1	Sept-Iles	1
Orillia	1	Lachine	1
saint-pascal	1	Thunder Bay	1
Orleans	1	Ladner	1
Huntsville	1	Danville	1
Oro Medonte	1	Lake Country	1
Innisfail	1	Chesley	1
Grimsby	1	Lake of Bays	1
St. Laurent	1	Riverview	1
Barry's Bay	1	Gaspe	1
Sudbury	1	Holland Landing	1
Outremont	1	Annan	1
Tecumseh	1	Beamsville	1
Palgrave	1	Gatineau	1
Clarence Creek	1	Ilderton	1
Pembroke	1	Braeside	1
Trenton	1	Blue Mountain	1
Penticton	1	Lévis	1
Vaughan	1	Cornwall	1
Petrolia	1	L'Ile-Bizard	1
Collingwood	1	Cowichan Bay	1
Picton	1	Duncan	1
Waterloo	1	Keene	1
Beaconsfield	1	Long Sault	1
Debert	1	Princeton	1
pointe-claire	1	Longueuil	1
West Kelowna	1	Barss Corner	1
Port Hope	1	Gibsons	1
Baie-D'Urfé	1	Christina Lake	1
Hampstead	1	York	1
La Broquerie West	1	Saanich	1
candiac	1	Grand Falls	1
Wingham	1	Saint-Faustin--Lac	1
Charlottetown	1	Maniwaki	1
Lacombe	1	Holyrood	1
Chatham	1	Manotick	1
Oshawa	1	Salt Spring Island	1
Cumberland Bay	1	Mansonville	1
Annan	1	Comox	1
46006	1	Maple	1
35061	1	Sidney	1
46007	1	Maple Leaf	1
59018	1	St. Marys	1
46008	1	Maple Ridge	1
24055	1	Stouffville	1
35031	1	Margaree Forks	1

MISSION	1
Saint-Tite	1
Brighton	1
Garden bay	1
MONTCALM	1
St-Eugène	1
West Kelowna	1
Stouffville	1
Cobourg	1
Summerland	1
Comox	1
Gatineau	1
Nepean	1
Château-Richer	1
Nestleton	1
Tingwick	1
Beaumont	1
Tsawwassen	1
Burlington	1
Vaudreuil-Dorion	1
Northampton	1
Vernon	1
ETOBICOKE	1
Waterloo	1
Orleans	1
Wentworth	1
Oro Medonte	1
Oro-Medonte	1
Brossard	1
Montréal	1
Mahone Bay	1
Abbotsford	1
Manilla	1
Grand Total	321

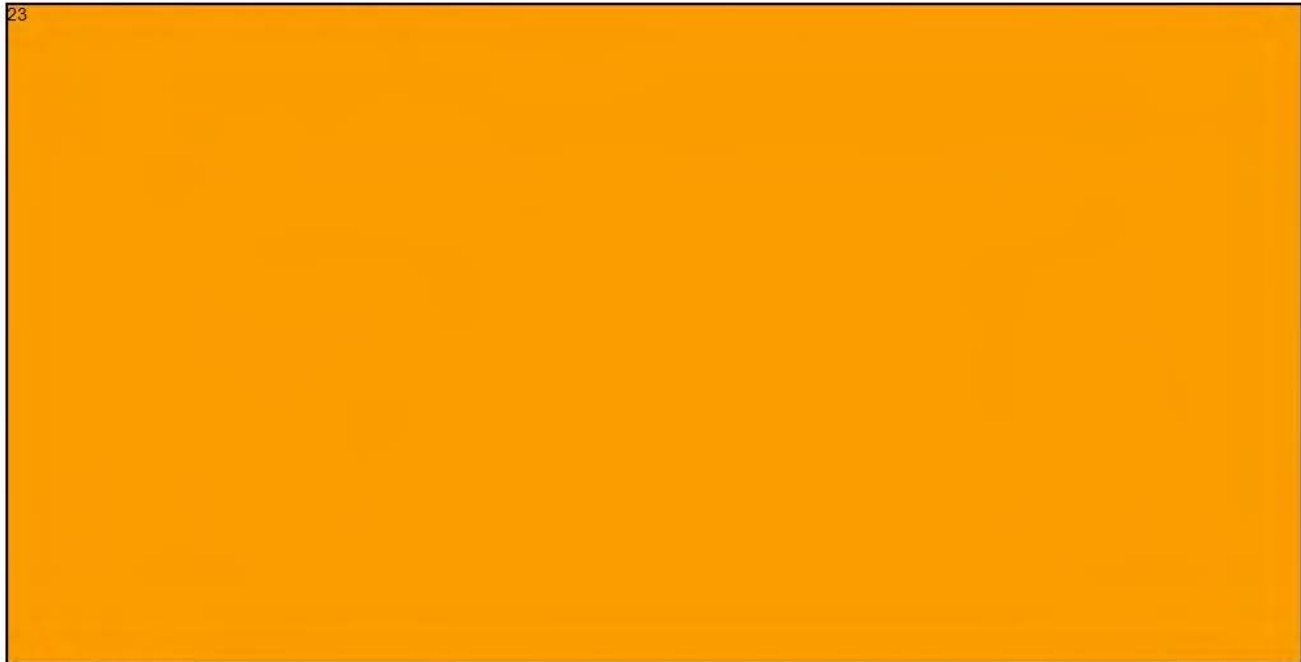
59024	1	24042	1
35032	1	35050	1
35065	1	35036	1
35034	1	24021	1
59029	1	35069	1
35035	1	47008	1
24062	1	35105	1
47012	1	47009	1
35070	1	59024	1
48003	1	47010	1
24064	1	59028	1
24021	1	24076	1
12003	1	59033	1
24024	1	47012	1
24072	1	59037	1
Total	408	24047	1
		35057	1
		24078	1
		59003	1
		35003	1
		12002	1
		48006	1
		59010	1
		48007	1
		59012	1
		12003	1
		24026	1
		35044	1
		59016	1
		12001	1
		59019	1
		35005	1
		12011	1
		48013	1
		59023	1
		35097	1
		24069	1
		48016	1
		35049	1
		10001	1
		35113	1
		35007	1
		24071	1
		48022	1
		24004	1
		35008	1
		24046	1
		35035	1
		24059	1
		48032	1
		59040	1
		48033	1
		35034	1
		59001	1
		12008	1
		Grand Total	711

59024	1	Tecumseh	1
35032	1	Bragg Creek	1
35065	1	Kamloops	1
35034	1	MARSTON	1
59029	1	Bobcaygeon	1
35035	1	Midhurst	1
24062	1	Katrine	1
47012	1	Mill Bay	1
35070	1	West Kelowna	1
48003	1	milton	1
24064	1	Dartmouth	1
24021	1	Minden	1
12003	1	Boisbriand	1
24024	1	Mirabel	1
24072	1	Prince Rupert	1
Total	408	Armstrong	1
		Qualicum Beach	1
		MONTCALM	1
		Hemmingford	1
		Brighton	1
		renfrew	1
		Brooks	1
		Hiil Bay	1
		Mount Pearl	1
		Ridgeway	1
		East Gwillimbury	1
		Russell	1
		Nelson	1
		Saanichton	1
		Arnprior	1
		Saint-Apollinaire	1
		New York	1
		Saint-Hyacinthe	1
		Grimsby	1
		Beaconsfield	1
		Niagara Falls	1
		Saint-Leonard	1
		Nobleton	1
		Hubbards	1
		Hacketts Cove	1
		Huntsville	1
		Feltzen South	1
		Coldstream	1
		Haliburton	1
		Selkirk	1
		BENTLEY	1
		Sherbrooke	1
		Caledonia	1
		Squamish	1
		East York	1
		St. Isidore	1
		Airdrie	1
		Ste-Julie	1
		Omemee	1
		Stoney Creek	1
		Orillia	1
		Ile- Perrot	1
		Orleans	1
		Coquitlam	1
		Oro Medonte	1

Belle River	1
Orono	1
Tillsonburg	1
BLAINVILLE	1
Tiny	1
Osoyoos	1
Tottenham	1
Campbell River	1
Côte-du-Lac	1
PARKSVILLE	1
Vegreville	1
Hampstead	1
Courtenay	1
Peterborough	1
Cranbrook	1
Petty Harbour - Ma	1
Kawartha Lakes	1
Pickering	1
Whistler	1
HAYESVILLE	1
White Rock	1
Plattsville	1
Dollard-Des Orme	1
Candiac	1
Port Lambton	1
North Battleford	1
Lower Sackville	1
Abbotsford	1
Lunenburg	1
Grand Total	711

From: Sampson, Robert
Sent: Thu, 24 Apr 2025 18:00:44 +0000
To: DGE-CEO; Ratthe, Carole-Ann; Bouchaara, Kenza
Cc: Villeneuve, François; Bourke, Andrea; Litowski, Anne; Villeneuve, Josée; Richer, Karine
Subject: 
Attachments: 

Bonjour DGE's Office



Bobby



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
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robert.sampson@elections.ca / Tel.: 873-416-1717 ou 19(1)

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Solicitor-Client Privilege**



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From: Sampson, Robert
Sent: Thu, 24 Apr 2025 19:20:36 +0000
To: DGE-CEO; Ratthe, Carole-Ann; Bouchaara, Kenza
Cc: Litowski, Anne; Larose, Marie-Pier; Richer, Karine; Villeneuve, Josée
Subject: [REDACTED]

[REDACTED]

Attachments:

[REDACTED]

[REDACTED]

Bonjour DGE's Office

[REDACTED]

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]

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From: Gamache, Nick
Sent: Fri, 18 Apr 2025 14:23:52 +0000
To: MCIRS-ISACM
Subject: Update - ISAC - VIS/E-Reg and place names related issues

Action Type: UPDATE

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: Implementing action plan

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. As of the time of this update:

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

Priority now is to implement the PD to Postal Code association. Issue is a P3 IT incident.

Next update: April 22 or sooner if required

From: Roussel, Michel
Sent: Mon, 28 Apr 2025 13:42:37 +0000
To: Breffage DGE - CEO Daily Brief TO
Cc: Leblanc, Josée - EC
Subject: Vote dans les maritimes

Bonjour,

Je vous avise que les bureaux de vote sont confirmés comme étant en opération dans les quatre provinces maritimes. Une seule CÉ en exception (12002-Cap Breton) où nous sommes encore dans l'attente de confirmations pour environ 60 bureaux. Les rapports d'exceptions circonstanciés habituels seront partagés lorsque disponibles.

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

From: Roussel, Michel
Sent: Fri, 9 May 2025 11:51:34 +0000
To: Perrault, Stéphane; Torosian, Susan; Caron, Serge; Villeneuve, Josée; Paquet, Jennifer; Morin, Karine; Gamache, Nick; Bouchaara, Kenza; Kasiri, Matine; Ratthe, Carole-Ann; Kekanovich, Darrell
Cc: Gestion des enjeux - Issue Management; Leblanc, Josée - EC; Martineau, Sophie
Subject: Boîte de scrutin - Nunavut

Good morning/Bonjour :

La mise à jour suivante fut reçue en soirée hier. Merci à toutes.

RCMP was able to retrieve the ballot box, and they are sending it to the plane for shipment to Iqaluit. RO expects the material to arrive by Sunday or Monday at the latest.

Neither he nor the RCMP were able to get the pink Statement of the Vote from the

19(1) The RCMP will continue to try today and tomorrow.

RCMP case number will also be obtained and shared with ECHQ.

Michel

From: Bouchaara, Kenza
Sent: Wed, 7 May 2025 20:57:24 +0000
To: Gamache, Nick; Rousseau, Mélanie; Leblanc, Josée - EC; Duquette, Danielle
Cc: Morin, Karine; Ratthe, Carole-Ann; Torosian, Susan; Roussel, Michel; Villeneuve, Josée
Subject: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008). / National special ballots in Coquitlam – Port Coquitlam (59008)

Donc confirmation que le message ACPD a été envoyé et le communiqué de presse affiché.

Merci beaucoup tout le monde pour le travail et les efforts là-dessus!

Cordialement,

Kenza

From: Gamache, Nick <Nick.Gamache@elections.ca>
Sent: Wednesday, May 7, 2025 4:53 PM
To: Rousseau, Mélanie <Melanie.Rousseau@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>
Cc: Morin, Karine <Karine.Morin@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>
Subject: Re: FOR REVIEW: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008). / National special ballots in Coquitlam – Port Coquitlam (59008)

Out now.

[Issue with some special ballots in Coquitlam–Port Coquitlam – Elections Canada](#)

From: Rousseau, Mélanie <Melanie.Rousseau@elections.ca>
Sent: May 7, 2025 4:20 PM
To: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Gamache, Nick <Nick.Gamache@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>
Cc: Morin, Karine <Karine.Morin@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>
Subject: RE: FOR REVIEW: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008). / National special ballots in Coquitlam – Port Coquitlam (59008)

Merci on envoie d'ici 2-3 min

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: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Sent: Wednesday, May 7, 2025 4:17 PM
To: Gamache, Nick <Nick.Gamache@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>
Cc: Morin, Karine <Karine.Morin@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>;
Rousseau, Mélanie <Melanie.Rousseau@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>
Subject: RE: FOR REVIEW: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port
Coquitlam (59008). / National special ballots in Coquitlam – Port Coquitlam (59008)

Tout est beau!

On peut procéder svp à l'envoi du message ACCP, et ensuite afficher le communiqué de presse.

Merci tout le monde!
Kenza

From: Gamache, Nick <Nick.Gamache@elections.ca>
Sent: Wednesday, May 7, 2025 3:52 PM
To: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Villeneuve, Josée
<Josee.Villeneuve@elections.ca>
Cc: Morin, Karine <Karine.Morin@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>;
Rousseau, Mélanie <Melanie.Rousseau@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>
Subject: RE: FOR REVIEW: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port
Coquitlam (59008). / National special ballots in Coquitlam – Port Coquitlam (59008)

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)

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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, Élections 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

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 in Nunavik.

From: Desrosiers, Annie
Sent: Mon, 14 Apr 2025 16:12:21 +0000
To: Ratthe, Carole-Ann
Subject: Communications Action Plan - VIC Delays
Attachments: GE45 VIC Delays Communications Action Plan 2025-04-14.pdf

Bonjour Carole-Ann,

Tu trouveras ci-joint le plan d'action de communications pour les délais des cartes d'information des électeurs.

N'hésite pas à communiquer avec moi si tu as des questions.

Annie



April 12, 2025

GE 45 - Voter Information Cards Delays

ISSUE

It has proven challenging to identify and secure some polling locations in this general election. This has led to delays in confirming polling locations and consequently production and mailing of voter information cards to registered electors.

Affected electors in 25 EDs will receive their voter information cards close to advance polls (by April 17). Some of the registered electors in an additional 13 EDs, where confirming polling locations was particularly challenging or where mail delivery standards are generally longer, may not receive their voter information card in time for advance polls, but should receive it in time for election day.

BACKGROUND

- Phase 2 of the Voter Information Campaign takes place from Day 21 to 15 (April 7 - 13) and focuses on inviting electors to check/update their registration if they haven't received a voter information card by April 11 or if there's an error on it.
- The Guide to the Federal Election is delivered to every household in Canada between Days 14 and 12 (April 14 - 16) and invites electors to check/update their registration if they haven't received a card or if there's an error on it.
- The VIC section of the GE website indicates that electors do not need to voter information card to vote.

CONSIDERATIONS

- Electors do not need a voter information card to vote.
- There are two distinct scenarios (receiving VICs before advance polls / after advance polls), communications approach and messages will be tailored to each scenario.

Scenario 1: Ridings where VICs should get to electors before advance polls – by April 17

Province	Riding number	Riding Name
BC/Yukon	59006	Cloverdale--Langley City
	59007	Columbia--Kootenay--Southern Rockies
	59009	Courtenay--Alberni
	59019	Nanaimo--Ladysmith
	59020	New Westminster--Burnaby--Maillardville
	59022	North Vancouver--Capilano



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	59031	Skeena--Bulkley Valley
	59036	Vancouver East
Alberta	48016	Edmonton Gateway
	48023	Edmonton West
Saskatchewan	47001	Battlefords - Lloydminster - Meadow Lake
	47002	Carleton Trail Eagle Creek
	47003	Desnethé--Missinippi--Churchill River
	47005	Prince Albert
	47014	Yorkton--Melville
Manitoba	46002	Churchill - Keewatinook Aski
Quebec	24021	Côte-Nord--Kawawachikamach--Nitassinan
	24036	Laurentides--Labelle
Ontario	35020	Carleton
	35045	Kenora Kiiwetinoog
	35046	Kingston and the Islands
	35074	Northumberland - Clarke
	35086	Peterborough
	35108	Thunder Bay - Superior North
	35110	Toronto--Danforth

Key messages:

- Electors don't need to wait for their voter information card to find their assigned polling locations. They can use the online [Voter Information Service](#).
- Elections Canada started mailing voter information cards to registered electors.
- If you're registered at your current address, you should receive your card before advance polling days.

If pressed:

- As of April 12, over 28 million voter information cards were sent to our printing suppliers, and approximately 26.5 million out of those were in the mail or delivered to registered electors.



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- It has proven challenging to identify and secure some polling locations in this general election.
- This has led to delays in confirming some polling locations and consequently mailing out voter information cards to registered electors in 25 ridings.

Tactics:

Medium	Tactics	Timeline
Advertising	• Boosted posts targeting ridings listed above on Facebook, Instagram and X • <i>Boosted post content in Annex A.</i>	April 11 - 17
Media relations	• RMAs: Reactive efforts in affected ridings	April 11 - 17
Public Enquiry Unit	• Reassure registered electors in the affected ridings that VICs are in the mail and that in the meantime, they can visit elections.ca to find out where and when to vote + help them find their voting locations if requested.	April 11 - 17
Voter Information System	• Add a note on affected ridings page.	April 14-21

Scenario 2: Ridings where VICs may not be delivered in time for advance polls – held April 18-21

Province/Territory	Riding number	Riding Name
BC/Yukon	59005	Chilliwack--Hope
	59014	Kamloops--Shuswap--Central Rockies
	59026	Prince George--Peace River--Northern Rockies
Alberta	48027	Lakeland
	48032	Peace River—Westlock
	48037	Yellowhead
Manitoba	46007	Riding Mountain
Nova Scotia	12001	Acadie-Annapolis
	12005	Dartmouth Cole Harbour
	12006	Halifax
	12011	Sydney-Glace Bay



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Newfoundland-and-Labrador	10007	Terra Nova--The Peninsulas
Nunavut*	62001	Nunavut

**Delays for Nunavut may be significantly longer than other ridings- delivery timelines being confirmed. Additional communications efforts will be deployed – See Annex B*

Key messages:

- Electors don't need to wait for their voter information card to find their assigned polling locations. They can use the online [Voter Information Service](#).
- Elections Canada is currently mailing voter information cards to registered electors.
- Some electors who are registered to vote may not receive their voter information card before advance polling days, held on April 18 to 21.

If pressed:

- As of April 12, over 28 million voter information cards were sent to our printing suppliers, and approximately 26.5 million out of those were in the mail or delivered to registered electors.
- We have secured over 15,000 polling locations in this general election, and in some regions, it has proven challenging to secure all the locations required.
- This has led to delays in confirming some polling locations and consequently mailing out voter information cards to registered electors in 13 ridings.

Tactics:

Medium	Tactics	Timeline
Advertising	• Advertising on social media (Facebook, Instagram and X) targeting the affected ridings. • <i>Content in Annex A.</i>	April 14-21
Media relations	• RMAs: Proactive efforts in affected ridings.	April 11-21
Public Enquiry Unit	• Reassure registered electors in the affected ridings that VICs are in the mail and that in the meantime, they can visit elections.ca to find out where and when to vote + help them find their voting locations if requested.	April 11 - 21
Voter Information System	• Add a note on affected ridings page.	April 14-21



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BUDGET

- Advertising (boosted post): Approximately \$15K

EVALUATION

- Traffic on EC website (including VIS, in the affected ridings)
- Social media reach/interactions
- Usual KPI for advertising tactics and social media, such as engagement rates, CTR, impressions



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ANNEX A – Boosted Posts

Ridings where VIC should get to electors before advance polls – by April 17	Ridings where VICs will <u>not</u> be delivered in time for advance polls – held
We've started mailing voter information cards. If you're registered at your current address, you should receive your card before advance polling days (April 18 to 21). To find out where you can vote, visit our website: (LINK to VIS). ** Nous avons commencé à poster les cartes d'information de l'électeur. Si vous êtes inscrit à votre adresse actuelle, vous devriez recevoir votre carte avant le vote par anticipation (du 18 au 21 avril). Pour savoir où voter, visitez notre site Web : (LINK to VIS).	Some electors who are registered to vote may not receive their voter information card before advance polling days (April 18 to 21). You do not need a voter information card to find out where to vote! To find out where you can vote and the options for proving your identity and address, visit our website: (LINK to VIS). ** Certains électeurs inscrits pour voter pourraient ne pas recevoir leur carte d'information de l'électeur avant le vote par anticipation (du 18 au 21 avril). Vous n'avez pas besoin de votre carte pour voter! Pour savoir où voter et comment prouver votre identité et votre adresse, visitez notre site Web : (LINK to VIS).



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ANNEX B – Nunavut

Issue:

- VICs should reach all electors in Nunavut by Day 0. Electors in urban centres such as Iqaluit (5K population or so out of 21K registered electors) will get theirs a bit before that. Unfortunately, due to various reasons, including difficulties securing polling locations and translation requirements, delays could not be avoided.

Considerations:

- Some electors in remote areas of Nunavut may not be aware that a federal general election is underway
- Some Indigenous communities have limited Internet access, which could make it difficult for some electors to find their assigned polling station on VIS, but the vast majority do have access to it
- Communications in Indigenous areas is usually more effective through local/regional mechanisms such as Facebook groups and community radio stations
- It has been demonstrated to be more challenging to Indigenous electors to provide an accepted ID
- The Voter Information Campaign is deployed in Nunavut (including the upcoming distribution of the Guide to the Federal Election in four languages); and TV, radio, print, social and digital paid advertising
- 18 CROs were hired to do outreach to Indigenous communities
- In Nunavut, there are 15 advance polling places and 25 on election day

Key messages:

- Electors don't need to wait for their voter information card to find their assigned polling locations. They can use the online [Voter Information Service](#).
- There are many ways to prove your identity and address. Here's a list of accepted ID: [ID to vote – Elections Canada](#)

Tactics:

- Hire a Public Relations contractor in Iqaluit between April 21 and 28. The contractor is an Inuktitut speaker who could, if briefed, do all the local radio stations, and leverage the local Facebook groups (procurement process in the works).
- PACE reached out to the Communications Director for the government of Nunavut about the best way to reach community radio stations. – We will receive his proposed tactics shortly.
- Work with CBC North to spread the word.



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- Equip CROs with key messages, fillable poster indicating polling place and voter ID handouts – proactively inform electors and direct them to VIS.
- Consult with our Indigenous Advisory Circle members for additional recommendations.
- Leverage the Civic Education and Inspire Democracy network.



April 12, 2025

Originally approved (date): 2025-04-06		Updated (date/s): 2025-04-12	
Prepared by:	Karo Seguin, Manager, Marketing and Program Communications, PACE		
In consultation with:	Annie Laflèche, Manager, Advertising Services, PACE Sherry Aske, Manager, Social Media, PACE Noel Waghorn, Senior Communications Advisor, PACE		
For approval by:	Annie Desrosiers, Director, Marketing and Corporate Communications Nick Gamache, Director, Media Relations and Environmental Monitoring Céline Desbiens, Director, Voter Registration Services Maxime Messier, Senior Director, EDSD Susan Torosian, Executive Director, Public Affairs and Civic Education Michel Roussel, DCEO, Electoral Events & Innovation		

From: Roussel, Michel
Sent: Fri, 9 May 2025 22:24:56 +0000
To: Perrault, Stéphane
Cc: Bouchaara, Kenza; Leblanc, Josée - EC
Subject: Deux Enjeux à rapporter

Bonjour Stéphane,

Deux enjeux à porter à ton attention ce soir, mais très peu d'option pour une intervention immédiate sur le terrain :

- Dans Windsor-Sud, le directeur du scrutin avait omis une résidence pour personnes âgées de ses bureaux itinérants. Le 17 avril, il aurait opté pour le vote par bulletin spécial selon la procédure « vote à domicile ». Le vote spécial est parfois organisé dans des CHSLD ou RPA pour des raisons de santé publique, mais dans tous les cas, c'est la procédure du vote postal qui est utilisée. La procédure de vote à domicile prévoit que le fonctionnaire électoral remplisse le bulletin pour l'électeur... C'est ce qui aurait été imposé à ces électeurs. Apparemment, une vidéo à cet effet existe sur Youtube depuis le 25 avril. Ces bulletins de vote ont été comptés et ne remettent pas en cause le résultat de l'élection (une marge de 3600 voix). Néanmoins, il s'agit d'un exemple

19(1)

19(1) 21 (1) (b)

21 (1) (b)

21 (1) (b)

Pour l'instant, je me garde quand même de juger, un rapport d'incident bien circonstancié sera préparé.

- Dans Desnethé-Missinipi (47003), le directeur du scrutin a reçu le 2 mai un sac postal en provenance d'un de ses bureau satellites et contenant 118 enveloppes extérieures (bulletins locaux). Le bureau satellite avait mis ce sac à la poste le jour 6 (22 avril) ce qui aurait dû être raisonnable, si on utilisait le service prioritaire de Postes Canada. Je n'ai pas encore le rapport d'incident et l'équipe a demandé un rapport à notre contact chez Postes Canada. Ces bulletins n'ont pas été comptés mais cela n'a pas eu d'impact sur le résultat de l'élection (différence de 3000 voix).

Le premier cas appelle certainement une revue administrative de l'incident tandis que le deuxième demande un rapport d'incident mais surtout un examen du processus de vote postal dans les régions éloignées (essentiellement, y a-t-il eu erreur ou délais indus dans le transit entre les deux bureaux, ou est-ce qu'on en est vraiment rendu là avec les services de la poste dans le Nord de la Saskatchewan?)

Dans les deux cas, la transparence demande que nous publions ces défauts de conformités/écarts par rapport aux attentes du public dans un véhicule qui reste à déterminer, mais qui pourrait être le rapport de la SVRA.

Michel

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

Envoyé : 9 mai 2025 16:31

À : Roussel, Michel <Michel.Roussel@Elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>

Cc : Duquette, Danielle <Danielle.Duquette@elections.ca>

Objet : Enjeu à surveiller

Bonjour,

Voici une situation dont Danielle et moi venons d'apprendre l'existence dans la circonscription Niagara Sud (35071). Depuis le 25 avril circule une vidéo sur la plateforme Youtube, vraisemblablement filmé par [19(1)] dans laquelle des électrices allèguent que des travailleurs électoraux n'ont pas suivi la loi lors de l'administration du vote dans un RPA.

Suivant un suivi de notre équipe avec le DS, ce dernier a indiqué qu' :

- Il a omis d'inclure une nouvelle résidence pour personnes âgées (The Willows) dans sa liste de BVI.

A la dernière minute, il a décidé d'offrir du vote par bulletin spécial mais a déployé le service utilisé dans les visites à domicile (cad le fonctionnaire électoral marque le bulletin à la place de l'électeur).

Voici le lien vers le vidéo :

<https://www.youtube.com/watch?v=mioy7Lotons>

Nous allons faire des suivis avec le DS pour déterminer si les candidats, administration et/ou électeurs ont été informés de la situation.

L'information a été partagée avec les Nick et l'équipe d'évaluation de la performance.

Josée Leblanc

[19(1)]

Directrice principale

Services de vote et développements

Élections Canada

[19(1)]

ou (873) 416-1070 | joseew.leblanc@elections.ca

Senior Director

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Elections Canada

[19(1)]

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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: Gamache, Nick
Sent: Mon, 21 Apr 2025 23:26:19 +0000
To: Ratthe, Carole-Ann
Subject: Documents révisés - Long ballots
Attachments: Fact sheet Carleton electoral district vote counting_DPSM_April 21.docx, Long ballot counting video_Storyboard_April 17.pdf

Hello!

En pièces jointes documents pour le dossier 'long ballot' :

- Storyboard pour le vidéo qui sera filmé mardi pm;
- Texte pour un Fact Sheet qui sera utilisé à Coventry, où les journalistes pourront aussi filmer des 'samples' du long bulletin de vote.

On peut en parler demain matin.

Merci!!

N

Fact sheet – Carleton electoral district vote counting

The ballot in the electoral district of Carleton includes 91 candidates.

To accommodate that number and mitigate accessibility issues, the ballot is larger than normal (97.03 centimeters in length).

The design incorporates the preferences expressed by various consulted groups, including the Advisory Group for Disability Issues (AGDI) and other stakeholders representing electors with disabilities and literacy groups.

Vote counting

That unusual size of the ballot has an impact on the counting of ballots. While counting procedures remain the same, some steps take longer.

Here's a summary of the steps most impacted by the unusual ballot size:

- Unfolding the ballots and finding the mark next to the candidate's name to allow one of the election workers to read it out loud for scrutineers to hear takes longer
- Scrutineers often want to take a close look closely at each ballot to make sure there are no second or ambiguous marks that would disqualify it.
- Making piles of ballots for each candidate takes more time and more space
- More ballot boxes have to be used (box typically contain up to 1,000 ballots, but only about 100 of the larger ballots used in Carleton), leading to more time being spent breaking the seal on each box and ensuring that witnesses see the empty boxes afterwards.
- When it's time to put ballots into envelopes for each candidate, refolding the larger ballots takes longer and these envelopes can only hold between 30-40 long ballots, which requires more envelopes have to be used and properly sealed.

Here are estimates of the times requires to count 100 ballots, based on simulations:

- 10 mins to count regular ballots
- 33 mins to count the larger ballots used in Carleton
- 48 mins to count the larger ballots once scrutineers are factored in

To mitigate those challenges and ensure the timely delivery of results, Elections Canada is making the following adjustments:

- Election officers have been given additional *Poll Bags* and *Transport Bag* EC 50253 to store and transport electoral materials.
- Election officer who counts the ballots do not have to write the name of each candidate on the *Envelope: Ballots Cast for a Candidate* EC 50450. As the votes come through, the election officer will write down the candidate's name on the envelope and then place the ballots on top of it.
- Election officer who records each vote on the *Tally Sheet* ED 50090 do not need to write all the candidates' names on it. They can write down the name of the candidates on the *Tally Sheet* EC 50090 as they are being called.

- Larger *Envelope: Stubs and Unused Ballots* EC 50420 and *Envelope: Rejected Ballots* EC 50440 has been provided in the kits to securely store the unused and rejected ballots during the count.
- Election officers are not required to complete multiple copies of the *Copy of Results for Candidates* EC 50110. The form makes three carbon copies. Candidates and/or representatives can also take a picture of the document inside the voting room, but away from voting materials.
- The count of advance polls ballot will start XX hours before the close of polls.
- Extra teams will be counting advance polls ballots.

Storyboard

Long ballot - Why will it take longer to count

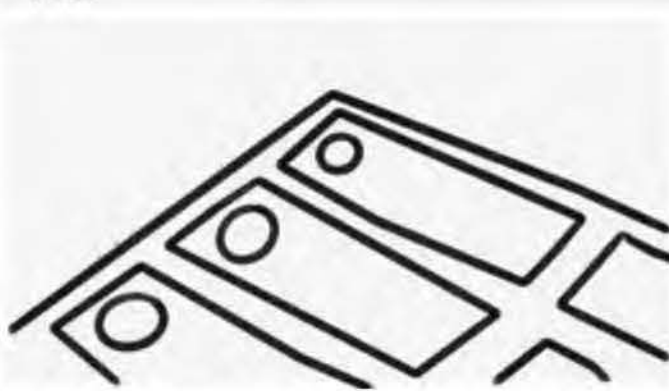
elections.ca



Long Ballot Counting

Scene: 1

Shot: 1

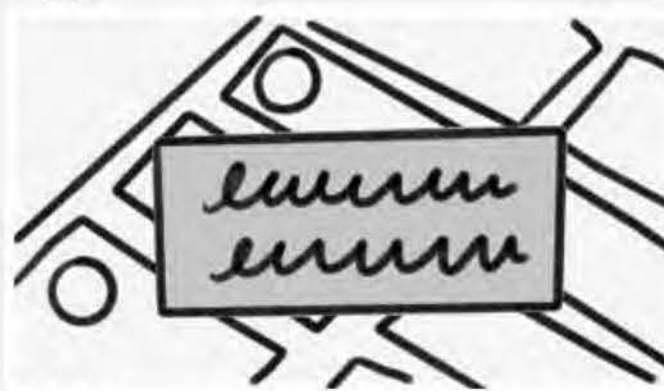


Description

Close up of ballot on table. Slow pan with camera

Text on Screen

Shot: 2



Description

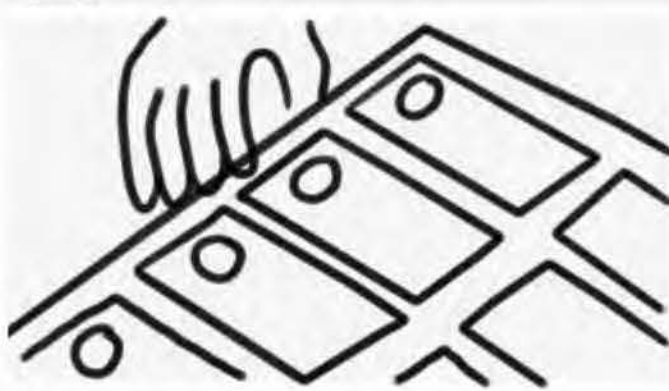
Text appear on top of footage.

Text on Screen

Why is the **ballot in the electoral district of Carleton** different from the ballots in other electoral districts?

And why will it **take longer to count** the votes in Carleton?

Shot: 3



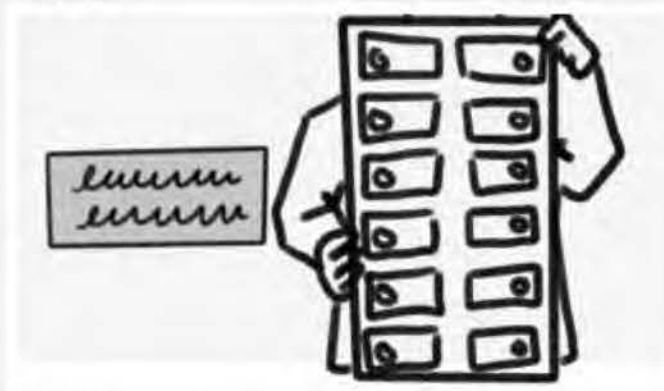
Description

Someone picks up the ballot

Text on Screen

Why is it different?

Shot: 4



Description

Subject off center to leave space for text box.

Long ballot is held in front of the persons face to show the length.

Text on Screen

There are **91 candidates** in Carleton.

Long Ballot Counting

Scene: 2 SUITE

Shot: 5



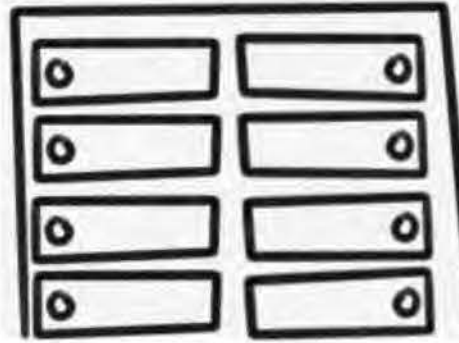
Description

Ballot is set down on the table

Text on Screen

Elections Canada does not determine the number of confirmed candidates who run in an election,

Shot: 6



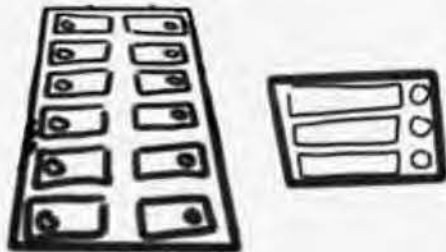
Description

Close up of the ballot, aligned off center and straight. Slow pan with the camera

Text on Screen

but we are responsible for **making sure that the name of every candidate appears on the ballot.**

Shot: 7



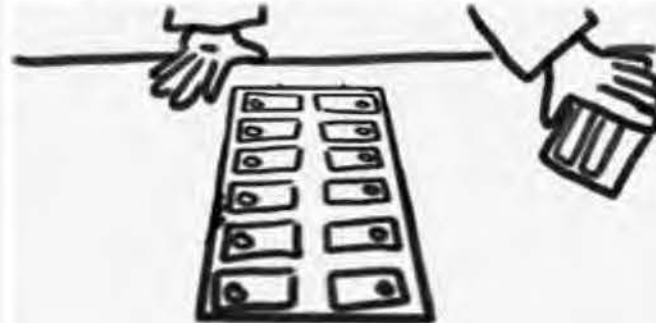
Description

Full view of the long ballot and a regular ballot besides.

Text on Screen

The ballot is unusually large.

Shot: 8



Description

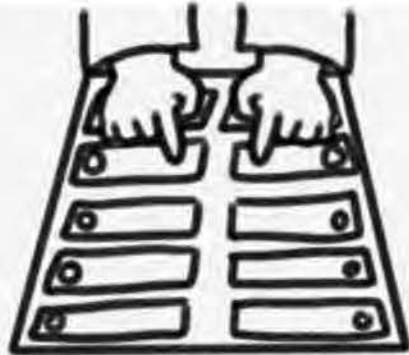
The person push aside the regular ballot and centers the long ballot.

Text on Screen

Long Ballot Counting

Scene: 3 SUITE

Shot: 9



Text on Screen

Having two columns on the ballot allows us to **limit accessibility barriers**.

Description

The person points to the two columns, slowly.

Shot: 11



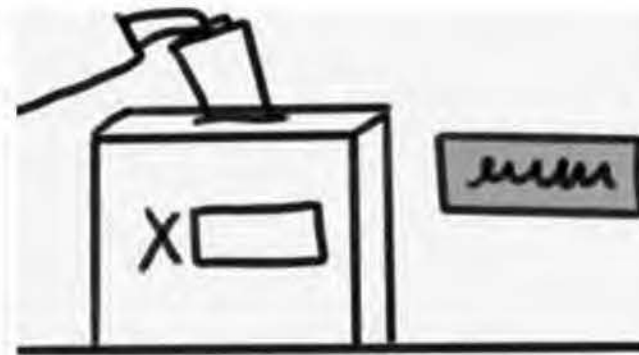
Text on Screen

Why will it take longer to count these larger ballots?

Description

Top view of a full ballot box and one long ballot.

Shot: 10



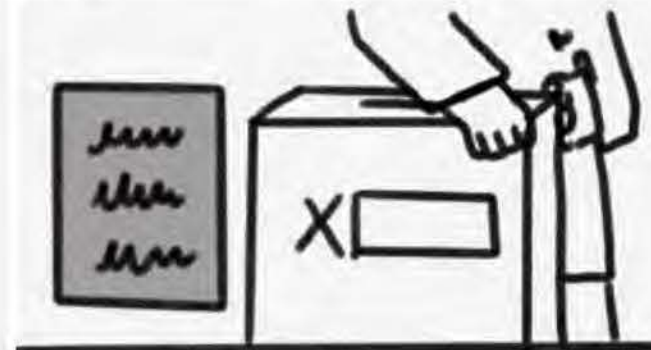
Description

The person place the long ballot in the box. Aligned off center to allow space for the text box.

Text on Screen

Ballot boxes usually hold up to **1,000 regular-size ballots** but only about **100 of the bigger ballots**.

Shot: 12



Description

The person tear off the seals and open the box.

Text on Screen

Counting procedures are the same as with regular-size ballots, **but each step will take longer** with every ballot.

Long Ballot Counting

Scene: 4 SUITE

Technical info:

- Have SME to confirm the steps on shot 13.
- Set up a second camera to have a different angle for shot 13 to 16.

Shot: 13



Description

Left is long ballot and right is footage of regular ballot.

*Split screen to be review to fit Vertical video format

Text on Screen

- **Unfolding** the ballot
- Finding the **voter's mark**
- Making sure there are **no other marks**
- Showing the ballot to the **witnesses**
- Placing the ballot on the **right candidate's pile**

Shot: 14

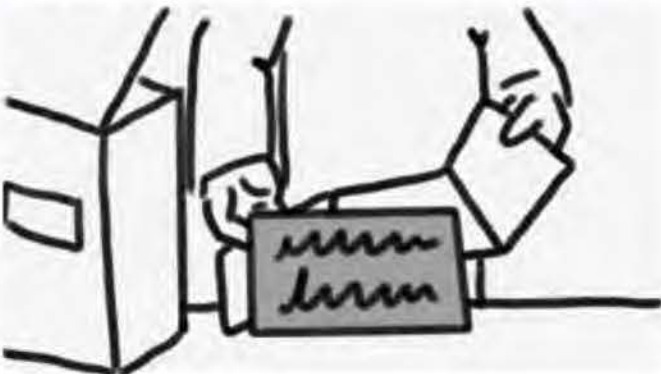


Description

Left side return to being centered and the actions continue with the text box appearing on top of the footage.

Text on Screen

Shot: 15



Description

Text on Screen

There are **tens of thousands of ballots** that need to be **counted** on election night.

Shot: 16



Description

Text on Screen

Find out more at elections.ca

From: Roussel, Michel
Sent: Fri, 18 Apr 2025 21:54:54 +0000
To: DGE-CEO; Perrault, Stéphane
Cc: Bouchaara, Kenza; Ratthe, Carole-Ann; Torosian, Susan; Villeneuve, Josée; Gamache, Nick; Morin, Karine; Leblanc, Josée - EC; Martineau, Sophie
Subject: Exception report Nunavut & Labrador

Bonjour,

Je partage avec vous un rapport concernant 4 lieux de scrutin desservant 7 BVAs au Nunavut qui sont entrés en opération avec des délais allant de 30 minutes à 5 heures. Notez qu'à Igloolik, le bureau ne devait ouvrir qu'à 1300 cet après-midi. À moins de nouveaux développements, à surveiller demain matin, nous estimons que ces incidents sont clos. Merci à Josée et Sophie.

As well, I'm told that the advance poll in Natuashish (10-004) was in operation at 1115 this morning. Even though we don't like late openings, this one must go in the "good news" column for today.

Michel

D	APD	Site	Opened Late?	Opening Time	Reason
62001	3	Elder's Palace	Yes	14:00	Transportation issue with arrival of material - community advised
62001	2	Igloolik Hamlet Chambers	Yes	14:00	Planned Late Opening (1hr) due to delays in transportation for material, flexible poll started at 13h
62001	1	Pangnirtung Community Hall	Yes	10:00	Hamlet Office was lock and Polls workers were waiting to open (staff did not show to unlock). No Electors was present up to open.
62001	1	Qamanittuaq Recreation Centre	Yes	9:30	Poll Workers Availability

Hello 19(1)

Thank you for your email.

According to the *Canada Elections Act* (the Act), special ballots must be returned to Elections Canada headquarters by 6:00p.m. eastern time on election day in order to be counted. This, combined with concerns regarding the secrecy of the vote led to the decision of the Chief Electoral Officer (the CEO) to not count these ballots.

As you pointed out in your email, the votes in question would not change the outcome in any of the affected electoral districts (EDs). However, the secrecy of the vote could very likely be jeopardized for EDs with only one or a handful of ballots. Special ballots use a multi-envelope system with one envelope identifying the elector and the elector's ED. It would make it impossible to maintain the secrecy of the vote during the count as a specific elector could be linked to a vote in the EDs with only one ballot. This may also be the case where there are only a small number of ballots. To be consistent, the CEO decided to apply the same decision to all 822 special ballots even where the secrecy of the vote would not be compromised.

With these factors in mind, the CEO decided not to adapt the Act to allow for these ballots to be counted. Elections Canada understands the effect this decision may have on the electors whose vote is not counted and is committed to review and improve its processes to prevent any similar events from occurring in future elections.

Thank you,

From: Bouchaara, Kenza
Sent: Fri, 2 May 2025 15:33:09 +0000
To: Morin, Karine; Villeneuve, Josée
Cc: Ratthe, Carole-Ann
Subject: FW: 21 (1) (b), 23

21 (1) (b), 23

Attachments:

21 (1) (b), 23

21 (1) (b), 23

Bonjour Josée et Karine,

Je vous fais suivre l'info partagée et les détails d'Andrée-Marie suite à la mention au CEO Daily Brief de ce matin, 21 (1) (b), 23 le courriel reçu par le DGE de la part de Jennie Grand-Pierre (SL), histoire d'être toutes alignées sur la situation et l'info qui circule en ce moment.

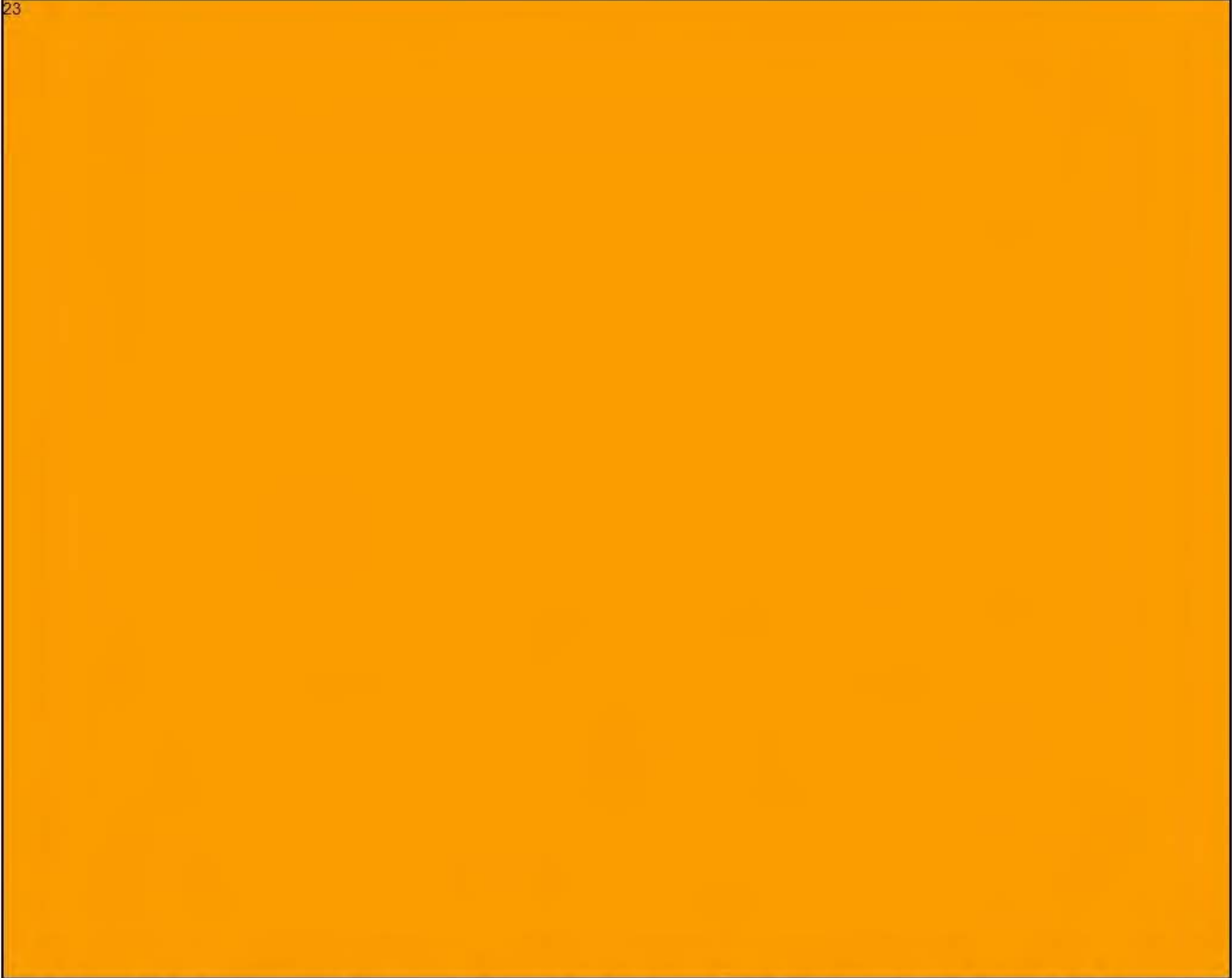
J'ai également partagé l'info avec le DGE.

Merci!

Kenza

23

23



I hope this is satisfactory for now. Please do not hesitate to contact me if you have further questions regarding this matter.

Have a nice day.

Jennie Grand-Pierre

Conseillère juridique, Services juridiques
Bureau du directeur général des élections du Canada (Élections Canada)
Jennie.GrandPierre@elections.ca / Tél. : 343-551-3864

Legal Counsel, Legal Services
Office of the Chief Electoral Officer of Canada (Elections Canada)
Jennie.GrandPierre@elections.ca / Tel.: 343-551-3864

Protégé - Secret professionnel de l'avocat / Protected - Solicitor-Client Privilege
Privilege relatif au litige – Litigation Privilege

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From: Grand-Pierre, Jennie
Sent: Thu, 1 May 2025 20:43:23 +0000
To: DGE-CEO
Subject: [REDACTED]

[REDACTED]

Good afternoon,

I hope all is well.

[REDACTED]

Thank you and have a great evening.

Jennie Grand-Pierre

From: CCPP - ACPP
Sent: Fri, 9 May 2025 19:37:25 +0000
To: Ratthe, Carole-Ann
Cc: DGE-CEO2
Subject: FW: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008) | National special ballots in Coquitlam – Port Coquitlam (59008)

FYI Avec l'approbation de Josée V nous avons envoyé cette réponse à [REDACTED]

Mélanie Rousseau

[REDACTED]

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
Sent: Friday, May 9, 2025 2:25 PM
To: [REDACTED]
Subject: RE: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008) | National special ballots in Coquitlam – Port Coquitlam (59008)

Hi [REDACTED]

Thank you for your email.

We are currently finishing the election, including validation of results and return of the writs. Returning officers will also soon be closing their offices across Canada and returning materials to Elections Canada headquarters. We will report on issues, if any, as we complete these tasks.

Thanks,
ACPP Secretariat

From: [REDACTED]
Sent: Thursday, May 8, 2025 4:02 PM
To: CCPP - ACPP <ccpp-acpp@elections.ca>
Subject: Re: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008) | National special ballots in Coquitlam – Port Coquitlam (59008)

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.

Thank you for sharing with all political parties and acknowledging the mistake.

This issue is raising concerns of course. Can you confirm that the same issue did not happen in other RO offices across the country ?

Thank you

Le mer. 7 mai 2025 à 16:24, CCPP - ACPP <ccpp-acpp@elections.ca> a écrit :

(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, Élections 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.

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.

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

--

From: Bouchaara, Kenza
Sent: Thu, 8 May 2025 12:09:23 +0000
To: Perrault, Stéphane
Subject: FW: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008) | National special ballots in Coquitlam – Port Coquitlam (59008)
Attachments: 59008 Nombre de bulletins spéciaux déposés-Number of special ballots received.pdf

Le voilà

From: CCPP - ACPP <ccpp-acpp@elections.ca>
Sent: Wednesday, May 7, 2025 4:22 PM
To: CCPP - ACPP <ccpp-acpp@elections.ca>
Subject: 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).

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Merci.

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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

Circonscriptions visées et nombre de bulletins de vote/Affected Electoral Districts (ED) and Number of Ballots

Code de la circonscription/ ED Code	Nom de la circonscription/ED Name	Nombre de bulletins spéciaux déposés par des électeurs nationaux/Number of National Special Ballots
59025	Port Moody—Coquitlam	530
59020	New Westminster—Burnaby— Maillardville	33
59024	Pitt Meadows—Maple Ridge	26
59002	Burnaby Central	22
59003	Burnaby North—Seymour	12
59035	Vancouver Centre	12
59001	Abbotsford—South Langley	2
59004	Cariboo—Prince George	3
59005	Chilliwack—Hope	3
59006	Cloverdale—Langley City	8
59007	Columbia—Kootenay—Southern Rockies	3
59009	Courtenay—Alberni	2
59010	Cowichan—Malahat—Langford	2
59011	Delta	4
59012	Esquimalt—Saanich—Sooke	3
59013	Fleetwood—Port Kells	5
59014	Kamloops—Shuswap—Central Rockies	5
59015	Kamloops—Thompson—Nicola	4
59017	Langley Township—Fraser Heights	7
59019	Nanaimo—Ladysmith	5
59022	North Vancouver—Capilano	11
59023	Okanagan Lake Ouest—Kelowna- Sud/Okanagan Lake West—South Kelowna	3
59027	Richmond Centre—Marpole	6
59028	Richmond East—Steveston	4
59029	Saanich—Gulf Islands	2
59030	Similkameen—South Okanagan— West Kootenay	2
59031	Skeena—Bulkley Valley	5

59032	South Surrey—White Rock	4
59033	Surrey Centre	6
59036	Vancouver East	6
59037	Vancouver Fraserview—South Burnaby	8
59038	Vancouver Granville	5
59039	Vancouver Kingsway	7
59040	Vancouver Quadra	2
59041	Vernon—Lake Country—Monashee	3
59042	Victoria	4
59043	West Vancouver—Sunshine Coast—Sea to Sky Country	7
12006	Halifax	3
35067	Nepean	2
47006	Regina—Lewvan	3
48008	Calgary Heritage	4
48012	Calgary Shepard	2
12007	Halifax West	1
12010	South Shore—St. Margarets	1
13006	Miramichi—Grand Lake	1
35001	Ajax	1
35015	Brantford—Brant South—Six Nations	1
35030	Etobicoke—Lakeshore	1
35033	Guelph	1
35079	Ottawa Centre	1
35081	Ottawa—Vanier—Gloucester	1
35105	Taiaiaiko'n—Parkdale—High Park	1
35106	Thornhill	1
35109	Toronto Centre	1
35118	Windsor—Tecumseh—Lakeshore	1
46004	Kildonan—St. Paul	1
46010	Winnipeg Centre	1
47001	Battlefords—Lloydminster—Meadow Lake	1
47008	Regina—Wascana	1
47014	Yorkton—Melville	1
48001	Airdrie—Cochrane	1
48005	Calgary Confederation	1
48006	Calgary Crowfoot	1
48007	Calgary East	1
48024	Foothills	1

48034	Red Deer	1
59018	Mission—Matsqui—Abbotsford	1
59021	North Island—Powell River	1
59026	Prince George—Peace River— Northern Rockies	1
59034	Surrey Newton	1
60001	Yukon	1
62001	Nunavut	1
35029	Etobicoke Centre	1
35042	Huron--Bruce	1
		822

From: Ratthe, Carole-Ann
Sent: Wed, 30 Apr 2025 20:16:05 +0000
To: Perrault, Stéphane; Torosian, Susan; Gamache, Nick; Roussel, Michel; Paquet, Jennifer; Girouard, Olivier; Villeneuve, Josée; Gestion des enjeux - Issue Management; Bouchaara, Kenza; Ratthe, Carole-Ann; Fradette, Renée-Paule
Subject: FW: Correspondence from the Chief Electoral Officer to [REDACTED]
Attachments: Letter from the Chief Electoral Officer to [REDACTED] April 30 2025.pdf

Bonjour,

Please find the letter sent to [REDACTED] at 4:14pm today.

C-A

From: DGE-CEO <DGE-CEO@elections.ca>

Sent: April 30, 2025 4:14 PM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: Correspondence from the Chief Electoral Officer to [REDACTED]

Dear [REDACTED]

On behalf of Mr. Stéphane Perrault, Chief Electoral Officer of Canada, please find attached a letter addressed to your attention.

Regards,

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



Le directeur général des élections • The Chief Electoral Officer

April 30, 2025

VIA EMAIL



Thank you for your letter.

I deeply regret that some electors in Nunavik were not able to cast their vote, and I apologize.

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

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

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. We will publish the findings.

Our intention moving forward is to work with organizations such as yours and communities on an ongoing basis to better serve electors in Nunavik.

We will be in contact with you as we begin our review the situation in Nunavik and will want to engage with you on the path forward.

Yours sincerely,

Stéphane Perrault
Chief Electoral Officer

From: Bouchaara, Kenza
Sent: Tue, 8 Apr 2025 19:05:14 +0000
To: Ratthe, Carole-Ann
Subject: FW: EC-000260644

From: Rashid, Sabrina <Sabrina.Rashid@elections.ca>
Sent: Tuesday, April 8, 2025 2:58 PM
To: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Cc: Luketic-Buyers, Stana Angela <StanaAngela.Luketic-Buyers@elections.ca>
Subject: EC-000260644

Good day,

We received a case that is an MP complaint. The issue ended up on social media, hence why the MP sent this in.

The case is EC-000260644 - Complaint to MP about non-Inuit staff/Candidate Names.

The summary is:

On the specified date and time, elector [19(1)] and her husband visited the Returning Office to participate in the 45th federal election using the Special Ballot process. [19(1)] identified herself as bilingual but mentioned that her husband was not and would need assistance in Inuktitut. The Assistant Service Point Supervisor (ASPS) informed them that the Inuit Service Agent (ISA), Laisa, was [19(1)] and the receptionist promptly went to retrieve her assistance.

While waiting for translation support, [19(1)] proceeded to engage in the voting process in English. When ISA Laisa arrived, she began translating for [19(1)] husband. During the process, the Service Agent explained to [19(1)] that she could cast her Special Ballot by writing in the first and last name of the candidate she wished to vote for. [19(1)] expressed her dissatisfaction and questioned why Elections Canada did not provide a complete list of candidates and why voters had to write in names manually.

The special ballot issue was responded to in the case: "This is correct. Local electors must use write-in ballots until regular ballots are available. National ballots must use write in ballot for the whole event". And they did have someone who could provide the services in Inuktitut.

Please let me know if you require further information.

Thank you,
Sabrina Rashid

Directrice adjointe RSR, plaintes et incidents (GSSR / GRPO) |
Assistant Director for FSN, complaints and incidents (FPGS / FGOR)

From: Bouchaara, Kenza
Sent: Thu, 22 May 2025 12:40:32 +0000
To: Torosian, Susan; Gamache, Nick
Cc: Ratthe, Carole-Ann; Leclerc, Josée
Subject: FW: Élections fédérales - vote retourné au destinataire dans Laurier—Sainte-Marie

Good morning Sue and Nick,

Sharing what I know so far from Michel and his team re: [Vote par la poste: un autre électeur du Québec voit son vote rejeté | Noovo Info](#)

Thank you,
Kenza

From: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Sent: Thursday, May 22, 2025 8:39 AM
To: Roussel, Michel <Michel.Roussel@Elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Cc: Leblanc, Josée - EC <JoseeW.Lebanc@elections.ca>
Subject: RE: Élections fédérales - vote retourné au destinataire dans Laurier—Sainte-Marie

Intéressant. Est-ce que le bureau est fermé? Il se peut, si c'est le cas, que le bulletin est simplement arrivé tardivement. C'est important pour mettre le couverckle sur cette histoire rapidement

From: Roussel, Michel <Michel.Roussel@Elections.ca>
Sent: Thursday, May 22, 2025 8:37 AM
To: Perrault, Stéphane <Stephane.Perrault@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Cc: Leblanc, Josée - EC <JoseeW.Lebanc@elections.ca>
Subject: TR: Élections fédérales - vote retourné au destinataire dans Laurier—Sainte-Marie

Bonjour,

Les échanges de ce matin sur cet incident. L'adresse semble pourtant bonne....

Michel

De : Roussel, Michel
Envoyé : 22 mai 2025 08:05
À : Leblanc, Josée - EC <JoseeW.Lebanc@elections.ca>; Duquette, Danielle <Danielle.Duquette@elections.ca>
Objet : RE: Élections fédérales - vote retourné au destinataire dans Laurier—Sainte-Marie

Merci Josée,

On devra vérifier si on a un nombre « anormalement élevé » de bulletins retournés en retard dans cette circonscription. Merci

Michel

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

Envoyé : 22 mai 2025 07:55

À : Duquette, Danielle <Danielle.Duquette@elections.ca>; Roussel, Michel <Michel.Roussel@Elections.ca>

Objet : RE: Élections fédérales - vote retourné au destinataire dans Laurier—Sainte-Marie

Merci de faire le suivi et de me tenir au courant.

[@Roussel, Michel](#) : Pour ton information.

From: Duquette, Danielle <Danielle.Duquette@elections.ca>

Sent: Thursday, May 22, 2025 7:51 AM

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

Subject: RE: Élections fédérales - vote retourné au destinataire dans Laurier—Sainte-Marie

Bonjour Josée

Voici ce que j'ai reçu de Melissa Smith hier soir en quittant le 440 Coventry. Un autre journaliste de Noovo qui maintenant se penche sur un cas d'électeur dont le bulletin spécial est revenu...l'adresse est parfaite pour le bureau local. J'attends des explications de Melissa Smith. PACE a reçu une demande de NOOVO pour des commentaires.

Danielle

De : Duquette, Danielle

Envoyé : May-22-25 7:48 AM

À : 'SMITH, Melissa' <melissa.smith@canadapost.postescanada.ca>

Objet : RE: Élections fédérales - vote retourné au destinataire dans Laurier—Sainte-Marie

Thanks for sharing Melissa

The address for the Laurier—Sainte—Marie local RO office, as per the EC website indicates...

Collège Canada Pavillon Royal
1001, rue Sherbrooke Est, bureau 830
Montréal (Québec) H2L 1L3

So I am not sure why it would be returned to sender?

Let me know please

Danielle

De : SMITH, Melissa <melissa.smith@canadapost.postescanada.ca>

Envoyé : May-21-25 4:18 PM

À : Duquette, Danielle <Danielle.Duquette@elections.ca>

Objet : Fw: Élections fédérales - vote retourné au destinataire dans Laurier—Sainte-Marie

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.

From: McKenna, Matthew <Matthew.McKenna@elections.ca>

Sent: May 21, 2025 4:15 PM

To: SMITH, Melissa <melissa.smith@canadapost.postescanada.ca>; SAUVE, Ariane

<Ariane.Sauve@canadapost.postescanada.ca>; MacDonald, Clare <Clare.MacDonald@elections.ca>

Subject: FW: Élections fédérales - vote retourné au destinataire dans Laurier—Sainte-Marie

This Message Is From an External Sender | Ce message provient d'un expéditeur externe

This message came from outside your organization. Please be CAUTIOUS, particularly with links and attachments. | Ce message provient de l'extérieur de votre organisation. Veuillez faire preuve de PRUDENCE, particulièrement lorsqu'il s'agit de liens et de pièces jointes.

[Report Suspicious](#)

Hi everyone,

We have this question from Noovo. For our Canada Post compatriots, is there anything detail on your side that might be relevant here?

[@MacDonald, Clare](#) do you mind checking with our operations friends to see what info they might have?

Happy to chat tomorrow. I'll let the journalist know we are looking into it.

Matt

From: Media - Elections Canada <Media@elections.ca>

Sent: 21 mai 2025 15:17

To: McKenna, Matthew <Matthew.McKenna@elections.ca>

Subject: FW: Élections fédérales - vote retourné au destinataire dans Laurier—Sainte-Marie

From: Gervais, Laurie

Sent: May 21, 2025 3:15:48 PM (UTC-05:00) Eastern Time (US & Canada)

To: Media - Elections Canada

Cc: Pupitre numérique de Noovo Info

Subject: Élections fédérales - vote retourné au destinataire dans Laurier—Sainte-Marie

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Bonjour,

Je me présente, Laurie Gervais, journaliste pour Noovo Info.

J'aimerais avoir vos commentaires concernant le vote d'un électeur de Laurier—Sainte-Marie qui a vu son vote (envoyé par la poste) lui être retourné.

L'adresse sur l'enveloppe semble être la bonne, on remarque toutefois que le numéro du bureau est inscrit avant l'adresse (830-1001 Sherbrooke Est). Vous pouvez voir en pièce jointe la photo de l'enveloppe de l'électeur.

Est-ce une erreur de la part d'Élections Canada? Similaire au cas de [l'électrice dans Terrebonne](#)?

Est-ce que ce cas fera partie de l'enquête en cours concernant les votes par la poste?

En attente d'une réponse de votre part.

Merci beaucoup et au plaisir,

Laurie Gervais | Journaliste multiplateforme

Noovo Info |

From: Gamache, Nick
Sent: Mon, 28 Apr 2025 11:13:23 +0000
To: Ratthe, Carole-Ann; Bouchaara, Kenza
Subject: FW: FLAG - Information Threat - YouTuber who recorded exposé shares video of following DRO with ballots to home

From: Wreford, Alexander <Alexander.Wreford@elections.ca>
Sent: Sunday, April 27, 2025 11:43 PM
To: Reperage-Monitoring <Reperage-Monitoring@elections.ca>; Gamache, Nick <Nick.Gamache@elections.ca>; Waghorn, Noel <Noel.Waghorn@elections.ca>; McKenna, Matthew <Matthew.McKenna@elections.ca>; Molinski, Sonia <Sonia.Molinski@elections.ca>; MacDonald, Clare <Clare.MacDonald@elections.ca>; Dompierre, Melissa <Melissa.Dompierre@elections.ca>
Cc: Centre d'observation de l'environnement - Environment Monitoring Centre <CentreDobservationDeLenvironnement-EnvironmentMonitoring@elections.ca>
Subject: RE: FLAG - Information Threat - YouTuber who recorded exposé shares video of following DRO with ballots to home

Some additional information on this, the content will also be included in an "On The Radar" in tonight's report.

Location: Hamilton Mountain (Footage of "votes being taken" is from 659 Upper James St)

Name of account: MCGA

Platform: YouTube

of followers/subscribers: 52700

of total engagements: 6224

of views : 24414

Link: <https://www.youtube.com/watch?v=iTYUD7liTVQ>

Post: *I, by chance, came upon 5 Elections Canada workers taking ballot boxes, which according to Elections Canada were full of votes, home. I tracked one down and confronted him. I as well had an insane conversation with several EC supervisors about this. Apr 27 2025*

Partial transcript:

[To DRO] "You took that from Upper James right?"

[DRO]"Yeah that's where the headquarters is [...] you vote wherever the zone is Thomas Moore has a poll, St. Andrew's Church has a poll, and there's a couple others too around here."

[16:00] [To EC employee on phone] "But I'm talking from one location I saw five people do this yes because they have picked them up."

[EC employee on phone] "Okay so I will verify with the returning officer of your ED the location that they would have picked up the five people the individuals that you did see would have been from the local Elections Canada office from the Returning Officer's location [...]"

Date & time posted: April 27, 2025, 8pm



Alexander Wreford
Analyste en science des données / Data Science Analyst
Centre d'observation de l'environnement, Affaires publiques et éducation civique, Élections Canada
Elections Canada, Public Affairs and Civic Education, Environment Monitoring Centre
Alexander.Wreford@elections.ca
Cell: (647) 573-4894
Teams: (873) 416-0810



From: Reperage-Monitoring <Reperage-Monitoring@elections.ca>
Sent: Sunday, April 27, 2025 10:50 PM
To: Gamache, Nick <Nick.Gamache@elections.ca>; Waghorn, Noel <Noel.Waghorn@elections.ca>; McKenna, Matthew <Matthew.McKenna@elections.ca>; Molinski, Sonia <Sonia.Molinski@elections.ca>; MacDonald, Clare <Clare.MacDonald@elections.ca>; Dompierre, Melissa <Melissa.Dompierre@elections.ca>
Cc: Centre d'observation de l'environnement - Environment Monitoring Centre <CentreDobservationDeLenvironnement-EnvironmentMonitoring@elections.ca>
Subject: FLAG - Information Threat - YouTuber who recorded exposé shares video of following DRO with ballots to home

Social media personality who recorded "exposé" voting with a pill bottle releases video from early polling days of following a DRO home with ballot box and hidden camera recording. More recorded calls to Elections Canada followed.

Location: Hamilton Mountain
Name of account: MCGA
Platform: YouTube
of followers/subscribers: 52700
of total engagements: 6224
of views : 24414
Link: <https://www.youtube.com/watch?v=iTYUD7liTVQ>

Post: *I, by chance, came upon 5 Elections Canada workers taking ballot boxes, which according to Elections Canada were full of votes, home. I tracked one down and confronted him. I as well had an insane conversation with several EC supervisors about this. Apr 27 2025*

Date & time posted:

Screen capture: *(When needed or relevant)*

Cet élément a été détecté le 27 avril, 2025 par le Centre d'observation de l'environnement, qui fait partie d'Affaires publiques et Éducation civique à Élections Canada. Comme l'a mentionné publiquement le directeur général des élections, notamment lors de la réunion du Comité consultatif des partis politiques du 13 juin 2019, cette équipe a pour mandat de détecter les renseignements inexacts sur le processus électoral, les indicateurs d'incidents qui pourraient nuire aux opérations et le contenu numérique usurpant l'identité d'Élections Canada. L'équipe a pour objectif de permettre à Élections Canada de s'attaquer aux obstacles au droit de vote des électeurs en prenant des mesures de communication ou des mesures opérationnelles adaptées, en temps opportun. Si, dans le cadre de son travail, l'équipe découvre quelque chose qui pourrait constituer une infraction à la Loi électorale du Canada, Élections Canada peut transmettre l'information au commissaire aux élections fédérales.

Note: Les rapports ou allégations contenus dans ce courriel n'ont pas fait l'objet de vérifications; ils constituent des rapports ou allégations faites par des utilisateurs de médias sociaux et non pas des porte-parole officiels. Le libellé et l'interprétation présentés sont sujets à changement.

This item was detected on April 27, 2025 by the Environment Monitoring Centre, part of the Public Affairs and Civic Education sector at Elections Canada. As outlined by the CEO at the June 13, 2019 meeting of the Advisory Committee of Political Parties; the EMC's mandate is to detect inaccurate information about the voting process, indicators of incidents that may affect operations, and accounts which impersonate Elections Canada. Its purpose is to allow Elections Canada to address impediments to electors' right to vote through proportional and timely communications and/or operational responses. If, in the course of its work, the EMC comes across an item which may constitute a violation of the Canada Elections Act, Elections Canada provides the information to the Commissioner of Canada Elections for their consideration.

Note: items we detect are generally unverified reports and allegations by social media users and not by official spokespersons. Our categorization or interpretation is not definitive.

Alexander Wreford

Analyste en science des données / Data Science Analyst

Centre d'observation de l'environnement, Affaires publiques et éducation civique, Élections Canada

Elections Canada, Public Affairs and Civic Education, Environment Monitoring Centre

Alexander.Wreford@elections.ca

Cell: (647) 573-4894

Teams: (873) 416-0810



From: Ratthe, Carole-Ann
Sent: Thu, 8 May 2025 18:10:22 +0000
To: Perrault, Stéphane
Cc: DGE-CEO; Bouchaara, Kenza
Subject: FW: FOR APPROVAL : Response to 19(1) about national special ballots
Attachments: TR: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008) | National special ballots in Coquitlam – Port Coquitlam (59008), 59008 ballots - Response to 19(1) 2_final.docx

Bonjour,

Tel que discuté, voici la plainte reçue du 19(1)

On me confirme qu'il s'agit de la seule plainte jusqu'à maintenant. La réponse proposée est en attachement pour votre revue.

Merci.

C-A

From: Rousseau, Mélanie <Melanie.Rousseau@elections.ca>
Sent: May 8, 2025 2:05 PM
To: DGE-CEO <DGE-CEO@elections.ca>
Cc: Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Morin, Karine <Karine.Morin@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; CCPP - ACPP <ccpp-acpp@elections.ca>
Subject: FOR APPROVAL : Response to 19(1) about national special ballots

Bonjour,

Tel qu'entendu avec Carole-Ann, voici la réponse proposée à la question posée par 19(1) pour la revue du DGE. Je vous mets également le courriel original en pièce jointe.

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: Duquette, Danielle
Sent: Thu, 8 May 2025 13:01:42 +0000
To: Rousseau, Mélanie
Cc: Leblanc, Josée - EC
Subject: TR: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008) | National special ballots in Coquitlam – Port Coquitlam (59008)
Attachments: Re: FW: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008) | National special ballots in Coquitlam – Port Coquitlam (59008)

Bonjour Melanie

Voici ce que j'ai reçu du DS du 59025 hier soir en provenance du [REDACTED] Une réponse devra être articulée.

Danielle

De : 59023.59025 Mickelson, James W. <59023.59025_James.Mickelson@elections.ca>
Envoyé : May-08-25 12:17 AM
À : Duquette, Danielle
Cc : Fraser, Debra ; Hale, James ; 59023.59025_DAS-ARO <59023.59025_DAS-ARO@elections.ca>
Objet : RE: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008) | National special ballots in Coquitlam – Port Coquitlam (59008)

Danielle,

As directed, I shared the ACPP memo with the candidates in my electoral district. I instructed them to contact Alternative Voting Methods directly with any questions. However, the [REDACTED] sent me the attached email. I told him that I would forward on to HQ (which this email is doing). I assume someone from headquarters will respond directly? Please keep me copied in on correspondence.

I have also copied in my FLO, my ARO and EC public relations contact so all are aware of the request from the conservative candidate.

Please advise if there is any further action required from my office.

Jim Mickelson

Returning Officer
Port Moody-Coquitlam/Elections Canada
James.Mickelson@elections.ca /Tel: 236-668-8005

Directeur du Scrutin
Port Moody-Coquitlam/Elections Canada
james.mickelson@elections.ca /Tel: 236-668-8005

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From: Duquette, Danielle <Danielle.Duquette@elections.ca>
Sent: May 7, 2025 1:54 PM
To: 59023.59025 Mickelson, James W. <59023.59025_James.Mickelson@elections.ca>
Subject: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—Port Coquitlam (59008) | National special ballots in Coquitlam – Port Coquitlam (59008)

Good afternoon Mr. Mickelson

As discussed, please find below the message Elections Canada just sent to the ACPF members. The attachment highlights the electoral districts impacted.

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

De : CCPP - ACPF <ccpp-acpp@elections.ca>
Envoyé : May-07-25 4:22 PM
À : CCPP - ACPF <ccpp-acpp@elections.ca>
Objet : 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, Élections 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.

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.

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

From: [REDACTED]
Sent: Wed, 7 May 2025 20:43:08 -0700
To: 59023.59025 Mickelson, James W.
Subject: Re: FW: Bulletins de vote spéciaux des électeurs nationaux dans Coquitlam—
Port Coquitlam (59008) | National special ballots in Coquitlam – Port Coquitlam (59008)

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Hi Jim,

We have reviewed your email and the attached document in detail. We understand things happen but respectfully, we completely disagree with the decision to not count the ballots and include them in the count. We can't disenfranchise 822 Canadian voters because of a mistake that Elections Canada made. We don't in any way question that this would change the outcome of any of the ridings - simple math makes that obvious. But the votes need to be counted and added to the official totals for the respective ridings.

Further, to assert counting these ballots would jeopardize voter secrecy doesn't make any sense. I can't see any reasonable argument to support that claim. That claim makes the decision even more suspect.

What is the process by which we can pursue having these votes counted? They are valid votes and need to be counted.

Thanks very much,

[REDACTED]

On Wed, May 7, 2025 at 2:52 PM 59023.59025 Mickelson, James W.
<59023.59025_James.Mickelson@elections.ca> wrote:

59025 candidates :

Please see message below and attached information regarding an issue of handling of national special ballots in the electoral district of Coquitlam – Port Coquitlam (59008). As the largest number of ballots affected was for the electoral district of Port Moody – Coquitlam, Elections Canada directed me to inform you directly through this email. Elections Canada also issued a news release on this item this afternoon. [Issue with some special ballots in Coquitlam–Port Coquitlam – Elections Canada](#)

For further information, please contact Elections Canada Alternative Voting Methods directly.

Alternative Voting Methods Service Centre

Elections Canada

Tel: 1-866-222-2565 (toll-free in Canada and the U.S.) • 613-949-7502 (collect) • 001-800-514-6868 (toll-free in Mexico)

TTY: 1-800-361-8935 (toll-free in Canada and the United States)

Fax: 1-800-363-4796 (toll-free) • 613-998-8393

Mailing address: Elections Canada, 30 Victoria Street, Gatineau, QC K1A 0M6 Canada

Email: svrenq@elections.ca (Elections Canada does not offer a secure network for email transmissions)

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

Envoyé : May-07-25 4:22 PM

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

Objet : 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,

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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.

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Sur la base de l'évaluation initiale des facteurs ayant contribué à l'incident, Élections 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.

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,

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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.

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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.

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

Hello

19(1)

Thank you for your email.

According to the *Canada Elections Act* (the Act), special ballots must be returned to Elections Canada headquarters by 6:00p.m. eastern time on election day in order to be counted. This, combined with concerns regarding the secrecy of the vote led to the decision of the Chief Electoral Officer (the CEO) to not count these ballots.

As you pointed out in your email, the votes in question would not change the outcome in any of the affected electoral districts (EDs). However, the secrecy of the vote could very likely be jeopardized for EDs with only one or a handful of ballots. Special ballots use a multi-envelope system with one envelope identifying the elector and the elector's ED. It would make it impossible to maintain the secrecy of the vote during the count as a specific elector could be linked to a vote in the EDs with only one ballot. This may also be the case where there are only a small number of ballots. To be consistent, the CEO decided to apply the same decision to all 822 special ballots even where the secrecy of the vote would not be compromised.

With these factors in mind, the CEO decided not to adapt the Act to allow for these ballots to be counted. Elections Canada understands the effect this decision may have on the electors whose vote is not counted and is committed to review and improve its processes to prevent any similar events from occurring in future elections.

Thank you,

From: DGE-CEO
Sent: Thu, 17 Apr 2025 19:25:33 +0000
To: Ratthe, Carole-Ann
Subject: [REDACTED]
Attachments: (FINAL).pdf

Tel que discuté

From: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Sent: April 17, 2025 3:16 PM
To: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Cc: DGE-CEO <DGE-CEO@elections.ca>
Subject: [REDACTED]

M. Perrault,

[REDACTED]

Merci!

Kenza

From: Sampson, Robert <Robert.Sampson@elections.ca>
Sent: Thursday, April 17, 2025 3:06 PM
To: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Cc: DGE-CEO <DGE-CEO@elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Litowski, Anne <Anne.Litowski@elections.ca>; Larose, Marie-Pier <Marie-Pier.Larose@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Subject: RE: [REDACTED]

Kenza,

[REDACTED]

Merci,

Bobby

From: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>
Sent: Thursday, April 17, 2025 2:52 PM

To: Sampson, Robert <Robert.Sampson@elections.ca>
Cc: DGE-CEO <DGE-CEO@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Litowski, Anne <Anne.Litowski@elections.ca>; Larose, Marie-Pier <Marie-Pier.Larose@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Subject: FW: 23 [REDACTED]

Good afternoon Bobby,

23 [REDACTED]

Merci beaucoup!

Kenza

From: Sampson, Robert <Robert.Sampson@elections.ca>
Sent: Thursday, April 17, 2025 12:59 PM
To: DGE-CEO <DGE-CEO@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Ratthe, Carole-Ann <Carole-Ann.Ratthe@elections.ca>
Cc: Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Litowski, Anne <Anne.Litowski@elections.ca>; Larose, Marie-Pier <Marie-Pier.Larose@elections.ca>
Subject: 23 [REDACTED]

23 [REDACTED]

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
Office of the Chief Electoral Officer of Canada (Elections Canada)
robert.sampson@elections.ca / Tel.: 873-416-1717 ou 19(1) [REDACTED]

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From: Caron, Serge
Sent: Mon, 28 Apr 2025 23:26:13 +0000
To: Breffage DGE - CEO Daily Brief TO
Cc: Cossette, Raymond
Subject: FW: Incident Priorité 1 / Priority 1 Incident: Site Web Elections Canada / Elections Canada Main Site

Website currently significantly slowed down.

ENR is working.

Team investigating.

Serge

From: IT Incident-Incident TI <ITIncident-IncidentTI@elections.ca>
Sent: Monday, 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 <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: 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**

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: Caron, Serge
Sent: Thu, 17 Apr 2025 16:50:31 +0000
To: Breffage DGE - CEO Daily Brief TO
Cc: Génier, Martin
Subject: FW: Mise à jour #1 / Update #1 - Incident Priorité 1 / Priority 1 Incident: VIS WEB - Problèmes d'affichages de données / VIS WEB Data Display Issues

Teams are currently meeting regarding this report.

Serge

From: IT Incident-Incident TI <ITIncident-IncidentTI@elections.ca>
Sent: Thursday, 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 <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 #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: Bouchaara, Kenza
Sent: Sat, 26 Apr 2025 13:05:10 +0000
To: Paquet, Jennifer; Colyer, Michèle
Cc: Ratthe, Carole-Ann
Subject: FW: Misprinted ballot 59012
Attachments: GE45 Incident - Ballot Printing (Victoria Region).pdf

Bonjour Jennifer and Michèle,

Maybe this incident of ballot printing errors in BC should be reflected in the CEO dashboard in Field incident....

Merci!
Kenza

From: Roussel, Michel <Michel.Roussel@Elections.ca>
Sent: Saturday, April 26, 2025 9:02 AM
To: Breffage DGE - CEO Daily Brief TO <BreffageDGE-CEODailyBriefTO@elections.ca>
Cc: Leblanc, Josée - EC <JoséeW.Leblanc@elections.ca>; Messier, Maxime <Maxime.Messier@elections.ca>; Girouard, Olivier <Olivier.Girouard@elections.ca>
Subject: TR: Misprinted ballot 59012

Bonjour,

Je partage avec vous un rapport d'incident concernant une erreur d'impression des bulletins de vote en Colombie-Britannique. Cette erreur aurait affecté trois électeurs dans Esquimalt-Saanich-Sooke (59012). Les contrôles de qualité dans les deux autres circonscriptions faisant affaire avec l'imprimeur n'ont rien révélé d'anormal. On remercie l'équipe des Opérations de scrutin pour ce rapport.

Michel

De : Leblanc, Josée - EC <JoséeW.Leblanc@elections.ca>
Envoyé : 25 avril 2025 22:36
À : Roussel, Michel <Michel.Roussel@Elections.ca>
Cc : Martineau, Sophie <Sophie.Martineau@elections.ca>
Objet : Misprinted ballot 59012

Bonjour Michel,

Voici une première ébauche du rapport d'incident préparé par l'équipe de Sophie concernant les allégations de bulletins contenant des erreurs dans la circonscription de Esquimalt-Saanich-Sooke (59012). Basé sur les faits recueillis en soirée, le DS semble confirmer qu'il y a eu une erreur de la part de l'imprimeur dans une circonscription (59012) affectant 3 bulletins. L'imprimeur a desservi 2 autres circonscription (59010 et 59042) pour lesquelles aucune plainte ne furent reçues. On communique avec l'imprimeur demain et bonifierons le rapport d'incident.

Bonne soirée

Josée Leblanc

[19(1)]

Directrice principale
Services de vote et développements
Élections Canada

[19(1)] ou (873) 416-1070| joseew.leblanc@elections.ca

Senior Director
Voting Services and Developements
Elections Canada

[19(1)] or (873) 416-1070| joseew.leblanc@elections.ca

***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

GE45 Incident –Ballot Printing Complaint in Victoria Region

General Information

- Media inquiry flagged by RMA for 59012
 - RMA reached out to RO for more information
 - RO logged incident in EC Connex afterwards (April 25)
 - Case # EC-000300394
 - PACE alerted VSD once information was received from RMA
- Ballot printer: Digital Direct Printing Ltd.
 - Printer used for 59010, 59012, 59042
- Number of Candidates
 - 59010 - 4
 - 59012 – 7
 - 59042 - 8
- Reported Occurrence
 - Sooke Community Hall (within 59012) complaint received that elector received a ballot for Cowichan-Malahat-Langford (59010)
 - MacAuley school (APD 617) within 59012 complaint received that elector received a ballot for Victoria (59042)

Findings: April 25, 2025, Day 3 (as of 9pm EST)

Esquimalt-Saanich-Sooke (59012)

- Returning officer was alerted to an incident at the Sooke Community Hall where an elector received a ballot from 59010 - Cowichan-Malahat-Langford
- The RO had all the ballots rechecked at the site, and did not find any other misprinted ballots
- Subsequently the RO had all remaining ballots rechecked and did not find any other occurrences
- On April 24 the RO received an email from the Official Agent of Grant Cool (Cons) reported two incidents
 - An elector who reported voting at Sooke Community Centre, and
 - An elector + wife who reported voting at Macaulay Elementary
- The RO responded to the Official Agent (OA) with a summary of the events, and assured the OA that the issue was isolated and due to an issue at the ballot printer which is shared with the 3 EDs
- The RO confirmed that they had informed the neighboring EDs and their FLO

- QC of ordinary ballots was completed without anomalies (reported via STAT)
- ARO to provide control sheets with ballot sequence numbers to ECHQ

Cowichan--Malahat—Langford (59010)

- Reported that they completed the advance poll ballot QC and did not identify any issues
- To date no complaints of misprinted ballots have been received
- Ordinary ballot quality assurance has been completed with no issues identified

Victoria (59042)

- Reported that quality assurance activities were completed on the advance ballots without issues reported
- To date no complaints of misprinted ballots have been received
- Ordinary poll ballots have been largely QC'd by RO staff, some with spot checks
 - DROs have been instructed to perform additional quality assurance
- Only issues identified so far were 1 staple out of place

Printer Investigation Results

- Printer to provide formal summary by email
- Printer provided the follow explanation that during the production process for the 3 EDs, a single sheet may have passed through the printer, potentially causing ballots from one ED to be mixed into the booklets of the other EDs. The printer believes this issue was limited to just one sheet, as each sheet contained three ballots.

Status Update on QC efforts for ordinary poll ballots in 3 EDs

- 59012: QC completed (reported 04/24), did not find any more errors
- 59010: QC Completed (reported 04/25), did not find any errors
- 59042: QC partially completed in full, DROs planned to perform additional QA activity

Action Items:

Action Items	Lead/Business Owner	Date	Status
Reminder memo/email to EAs of the need to perform thorough quality control of ballots and instruct them to confirm once QA is completed (STAT questions).	Sophie Martineau	04/24	Ongoing (survey questions)
Instruct impacted EDs to immediately begin performing QC of all ballots (FLO involvement)	Sarah Brice/Christopher Morris	04/25	Completed
HQ Incident Report/Fact-finding report based on all the facts and information compiled, related to the incident To this end, all teams involved must save all they have in the GCdocs folder created for this issue.	Sarah Brice/Christopher Morris	On Going	Documentation being assembled
Instruct ROs/FLOs in ED to communicate with local candidates in 59012 to inform them of the situation regarding ballots. In both cases, field staff must be instructed to report back to HQ.	Christopher Morris	04/26	Decision pending (contents)
Prepare reactive communications and messages	Susan Torosian/Nick Gamache	TBD	Decision pending
Develop instructions to provide to RO for poll workers of impacted ED for the vote count (planned for within RO office)	Sophie Martineau	TBD	Decision pending

From: DGE-CEO
Sent: Sun, 27 Apr 2025 20:26:05 +0000
To: DGE-CEO
Cc: Bouchaara, Kenza; Ratthe, Carole-Ann; Fradette, Renée-Paule
Subject: FW: 23 [REDACTED]

Attachments: 23 [REDACTED]
23 [REDACTED]

Pour les dossiers

From: DGE-CEO
Sent: April 27, 2025 4:25 PM
To: Sampson, Robert <Robert.Sampson@elections.ca>
Cc: Litowski, Anne <Anne.Litowski@elections.ca>; Richer, Karine <Karine.Richer@elections.ca>; Villeneuve, Josée <Josée.Villeneuve@elections.ca>; Martineau, Sophie <Sophie.Martineau@elections.ca>
Subject: FW: 23 [REDACTED]
23 [REDACTED]

Bonjour,

23 [REDACTED]

Thank you

C-A

From: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Sent: April 27, 2025 4:14 PM
To: DGE-CEO <DGE-CEO@elections.ca>
Subject: RE: 23 [REDACTED]
23 [REDACTED]

From: DGE-CEO <DGE-CEO@elections.ca>
Sent: Sunday, April 27, 2025 3:51 PM
To: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Subject: 23 [REDACTED]
23 [REDACTED]

M. Perrault,

23

Merci,

Jolyane

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

Sent: April 27, 2025 3:42 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>; Richer, Karine <Karine.Richer@elections.ca>;
Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Martineau, Sophie
<Sophie.Martineau@elections.ca>

Subject: 23

Bonjour Le 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 [REDACTED]

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From: Sampson, Robert
Sent: Fri, 9 May 2025 21:11:07 +0000
To: Perrault, Stéphane
Cc: Villeneuve, Josée; Leblanc, Josée - EC; Roussel, Michel; Martineau, Sophie
Subject: FW: ²³ [REDACTED]

FYI

From: Larose, Marie-Pier <Marie-Pier.Larose@elections.ca>
Sent: Friday, May 9, 2025 5:07 PM
To: Richer, Karine <Karine.Richer@elections.ca>; Sampson, Robert <Robert.Sampson@elections.ca>
Subject: ²³ [REDACTED]

Bonjour,

²³ [REDACTED]

Merci,

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⁾ [REDACTED]

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

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you have received this communication in error, please notify me immediately and delete the e-mail. Thank you-.

From: Caron, Serge
Sent: Sat, 19 Apr 2025 00:05:43 +0000
To: Breffage DGE - CEO Daily Brief TO
Cc: Génier, Martin
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 <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, Stéphane <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 <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>; 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: 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 <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 #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 <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 #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 <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 #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 <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, Stéphane <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, 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 #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>; 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 #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 <[Page 413 of 588](mailto:Jean-</p>
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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 <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, 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 <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 #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
 <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 #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: Bouchaara, Kenza
Sent: Sat, 5 Apr 2025 18:56:21 +0000
To: Ratthe, Carole-Ann; Gamache, Nick
Subject: FW: Résolu/Resolved P1- Formulaires VMA/AVM Webforms

PVI

From: Génier, Martin <Martin.Génier@elections.ca>
Sent: Saturday, April 5, 2025 1:04 PM
To: Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Perrault, Stéphane <Stephane.Perrault@elections.ca>
Cc: Roussel, Michel <Michel.Roussel@Elections.ca>; Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Caron, Serge <Serge.Caron@elections.ca>; Leblanc, Josée - EC <JoseeW.Leblanc@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>
Subject: FW: Résolu/Resolved P1- Formulaires VMA/AVM Webforms

Bonjour,

La business a appris ce matin (10:55 am) via un post sur les médias sociaux qu'un lien menant **aux instructions et formulaires PDF** pour les électeurs nationaux et internationaux, en français et anglais qui voulaient commander une trousse pour voter par la poste ne fonctionnait pas. Suite à une enquête préliminaire, il a été déterminé que le lien menant aux instructions ne fonctionnait pas depuis le début de l'élection. Le formulaire web était dispo sans enjeux (de fait nous avons reçu 122 fax depuis le début de l'élection, le dernier datant d'hier). Les liens ont été rétablis par l'équipe web en près de 30 mins après l'avoir rapporté.

Martin

From: IT Incident-Incident TI <ITIncident-IncidentTI@elections.ca>
Sent: Saturday, April 5, 2025 12:03 PM
To: Gestionnaire de service - Duty Manager <Gestionnairedeservice-DutyManager@elections.ca>; IT Incident-Incident TI <ITIncident-IncidentTI@elections.ca>; SDGETN Directeurs - DCEODT Directors <SDGETNDirecteurs-DCEODTDirectors@elections.ca>; Desrochers, Stéphane <Stephane.Desrochers@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>; 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>; 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>; 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>

Cc: Buch, Stephen <Stephen.Buch@elections.ca>

Subject: RE:Résolu/Resolved P1- Formulaires VMA/AVM Webforms

Un incident de priorité 1 a été signalé :

- Incident signalé le : **05/04/2025**
- Numéro de référence : A venir
- Titre de l'incident : Les liens pour les formulaires en ligne de VMA ne fonctionnent pas
- Type d'incident : **Liens des formulaires VMA ne fonctionnent pas.**
- Priorité : **1**
- Description de l'incident et de ses impacts connus : Les liens pour les formulaires VMA ne fonctionnent pas. Les électeurs ne peuvent pas télécharger les formulaires, mais peuvent les remplir en ligne.
- Unité responsable : **CFAS**

Directeur responsable : **Mario Lapratte**

Le problème est maintenant résolu.

A Priority 1 Incident was reported:

- Incident reported on: **05/04/2025**
- Incident number: Still to come
- Incident title: Issue AVM forms- links are not working.
- Type of incident: ***Links in AVM online forms not working***
- Priority Level: **1**
- Incident description and known impact: The online AVM form links are not working. Voters can fill out the forms online but are unable to download the forms or follow links.
- Responsible Unit: **CFAS**

Responsible Director: ***Mario Lapratte***

The issue has now been resolved.

From: Desbiens, Céline
Sent: Thu, 17 Apr 2025 14:01:39 +0000
To: Ratthe, Carole-Ann
Subject: FW: Update - ISAC - VIS/E-Reg and place names related issues

Salut, tu sembles être sur la liste de distribution. Voici en turquoise les ED connus mais comme je disais il pourrait y en avoir d'autres.

From: Gamache, Nick <Nick.Gamache@elections.ca>
Sent: Thursday, April 17, 2025 7:48 AM
To: MCIRS-ISACM <MCIRS-ISACM@elections.ca>
Subject: Update - ISAC - VIS/E-Reg and place names related issues

Action Type: UDPATE FYI

Title of information/ indicator/incident: VIS/E-Reg – 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

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

Status: Analysis – Teams continue to investigate

Intake/detection points: External

Brief description: Issues have been identified with address lookups. Postal code B0P 1P0 is returning more municipalities or place names (150) than expected in EREG / VIS Web "Where do I vote" for this ED creating elector confusion. If the wrong place name is picked, it will show polling place not confirmed. Revised list of electors will have those place names coming from REVISE (Lists at polls have both residential and mailing addresses). VICs show mailing address only and not physical per se but could show the wrong place names too but should not prevent elector voting even if used as a proof of address. However, some electors may be sent to vote in a further location.

Brief description of response: At this time, we believe the issues are all related. It's possible there are other locations experiencing similar problems. The VIS Web, GAM and IT teams are all working together to determine the root cause and provide options to resolve the issue. We expect a full analysis will be ready today (04/17) with options for next steps.

Next update : April 17 (afternoon)

From: Bouchaara, Kenza
Sent: Thu, 24 Apr 2025 12:02:29 +0000
To: Ratthe, Carole-Ann; Kasiri, Matine
Subject: FW: Wrong candidates on ballot...

PVI – potentiel IMC aujourd'hui. A voir ce matin.

From: Roussel, Michel <Michel.Roussel@Elections.ca>
Sent: Wednesday, April 23, 2025 8:36 PM
To: Perrault, Stéphane <Stephane.Perrault@elections.ca>
Cc: Villeneuve, Josée <Josee.Villeneuve@elections.ca>; Leblanc, Josée - EC <JoseeW.Leblanc@elections.ca>; Morin, Karine <Karine.Morin@elections.ca>; Bouchaara, Kenza <Kenza.Bouchaara@elections.ca>; Torosian, Susan <Susan.Torosian@elections.ca>
Subject: Fw: Wrong candidates on ballot...

Bonsoir Stéphane,

Nous n'avons pas encore tous les faits, mais nous avons potentiellement une situation où des erreurs d'impression de bulletins de vote seraient survenues, sans être détectées avant les BVA, dans 4 circonscriptions à Calgary. Nous investiguons et aurons plus d'information demain.

Michel

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

De : Roussel, Michel <Michel.Roussel@Elections.ca>
Envoyé : mercredi, avril 23, 2025 8:15:51 p.m.
À : Leblanc, Josée - EC <JoseeW.Leblanc@elections.ca>
Cc : Martineau, Sophie <Sophie.Martineau@elections.ca>
Objet : Re: Wrong candidates on ballot...

Merci de m'informer.

Il faut impérativement que les DS impliqués fassent un contrôle de qualité complet des stocks de bulletins afin de définir le scope du problème, et au besoin de réimprimer les bulletins pour lundi. Merci

Michel

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

From: Leblanc, Josée - EC <JoseeW.Leblanc@elections.ca>
Sent: Wednesday, April 23, 2025 7:49:28 PM
To: Roussel, Michel <Michel.Roussel@Elections.ca>

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

Subject: FW: Wrong candidates on ballot...

PTI. Voici une plainte et de l'information supplémentaire reçue il y a quelques minutes quant à des **erreurs d'impression de bulletins de vote vraisemblablement utilisés lors du BVA au moins dans une circonscription basée sur la plainte ci-bas.**

L'imprimeur impliqué dessert 4 circonscriptions. On fait le suivi avec l'ADLL et les DS pour faire un topo de la situation d'ici la fin de la soirée et faire une nouvelle ronde de contrôle de qualité.

OCIU fait aussi une recherche approfondie des plaintes de cette nature que nous aurions pu avoir reçue. L'imprimeur est fermé ce soir. On prévoit l'appeler demain matin.

Je te tiens au courant des développements.

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

Sent: Wednesday, April 23, 2025 7:39 PM

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

Subject: RE: Wrong candidates on ballot...

Wording of complaint:

My question: The candidate list at my polling place differed from the confirmed list for my electoral district

To explain further: The choice of candidates I was given to vote for at my polling place (18th Scout Group Hall) was different from the list of confirmed candidates in my electoral district. as stated on the Elections Canada website. For example, Greg McLean, who is the progressive conservative candidate of Calgary Centre was not on the voting sheet. Instead, the P.C. candidate name was one I did not recognize. Why would that be? I am very concerned that I voted for the wrong person / party!

Please let me know via email asap.

Thank you.

From: Duquette, Danielle <Danielle.Duquette@elections.ca>

Sent: Wednesday, April 23, 2025 7:23 PM

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

Subject: TR: Wrong candidates on ballot...

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

Envoyé : April-23-25 6:39 PM

À : Duquette, Danielle <Danielle.Duquette@elections.ca>

Objet : Wrong candidates on ballot...

Bonjour Danielle,

EC Connex case 000289758

Nous venons de découvrir qu'un de nos imprimeurs qui dessert 4 circonscriptions a commis des erreurs de candidats dans certains livrets de bulletins de vote, dont la plainte de cette électrice. Nous vérifions tous les bulletins de vote encore une fois pour être certain que ça ne se reproduise pas le jour de l'Élection.

Ma question: lors du compte des bulletins de vote par anticipation allons nous compter le bulletin de vote de possiblement plusieurs électeurs qui auraient voter pour le bon parti mais pour le mauvais nom de candidat sur leur bulletin de vote?

L'imprimeur dessert 4 circonscriptions dans ma région: le 48001, 48004, 48010 et 48008.

La DS 48001 qui a découvert l'erreur aujourd'hui, a dit qu'elle avait trouvé les 12 derniers bulletins de vote de 2 livrets avec des noms de candidats de la circonscription 48010.

Merci
Ann

GE45 Incident –Ballot Printing Complaint in Victoria Region

General Information

- Media inquiry flagged by RMA for 59012
 - RMA reached out to RO for more information
 - RO logged incident in EC Connex afterwards (April 25)
 - Case # EC-000300394
 - PACE alerted VSD once information was received from RMA
- Ballot printer: Digital Direct Printing Ltd.
 - Printer used for 59010, 59012, 59042
- Number of Candidates
 - 59010 - 4
 - 59012 – 7
 - 59042 - 8
- Reported Occurrence
 - Sooke Community Hall (within 59012) complaint received that elector received a ballot for Cowichan-Malahat-Langford (59010)
 - MacAuley school (APD 617) within 59012 complaint received that elector received a ballot for Victoria (59042)

Findings: April 25, 2025, Day 3 (as of 9pm EST)

Esquimalt-Saanich-Sooke (59012)

- Returning officer was alerted to an incident at the Sooke Community Hall where an elector received a ballot from 59010 - Cowichan-Malahat-Langford
- The RO had all the ballots rechecked at the site, and did not find any other misprinted ballots
- Subsequently the RO had all remaining ballots rechecked and did not find any other occurrences
- On April 24 the RO received an email from the Official Agent of Grant Cool (Cons) reported two incidents
 - An elector who reported voting at Sooke Community Centre, and
 - An elector + wife who reported voting at Macaulay Elementary
- The RO responded to the Official Agent (OA) with a summary of the events, and assured the OA that the issue was isolated and due to an issue at the ballot printer which is shared with the 3 EDs
- The RO confirmed that they had informed the neighboring EDs and their FLO

- QC of ordinary ballots was completed without anomalies (reported via STAT)
- ARO to provide control sheets with ballot sequence numbers to ECHQ

Cowichan--Malahat—Langford (59010)

- Reported that they completed the advance poll ballot QC and did not identify any issues
- To date no complaints of misprinted ballots have been received
- Ordinary ballot quality assurance has been completed with no issues identified

Victoria (59042)

- Reported that quality assurance activities were completed on the advance ballots without issues reported
- To date no complaints of misprinted ballots have been received
- Ordinary poll ballots have been largely QC'd by RO staff, some with spot checks
 - DROs have been instructed to perform additional quality assurance
- Only issues identified so far were 1 staple out of place

Printer Investigation Results

- Printer to provide formal summary by email
- Printer provided the follow explanation that during the production process for the 3 EDs, a single sheet may have passed through the printer, potentially causing ballots from one ED to be mixed into the booklets of the other EDs. The printer believes this issue was limited to just one sheet, as each sheet contained three ballots.

Status Update on QC efforts for ordinary poll ballots in 3 EDs

- 59012: QC completed (reported 04/24), did not find any more errors
- 59010: QC Completed (reported 04/25), did not find any errors
- 59042: QC partially completed in full, DROs planned to perform additional QA activity

Action Items:

Action Items	Lead/Business Owner	Date	Status
Reminder memo/email to EAs of the need to perform thorough quality control of ballots and instruct them to confirm once QA is completed (STAT questions).	Sophie Martineau	04/24	Ongoing (survey questions)
Instruct impacted EDs to immediately begin performing QC of all ballots (FLO involvement)	Sarah Brice/Christopher Morris	04/25	Completed
HQ Incident Report/Fact-finding report based on all the facts and information compiled, related to the incident To this end, all teams involved must save all they have in the <u>GCdocs folder</u> created for this issue.	Sarah Brice/Christopher Morris	On Going	Documentation being assembled
Instruct ROs/FLOs in ED to communicate with local candidates in 59012 to inform them of the situation regarding ballots. In both cases, field staff must be instructed to report back to HQ.	Christopher Morris	04/26	Decision pending (contents)
Prepare reactive communications and messages	Susan Torosian/Nick Gamache	TBD	Decision pending
Develop instructions to provide to RO for poll workers of impacted ED for the vote count (planned for within RO office)	Sophie Martineau	TBD	Decision pending

IMC – Polling Day (April 28, 2025)

Issues of the day

Issues	Description	Source Documents / Links
19(1) has car stolen	19(1) in Calgary East (48007) had their car stolen on April 27th. The car contained 3000 new and unused ballots as well as the Official List of Electors for the Valley View School polling place (6 polling places). An incident report was provided. The police are involved. There is a privacy concern as the Official List of Electors contains the name, address, and year of birth. 2 669 electors on the List. Safeguards are in place to ensure the voting process and the counting uphold their integrity and can be seen in the email chain included in the source documents.	• Post on X • Email Chain
YouTube Video – Ballot Boxes	A person made a video of an election supervisor taking ballot boxes home. They followed and confronted them with a hidden camera. They also called EC to ask and signal this. This is not true information that is being shared by the person on YouTube.	• Email Chain • YouTube Video
Wrong ED – 150 electors in Montreal	A condo in Montreal with between 150-200 electors have a polling place coding issue. Nothing can be done today to rectify the issue. Candidates are being made aware as soon as possible.	
Voting in the Maritimes	Voting in the 4 Maritime provinces are in operation. One exception in 12002: Cap Breton where we are still awaiting confirmation for approximately 60 offices.	

From: D'Agostino, Andréa - EC
Sent: Mon, 21 Apr 2025 18:02:26 +0000
To: Ratthe, Carole-Ann; Morin, Karine; Gamache, Nick
Subject: IA Complaints Regarding Concern About Electors' Signatures in Carleton ED
Attachments: Concern about electors' signatures in Carleton ED (2025-04-21).docx

Bonjour,

Voici un rapport style "info sheet" qui soulève les infos par rapport à une série de plaintes dans la circonscription de Carleton ainsi qu'un gabarit de réponse.

Laissez-moi savoir si vous avez des questions.

Merci
Andrea

Andréa D'Agostino 

Directrice adjointe, Assurance de l'intégrité | Assistant Director, Integrity Assurance
Intégrité, politique réglementaire et affaires parlementaires (IPRAP) | Integrity, Regulatory Policy and
Parliamentary Affairs (IRPPA)
873.416.1751 | Andrea.DAgostino@elections.ca



Data last updated on 21 April 2025 at 11:45 AM

IA Complaints RE: Concern about electors' signatures in Carleton ED

On Friday, April 18, 2025, an individual made a [public facebook post](#) about the 91 candidates on the ballot in Carleton, listing the following allegations:

- 9,100 people would have had to sign nomination forms—about 1 in 10 voters in the riding
- Nomination signatures may have been fake, duplicated, or from ineligible electors
- 83 candidates have the same official agent and no public campaign

As of today, April 21, 2025 at 11:45 AM, this facebook post has been shared 348 times.

As of today, April 21, 2025 at 11:45 AM, Integrity Assurance has received **65 cases** regarding electors' signatures in Carleton ED and candidates in Carleton ED with the same official agent.

These 65 cases were all created since April 18, 2025 at 11:52 PM.

Please note that IA may receive additional cases on this topic from other EC Connex queues.

IA has created a [template](#) (see next page) to respond to complaints on this topic.

Data last updated on 21 April 2025 at 11:45 AM

IA response template: Concern about electors' signatures in Carleton ED

Dear *Insert complainant's first and last names*:

Thank you for contacting Elections Canada.

In your message of *Insert date*, you express concern about the signatures obtained by the confirmed candidates in the electoral district of Carleton.

Elections Canada is the independent agency responsible for the conduct of federal elections and referendums. We administer the *Canada Elections Act* (the Act) as adopted by Parliament. Elections Canada does not conduct enforcement activities, such as investigations or the prosecution of offences.

The Act does not limit the number of candidates who may run in a given electoral district. Any potential candidate that fulfills all the conditions for candidacy outlined in the Act will have their name included on the ballot. Only Canadian citizens aged 18 or older are eligible to run as candidates. In addition, please note the Act does not prohibit an individual from serving as the official agent for more than one candidate. Additional information on the rules governing official agents can be found [here](#).

Any changes to these provisions would require an act of Parliament.

Due to the unusual circumstances associated with a large ballot, the results for the electoral district of Carleton will likely take longer to report and publish on our [website](#) on election night.

Note that the Chief Electoral Officer has previously outlined his concerns about the impact that an unusually high number of candidates may have on the accessibility of the ballot. These concerns were shared with the House of Commons' Standing Committee on Procedure and House Affairs, and the submission can be found [here](#).

Regarding elector signatures collected consenting to candidacy, when a prospective candidate submits their nomination package the returning officer will check that all of the signatures are those of electors eligible to vote in the electoral district where they want to run. Names will not be counted if their address is outside the electoral district, omitted, or unreadable. They will also not be counted if a name other than the candidate's name is at the top of all signature pages, or if a witness did not sign the page.

For more information about the various people and procedures involved in protecting Canada's federal electoral system, consult our [Election Integrity and Security](#) webpage.

Please note that once a candidate has been confirmed, they cannot be unconfirmed.

If you have further questions or concerns, please do not hesitate to contact us again.

Yours sincerely,

Elections Canada

613-993-2975 (from anywhere in the world, collect calls accepted)

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

COMITÉ DE GESTION DES ENJEUX - ISSUE MANAGEMENT COMMITTEE:

2 mai 2025 – May 2 2025

COMPTE RENDU DES DISCUSSIONS | RECORD OF DISCUSSION

Enjeu / Issue: IMC – 59008 Lot de bulletins d'électeurs nationaux non retourné en temps

Heure / Time: 16h00-16h30

Lieu / Location: CEO Boardroom & MS Teams

Président : President:	Stéphane Perrault		
Secrétariat : Secretariat:	Matine Kasiri		
Présent : Present:	Josée Villeneuve Robert Sampson Nick Gamache Danielle Duquette	Carole-Ann Ratthe Susan Torosian Kenza Bouchaara	Jennifer Paquet Michel Roussel Karine Morin

Compte rendu des discussions | Record of Discussion

DISCUSSION

A description of the incident can be found in the incident report that was shared with members prior to the meeting. The conclusion is that this is a mistake made by the RO, who 19(1)

19(1)

The batch of ballots is currently in the 59008 ED.

Considerations

- The CEO discussed the possibility of counting the ballots and the option to add the results in the statutory report (not as official results), to recognize the voices of the electors that did everything right to get their votes back in time.
- Most of the results of the impacted EDs are already validated.
- The breakdown of the votes per EDs indicates that there are no impact of the election results.
- As the results are not yet validated in Nunavut, the option of counted the vote via an adaptation was discussed:
 - This option would however only be considered for this ED because of the close race.
 - The fact that the vote would only be counted officially for Nunavut but not other EDs where the vote also has not been validated, could meant EC considers some votes more important to count than others regardless of the logical reason to do so.
- Two criteria that were used in a precedent case (2015) to decide if special ballots received after the deadline dictated by law:
 - The preservation of the secrecy of the vote.
 - The volume of ballots would not impact the result of the election.
- There may be a contested election in Nunavut regardless of this incident due to other voter irregularities.

Decision:

1. Based on the precedent decisions, EC decided to not proceed with the vote counting of the unreturned 820 ballots.
2. ACPP and candidates must be made aware of the unreturned bag of ballots and should receive a copy of the table per EDs.
3. This decision and next steps will be revisited on Monday, May 5, 2025.

MESURES À PRENDRE ACTION ITEMS	PERSONNE RESPONSABLE PERSON RESPONSIBLE	ÉCHÉANCE DEADLINE
The bag of ballots must be returned to ECHQ as soon as possible, and then secured.	Michel Roussel	May 2, 2025
A communication will be sent to the ACPP to inform them of this incident.	Josée Villeneuve	May 5, 2025
Prepare the communication to the candidates to inform them of this incident	Josée Villeneuve	May 5, 2025
Process review of how special ballots are handled will be completed.	Jennifer Paquet / Michel Roussel	2025

COMITÉ DE GESTION DES ENJEUX - ISSUE MANAGEMENT COMMITTEE:

6 mai 2025 – May 6 2025

COMPTE RENDU DES DISCUSSIONS | RECORD OF DISCUSSION

Enjeu / Issue: IMC – 59008 Lot de bulletins d’électeurs nationaux non retourné en temps
Heure / Time: 13h00-13h30
Lieu / Location: CEO Boardroom & MS Teams

Président : President:	Stéphane Perrault		
Secrétariat : Secretariat:	Matine Kasiri		
Présent : Present:	Josée Villeneuve Robert Sampson Nick Gamache Danielle Duquette	Carole-Ann Ratthe Susan Torosian Kenza Bouchaara Josée Leblanc	Jennifer Paquet Michel Roussel Karine Morin Serge Caron

Compte rendu des discussions | Record of Discussion

DISCUSSION

Update on the bag of ballots:

- The bag was scheduled to arrive at 440 Coventry today, but hasn't been delivered as of 1pm.
- Once the bag is delivered, a team at 440 Coventry will proceed with the following confirmation steps:
 - o Ensure the information provided by the RO is correct.
 - o Ensure the count is accurate.
 - o Ensure that the addresses of electors correspond to the new 343 electoral map..
 - o Ensure that the data of electors corresponds to the data in REVISE and that the number of outer envelopes per ED is accurate.
- The entire process should take approximately 4-5 hours once the bag is delivered.
- This process will not be done in the presence of witnesses as the ballots will not be opened. However, candidates will be invited to come to observe the batch of ballots received at their discretion.

Message to ACPP:

- The message should be adjusted to reflect the following additions:
 - The table of the validated data once the confirmation is completed in Coventry
 - The reasons why the votes will not be counted
 - A mention that a process review will take place to ensure EC has the proper control mechanisms to avoid similar situations in the future.
- The message will be sent on May 7, 2025 (or as soon as possible after the validation)

Press Release:

- In the context of transparency, once all the facts are validated, EC should ensure the information is made public instead of waiting the publication in the Statutory Report.
- This proactive approach will set a precedent for the future.
- The press release should mention that a process review will take place and that controls measures will be put in place to prevent this from happening again.
- The Press Release will be published once the message to ACPP has been sent.
- A draft press release has already been prepared and will be sent up to the CEO.

Considerations:

- Verifications were made to ensure that there were no additional cases where ROs did not return bags of ballots. While it was confirmed that all EDs sent a bag of ballots back to ECHQ, it can't be guaranteed that there are no other unreturned ballots bags.

Next Steps:

- Once the bag of ballots is received, the verification will start immediately.
- Once the verification is complete, the message to ACPP will be sent out.
- After the ACPP message is sent out, the press release will go out.
 - o The ACPP message and the press release will both be sent up to the CEO for final approval. The CEO will look at both these communications in parallel.

MESURES À PRENDRE ACTION ITEMS	PERSONNE RESPONSABLE PERSON RESPONSIBLE	ÉCHÉANCE DEADLINE
Receive and treat the batch of ballots at 440 Coventry - o Ensure the information given by the RO is correct. - o Ensure the count is accurate. - o Ensure that the addresses of electors correspond to the 343 electoral map (not the 338). - o Ensure that the data of electors corresponds to the data in REVISE and that the number of outer envelopes per ED is accurate.	Michel Roussel	May 6, 2025

Finalize ACPP message and share with the CEO for approval	Josée Villeneuve	May 6, 2025
Finalize press release and share with the CEO for approval	Susan Torosian	May 6, 2025
Complete a process review to ensure EC has the proper control mechanisms to avoid similar situations in the future.	Michel Roussel	December 2025

DRAFT

COMITÉ DE GESTION DES ENJEUX - ISSUE MANAGEMENT COMMITTEE:

8 mai 2025 – May 8 2025

COMPTE RENDU DES DISCUSSIONS | RECORD OF DISCUSSION

Enjeu / Issue: IMC – Boîte de scrutin au Nunavut

Heure / Time: 15h30-16h00

Lieu / Location: CEO Boardroom & MS Teams

Président : President:	Stéphane Perrault		
Secrétariat : Secretariat:	Matine Kasiri		
Présent : Present:	Josée Villeneuve Robert Sampson Nick Gamache Sophie Martineau Darrell Kekanovich	Carole-Ann Ratthe Susan Torosian Kenza Bouchaara Josée Leblanc	Jennifer Paquet Michel Roussel Karine Morin Serge Caron