Survey of Election Officers for the 44th Federal General Election

Final Report

Prepared for Elections Canada

July 2022

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This public opinion research report presents the results of a survey conducted with election officers following the 44th federal general election.

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Executive Summary

Elections Canada (EC) commissioned Phoenix SPI to conduct a survey with election officers following the 44th general election (GE) held on September 20, 2021.

1. Research Purpose and Objectives

Elections Canada, headed by the Chief Electoral Officer (CEO), is an independent, non-partisan agency that reports directly to Parliament. The Agency exercises general direction and supervision over the conduct of elections and referendums at the federal level. As part of Elections Canada's evaluation program, the agency conducts a post-election survey with a representative sample of election officers who worked during federal general elections. Like surveys following past general elections, the overall purpose of the survey for the 44th GE was to gather information on election officers' opinions on various election-related issues as well as their working experience during the election. The survey for the 44th GE also included new measures asking election officers for their views on the health and safety of working in the election on account of the ongoing COVID-19 pandemic.

2. Methodology

A 17-minute survey was administered to a stratified random sample of 4,168 election officers between December 10, 2021, and January 14, 2022. Of the 4,168 surveys administered, 2,490 were completed by telephone and 1,678 were completed online. The survey data were weighted to reflect the distribution of election officers by region, type of position, type of poll and type of polling place. Based on a sample of this size, the overall results can be considered accurate to within ±1.5%, 19 times out of 20.

3. Summary of Key Findings

Profile of Election Officers

Election officers most often became aware of the opportunity to work at the 2021 federal election through word of mouth from friends, relatives, or colleagues (35%), or because they worked in a previous election (33%). Fewer became aware of the opportunity to work in the federal election through Elections Canada's website (13%) or through being contacted by a Returning Officer or local Elections Canada office (11%).

Approximately 6 in 10 (62%) said they applied for the position through the Elections Canada website. Fewer were asked to work at the polls by someone at the local Elections Canada office (20%) or by submitting their application at a local Elections Canada office (13%). Nearly half (47%) had no previous experience working as an election officer in a federal or provincial election before the 44th GE.

Training and Preparedness

Eighty-six percent (86%) of poll workers were very or somewhat satisfied with the training session they received in advance of working in the 44th GE. Over the last decade, satisfaction with the training has remained virtually unchanged: 86% in 2008, 83% in 2011, 84% in 2015, and 83% in 2019. Of those not satisfied with the training session, similar proportions pointed to the quality of training (31%), to the staff or trainers themselves (29%), or to their perception that the session did

not provide enough information (29%) to explain why they were not satisfied with the training session.

Eighty-five percent (85%) of poll workers who worked at least one of their scheduled shifts said the training they received prepared them somewhat or very well to undertake their tasks during the 44th federal election. The perceived level of preparedness of poll workers decreased slightly (from 88% in 2019 to 85% in 2021) and remained lower than the high of 96% reported in 2015 following the 42nd GE.

Experience Working at the Polls

Nine in 10 (90%) poll workers expressed satisfaction with the way the last federal election went, including 53% who were very satisfied, unchanged from 2019 when 90% of poll workers expressed satisfaction.

Roughly 9 in 10 (87%) poll staff said that the building where they worked was suitable for holding an election. This is a decrease of four percentage points compared with 2019 but a return to the level obtained in 2015. In addition, 86% of central poll supervisors, deputy returning officers, and registration officers said it was easy to register electors, with 53% saying it was very easy. Perceptions of the ease of registering electors have declined slightly since 2019, when 90% of central poll supervisors, deputy returning officers, and registration officers said it was easy.

Most poll workers said the flow of electors at the polls went smoothly, 61% said the flow went very smoothly, and 31% said it went somewhat smoothly. Satisfaction with the flow of electors (93%) is similar to previous federal elections: 94% in 2008, 95% in 2011, 93% in 2015, and 95% in 2019.

Satisfaction with Election Materials

More than 9 in 10 (95%) poll staff reported being satisfied with the election materials that were provided to them, including 63% who were very satisfied. Satisfaction levels are consistent with previous federal elections: 92% were satisfied in 2019, 89% in 2015, and 90% in 2011. In addition, the majority (90%) of poll workers found that the various forms provided were easy to complete, including 47% who found them to be very easy. Ease of completing forms has increased over the past few elections, from 85% in 2015 to 87% in 2019 and now 90% in 2021.

Voter Identification Requirements

Virtually everyone said that the identification of electors at their polling location went well: either somewhat (24%) or very (73%) well. The results are similar to those of 2019, when 99% said it went at least somewhat well. Ninety-six percent (96%) of poll workers said the voter information card (VIC) facilitated the identification of electors.

Poll Workers' Absenteeism

Ninety-five percent (95%) of poll staff reported having worked all their scheduled shifts. Three percent (3%) were absent for all their scheduled shifts, and 2% were absent for at least one of their shifts. Among poll workers who were absent for at least part of one shift, 27% attributed their absence to a physical illness. This is followed by 15% who said they had a family emergency and 11% who said their shift presented a conflict with their regular job, school, or another responsibility.

Two-thirds (68%) of poll workers who said fellow poll staff were absent for part, or all, of their shifts indicated that absenteeism had no impact (31%) or only a minor impact (37%).

Working Conditions

More than 9 in 10 (93%) poll workers said the working conditions they experienced were good, including 54% who said the conditions were very good. Satisfaction with working conditions is virtually unchanged since 2015 (94% in 2015 and 92% in 2019 versus 93% in 2021). The proportion of poll workers who described the working conditions as very good is the same as in 2019 (54%) but was lower than the level recorded in 2015 (63%).

Eighty-six percent (86%) of poll workers were at least somewhat satisfied with the hourly rate of pay. This represents a modest increase in satisfaction since 2019 and 2015, when 80% and 81%, respectively, were somewhat or very satisfied with their pay.

Impact of COVID-19 Measures

The 44th GE was held during the COVID-19 global pandemic, so additional health and safety measures were implemented at polling places. These included hand sanitizer stations, physical distancing markers, plexiglass barriers at desks, and masks to be worn by all poll staff and by electors coming to vote.

Ninety-six percent (96%) of respondents said they were made aware of the COVID-19 conditions of employment when they were recruited, and the vast majority (97%) felt at least somewhat informed about the COVID-19 safety measures in place when they first went in to work at the poll. Most poll workers were satisfied to some degree with the personal protective equipment provided by Elections Canada (94%); and 95% felt safe with the measures in place for COVID-19 while they were working at the poll, including 64% who said they felt very safe. Relatively few (17%) said the COVID-19 measures made their job difficult.

4. Limitations and Use of Findings

As a probability sample, the survey results are generalizable to the full population of poll workers for the 44th GE. The results will be used to assess the quality of the programs and services provided during the 44th GE. Similar surveys were conducted following the 40th, 41st, 42nd, and 43rd federal GEs.

5. Political Neutrality Certification

I hereby certify, as a senior officer of Phoenix Strategic Perspectives, that the deliverables fully comply with the government of Canada's political neutrality requirements outlined in the Policy on Communications and Federal Identity of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research. Specifically, the deliverables do not contain any reference to electoral voting intentions, political party preferences, standings with the electorate or ratings of the performance of a political party or its leader.

Signed:

Alethea Woods, President
Phoenix Strategic Perspectives

6. Contract Value

The contract value was $78,897.42 including applicable sales tax.

Introduction

Elections Canada, an independent, non-partisan agency that reports directly to Parliament, is responsible for conducting federal elections in Canada. Following the 44th general election, Elections Canada (EC) conducted a survey of election officers to evaluate the quality of services they received from EC, and to collect opinions on various election-related issues. Phoenix Strategic Perspectives (Phoenix SPI) was commissioned by EC to survey election officers following the 44th general election (GE).

1. Background and Objectives

The mandate of EC is to

- be prepared to conduct a federal general election, by-election, or referendum;
- administer the political financing provisions of the *Canada Elections Act*;
- monitor compliance with electoral legislation;
- conduct public information campaigns on voter registration, voting, and becoming a candidate;
- conduct education programs for students on the electoral process;
- provide support to the independent commissions in charge of adjusting the boundaries of federal electoral districts following each decennial census;
- carry out studies on alternative voting methods and, with the approval of parliamentarians, test alternative voting processes for future use during electoral events; and
- provide assistance and cooperation in electoral matters to electoral agencies in other countries or to international organizations.

As part of Elections Canada's evaluation program, the agency commissioned a survey of election officers who worked during the 44th federal GE. This included the following poll staff: deputy returning officers (DRO), registration officers, central poll supervisors (CPS), and information officers. In addition to these poll staff, the survey sample included individuals who were trained but were absent for all their scheduled shifts.

The purpose of the survey was to obtain election officers' viewpoints on various election-related issues, as well as their working experience during the 44th federal GE. In particular, the objectives of this survey were to assess election officers' views regarding

- recruitment and remuneration;
- level of preparation, including training;
- EC's services, products and tools, including tools for assisting electors with a disability;
- overall experience working at the polls, including proceedings at the polls, exceptional procedures and relationships with colleagues and supervisors; and
- the impact of COVID-19 safety measures.

The results will be used to assess the quality of the programs and services provided during the 44th federal GE. Similar surveys were conducted following the 40th, 41st, 42nd, and 43rd federal general elections.

2. Methodology

A mixed-mode data collection strategy was used to survey 4,168 election officers following the 44th GE. Of the 4,168 surveys administered, 2,490 were completed by telephone and 1,678 were completed by web. To ensure adequate sample sizes for subgroup analyses, several groups of officers were oversampled: specifically, officers who worked at mobile polls or polling places in First Nations communities, or in retirement residences and long-term care facilities. The survey data were weighted to accurately reflect the distribution of election officers by region, type of position, type of poll, and type of polling place. Based on a sample of this size, the overall results can be considered accurate to within ±1.5%, 19 times out of 20. The fieldwork was conducted from December 10, 2021, through January 14, 2022. For a more complete description of the methodology, refer to the Appendix.

3. Notes to Readers

- All results in the report are expressed as percentages, rounded to the nearest whole number unless otherwise noted. Percentages may not always add to 100% due to rounding or multiple response questions. In addition, when percentages are aggregated (i.e., ratings of 4 and 5 on a five-point scale are summed), unrounded values are used.
- The terms “poll workers,” “poll staff” and “election officers” are used in the report to refer to those who held positions at polling places or mobile polls: central poll supervisors, information officers, registration officers, or deputy returning officers.
- The number of respondents changes throughout the report because questions were often addressed to sub-samples of the survey sample. Accordingly, readers should be aware of this and exercise caution when interpreting results based on smaller numbers of respondents.
- Subgroup differences are identified in the report. When reporting subgroup variations, only differences that are significant at the 95% confidence level and that pertain to a subgroup sample size of more than n=30 are discussed in the report.
- If one or more categories in a subgroup are not mentioned in a discussion of subgroup differences (for example, if two out of eight regions are compared), it can be assumed that significant differences were found only among the categories reported.
- Similar surveys were conducted in 2008, 2011, 2015, and 2019; where appropriate, reference is made to previous results.

Detailed Findings

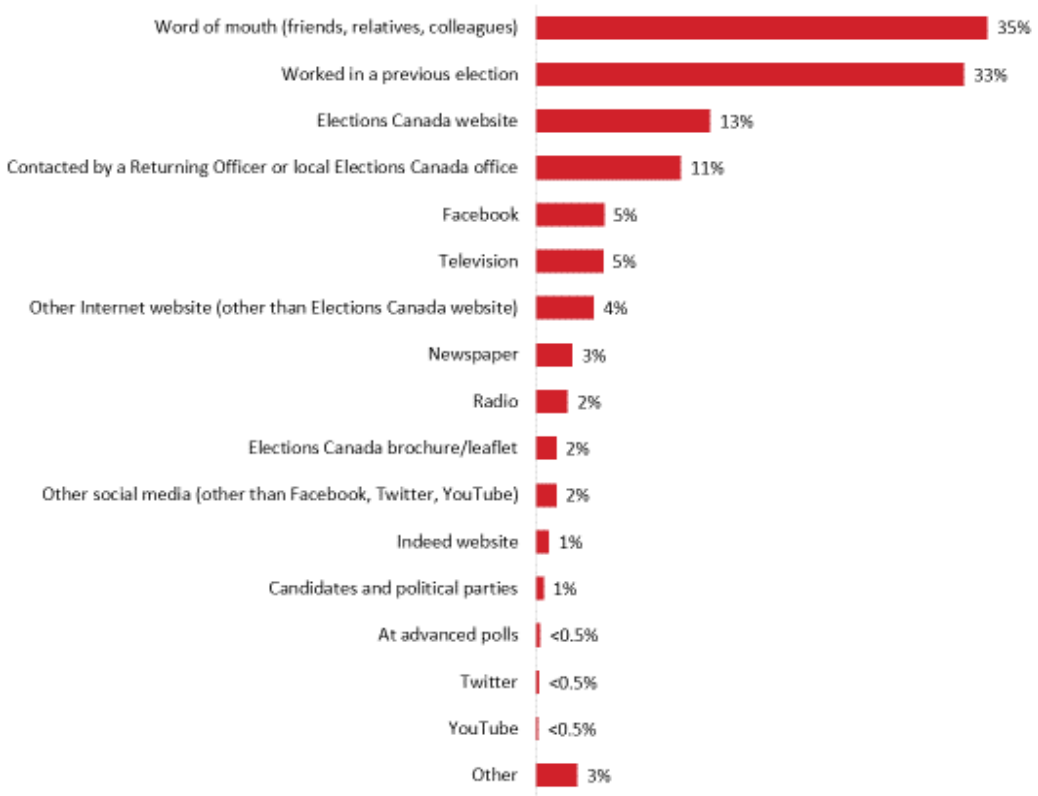
1. Profile of Election Officers

This section provides information about some characteristics of the election officers who participated in the survey.

Many say they became aware of the opportunity to work in the election through word of mouth or through previous election experience.

Election officers most often became aware of the opportunity to work at the 2021 federal election through word of mouth from friends, relatives, or colleagues (35%), or because they worked in a previous election (33%). Fewer became aware of the opportunity to work in the federal election through Elections Canada's website (13%) or by being contacted by a Returning Officer or local Elections Canada office (11%). The full range of responses is depicted below in Figure 1.

Figure 1: Awareness of Opportunity to Work in the Federal Election



Q1. How did you become aware of the opportunity to work at the 2021 federal election? [Multiple responses accepted.]
Base: n=4,168; all respondents [DK/NR: 1%].

Election officers from the Atlantic region (41%) were more likely than those from Saskatchewan (36%), British Columbia (33%), Quebec (33%), Ontario (32%), Alberta (28%), and Manitoba (30%) to have heard of the opportunity to work in the federal election through having worked in a previous election.

Information officers (42%) were more likely than officers working in other positions to have learned about the opportunity to work in the federal election through word of mouth. Central Poll supervisors (47%) were more likely to have become aware of the opportunity because they had worked in a previous election.

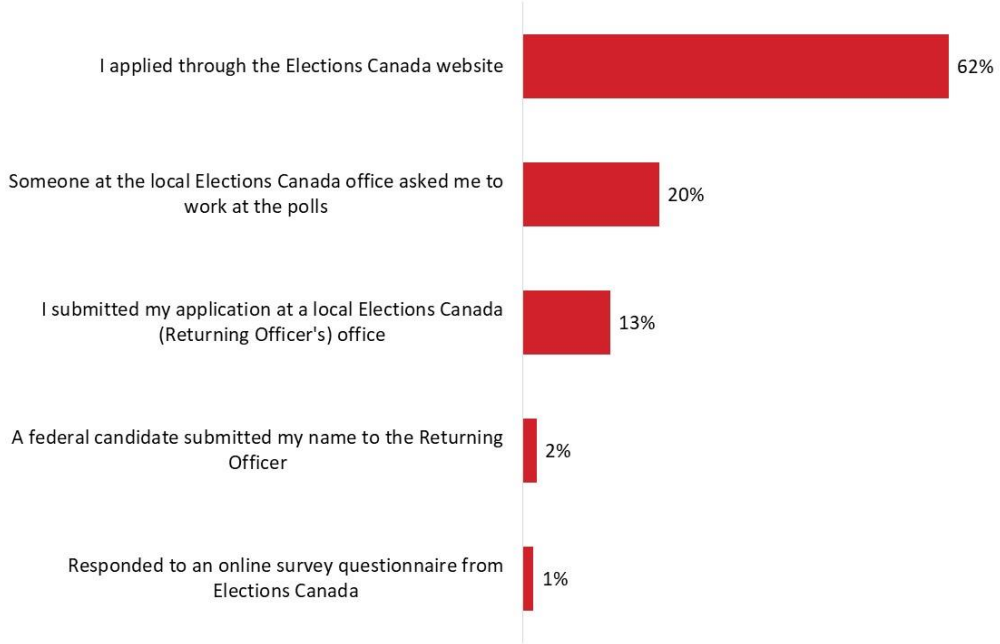
Election officers working at polls located in First Nations communities (22%) were less likely than those working in seniors' residences or long-term care facilities (33%) or in other communities (33%) to have learned of the opportunity through working in a previous election.

The likelihood of becoming aware of the opportunity through word of mouth was highest among 16- to 24-year-olds (60%) and lowest among those aged 75 and older (22%). Conversely, the likelihood of having learned of the opportunity through working in a previous election generally increased with age, from 14% of 16- to 24-year-olds to 54% of those aged 75 and older.

Most applied through the Elections Canada website

Six in 10 (62%) election officers indicated that they applied through the Elections Canada website. A further 2 in 10 (20%) said they applied because someone at the local Elections Canada office asked them to work at the polls. Other methods for applying were mentioned in smaller proportions, as demonstrated below in Figure 2.

Figure 2: Method of Application as Election Officer



Q2. How did you apply for the job of election officer for this election? [SPLIT SAMPLE.]
Base: n=2,097; all respondents [DK/NR: 2%].

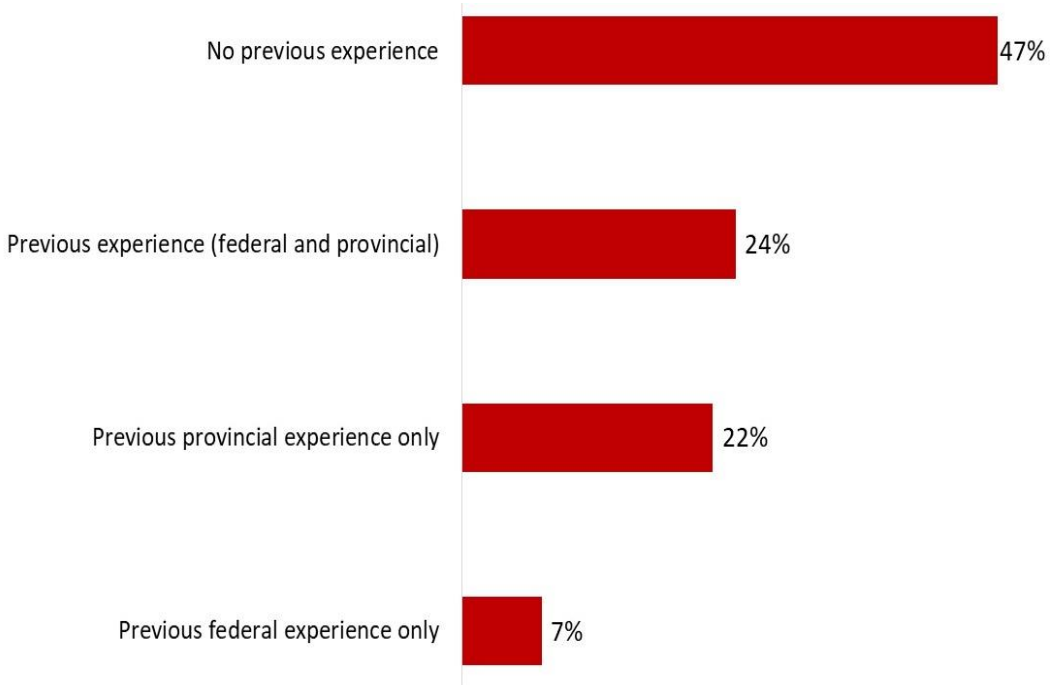
The likelihood of applying through the Elections Canada website generally decreased with age, from 75% of 16- to 24-year-olds to 44% of those aged 75 and older.

Central Poll Supervisors (53%) were less likely than those working in other positions to have applied through the Elections Canada website.

Almost half had no previous experience working as an election officer

Forty-seven percent (47%) of election officers had no previous experience working as an election officer in a federal or provincial election. In contrast, 24% said they had previously worked in a federal or provincial election, 22% in only a provincial election, and 7% in only a federal election.

Figure 3: Previous Experience as an Election Officer

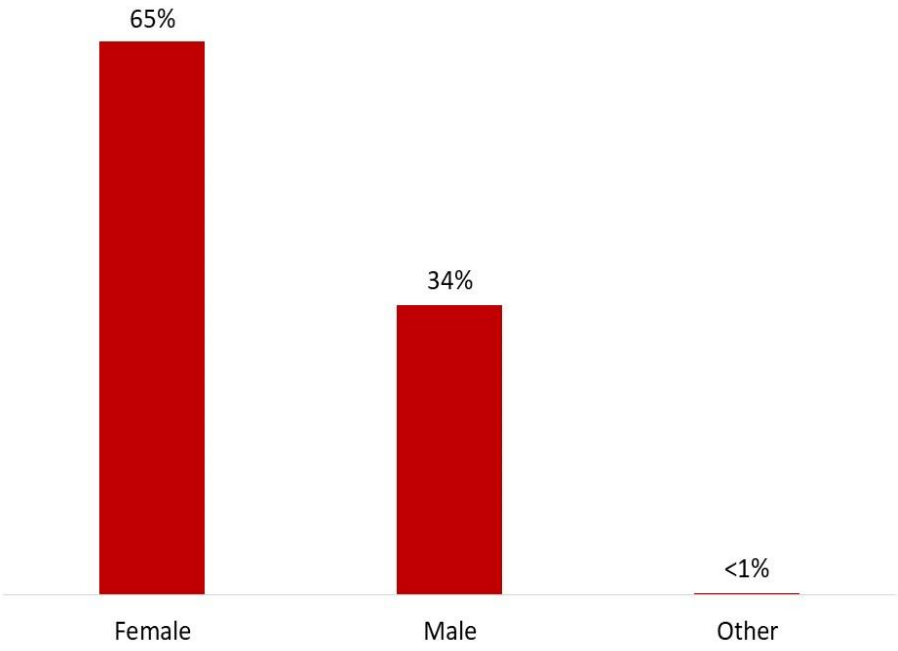


Data derived from sample information and Q83. Have you ever worked as an election officer in a provincial election? Base: n=4,168; all respondents.

Majority of election officers are female

The majority of election officers are female (65%), while approximately one-third (34%) are male and less than 1% have another gender.

Figure 4: Gender

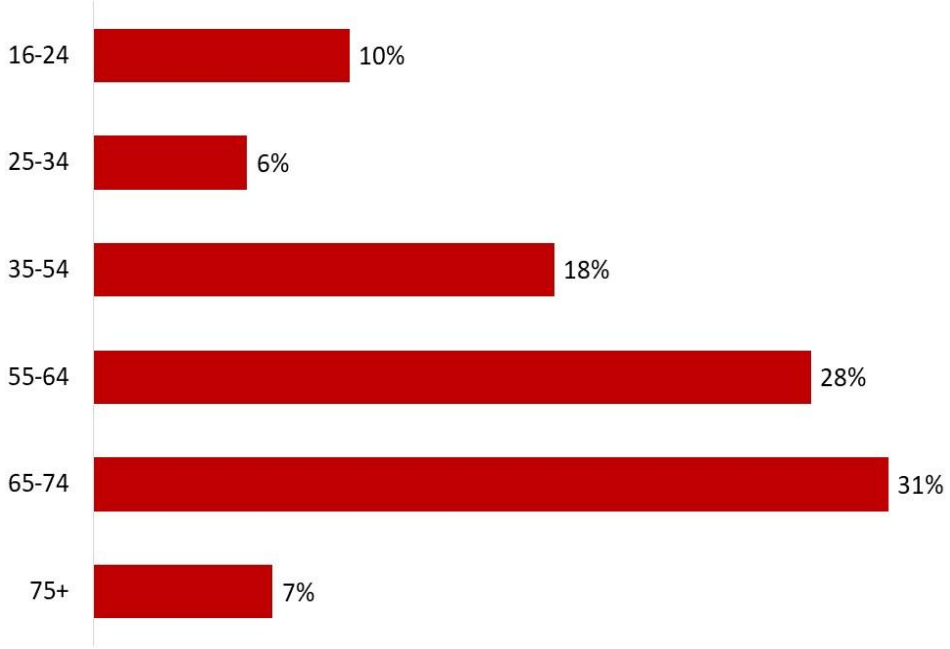


Q84. What is your gender? Base: n=4,168; all respondents.

Many election officers were between the ages of 55 and 74

Fifty-nine percent (59%) of election officers are between the ages of 55 and 74 (28% are between 55 and 64, while 31% are 65 to 74). One-third (34%) are under 55 years of age, and few are aged 75 or older (7%).

Figure 5: Age

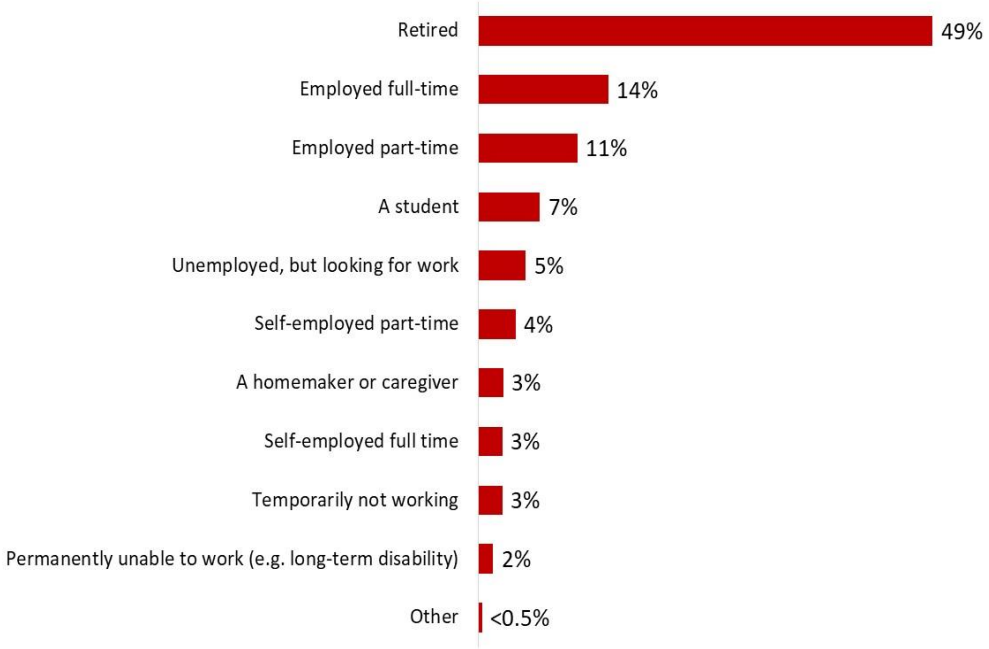


Q85 [recoded]. What is your year of birth? Base: n=4,168; all respondents [NR: 2%].

Half are retired

Half (49%) of the election officers surveyed said they are retired, 14% are employed full-time, and 11% are employed part-time.

Figure 6: Employment Status

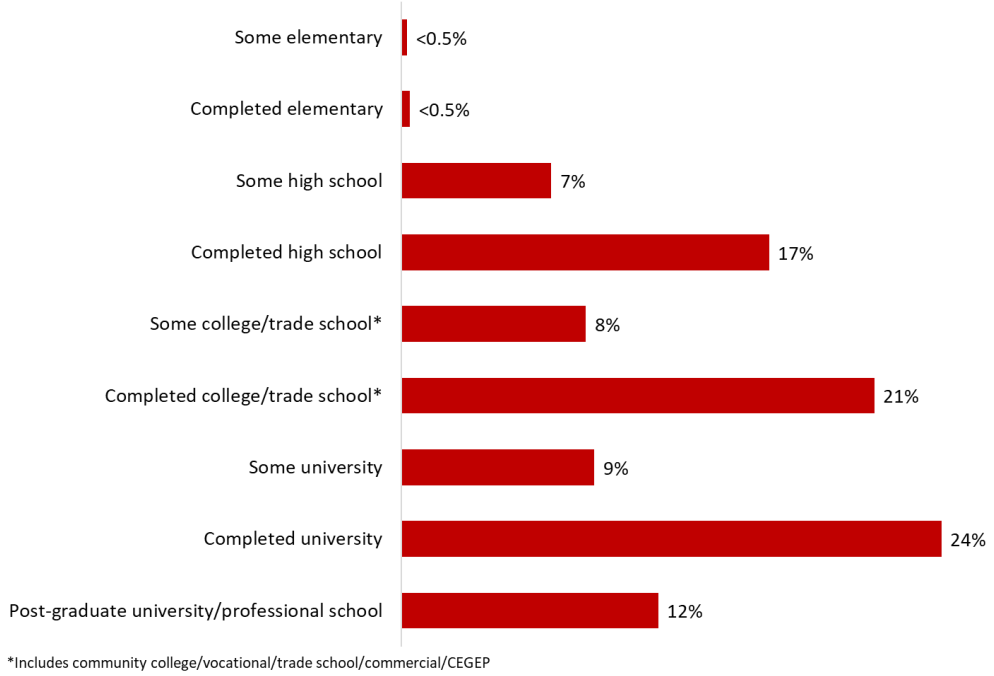


Q86 What best describes your current employment status? Base: n=4,168; all respondents [NR: <1%].

Many have completed post-secondary studies

Many election officers have completed post-secondary studies: 21% completed college, 24% completed university, and 12% completed a post-graduate university degree. Seventeen percent (17%) have completed some post-secondary studies, an additional 17% have completed high school, and 7% have not completed high school.

Figure 7: Highest Level of Education Reached

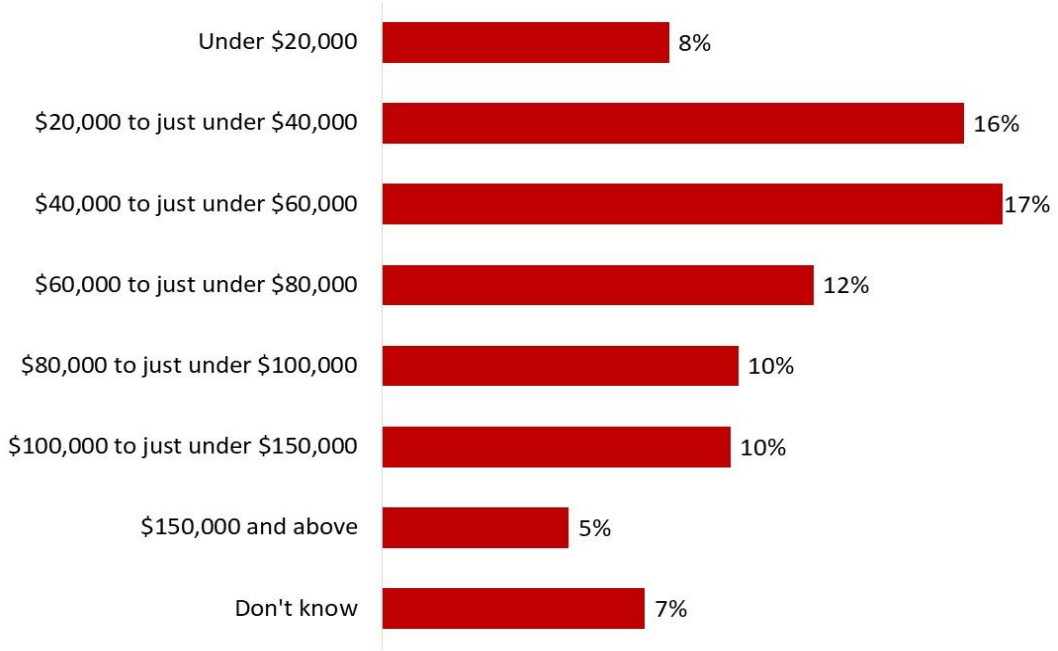


Q87. What is the highest level of education that you have reached? Base: n=4,168; all respondents [DK/NR: 1%].

Household incomes varies, but the plurality report incomes under $60,000

Forty-one percent (41%) of election officers reported household incomes of under $60,000 a year, including 16% with annual incomes between $20,000 and $39,999 and 17% with annual incomes between $40,000 and $59,999. A little over one-third (36%) of officers reported annual household incomes of $60,000 or more.

Figure 8: Annual Household Income

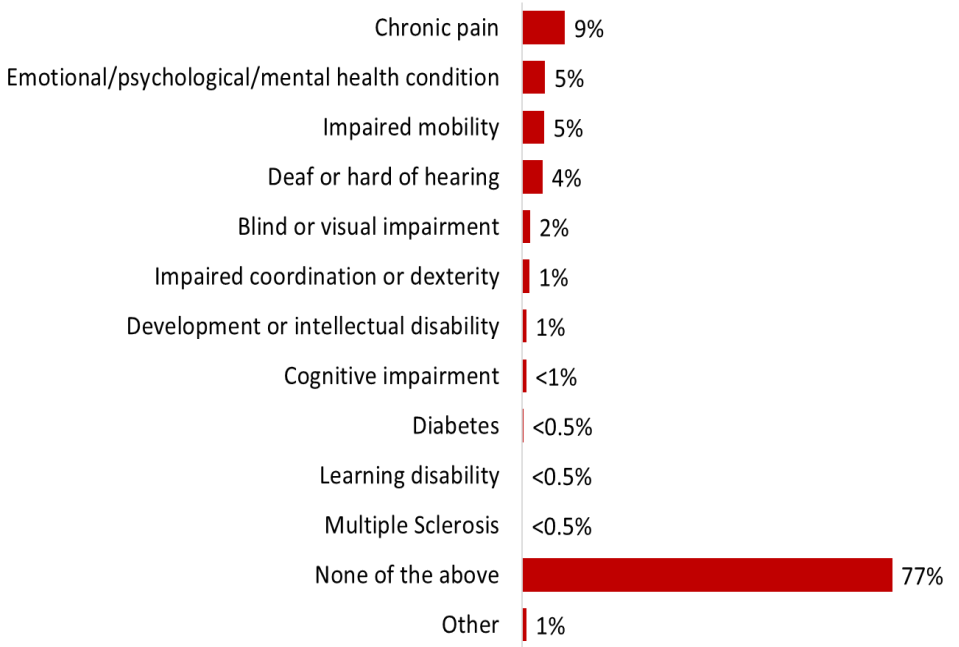


Q89 What was the total annual income of all members of your household combined, before taxes in 2020? Base: n=4,168; all respondents.

One in 5 election officers has a disability

When respondents were asked whether they experience a number of conditions, 20% identified at least one of the conditions indicating they have some level of disability, while 77% had none of the listed conditions. The full range of conditions can be found in Figure 9.

Figure 9: Disability Status

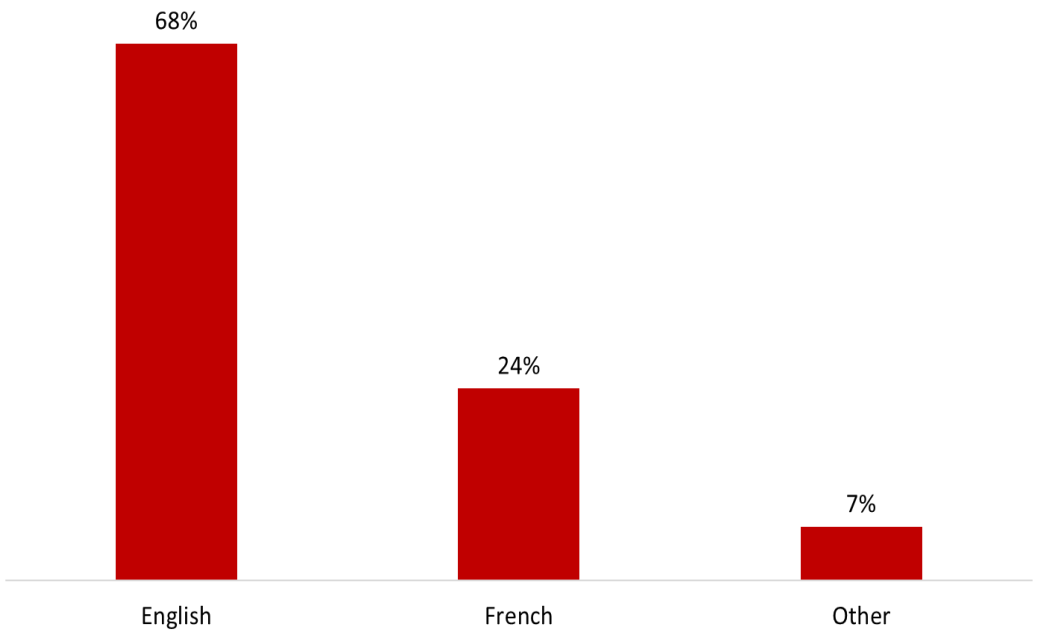


Q88. Would you please indicate whether you have any of the following conditions? Base: 4,168 [DK/NR: <1%].

A majority speak English most often

A majority of election officers (68%) speak English most often at home. Approximately one-quarter (24%) speak French, while 7% speak a language other than English or French.

Figure 10: Language Spoken at Home



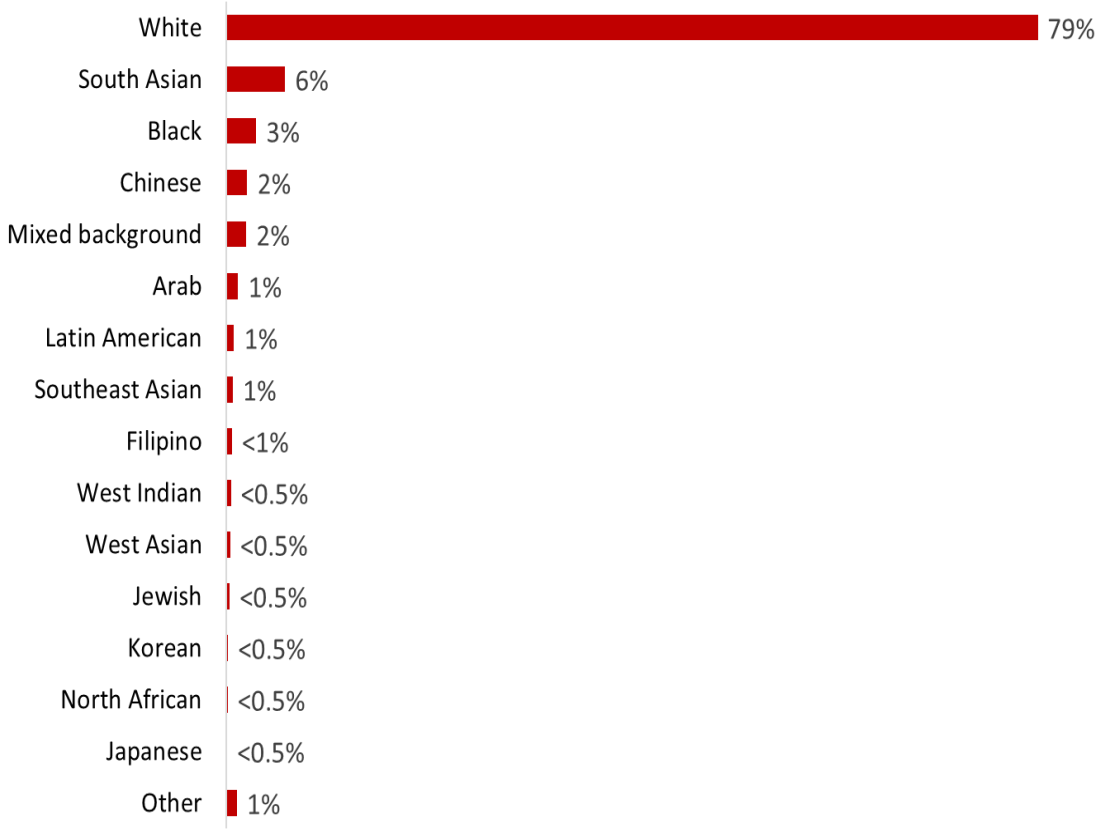
Q90. What language do you speak most often at home? Base: n=4,168; all respondents [DK/NR: 1%].

Four in five born in Canada; nearly four in five are white

Four in five election officers (82%) were born in Canada. Seventeen percent (17%) were born outside of Canada. Four percent (4%) of respondents identified as either First Nations, Métis, or Inuk.

Among those who were not Indigenous, four in five (79%) characterized their ethnic or cultural background as white. The full range of backgrounds can be found in Figure 11.

Figure 11: Ethnocultural Background



Q94. Could you please tell me your ethnic or cultural background? Base: n=3,913; non-Indigenous respondents [DK/NR: 3%].

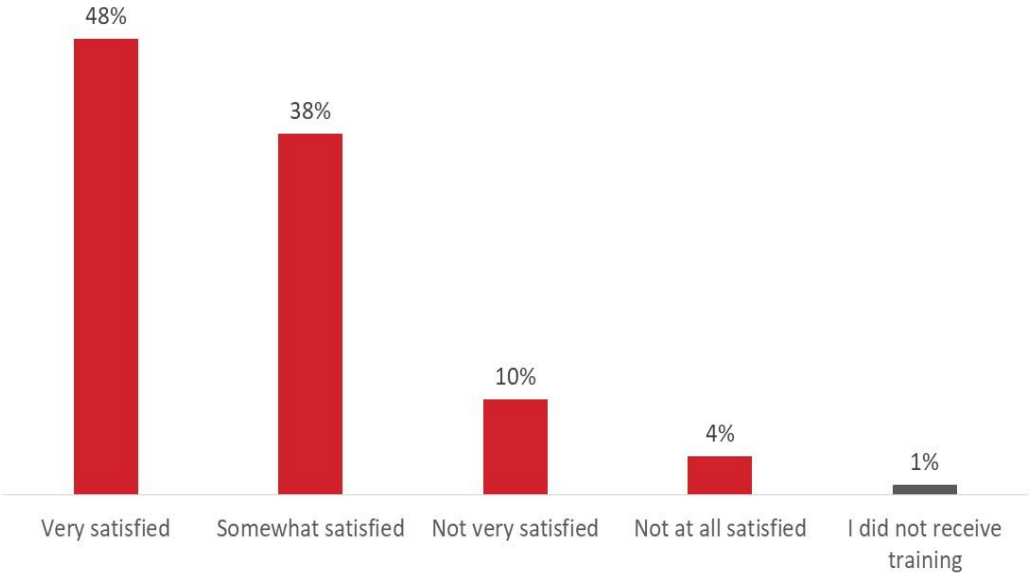
2. Training and Preparedness

This section discusses poll workers' satisfaction with the training they received, as well as their perceived level of preparedness to undertake their tasks during the federal election following their training.

Nearly half were very satisfied with the training session

More than 8 in 10 poll workers (86%) were somewhat or very satisfied with the training session. Over the last decade, satisfaction with the training remains virtually unchanged: 86% in 2008, 83% in 2011, 84% in 2015, and 83% in 2019.

Figure 12: Level of Satisfaction with Training



Q8. How satisfied were you with the training? Base: n=4,168; all respondents [DK/NR: <0.5%].

Poll workers in Manitoba (21%) were more likely than those in Ontario (13%), Quebec (13%), and the Atlantic region (11%) to be not very or not at all satisfied with the training session.

Information officers (90%) were more likely to be somewhat or very satisfied with the training they received than central poll supervisors (80%), registration officers (85%) and deputy returning officers (84%).

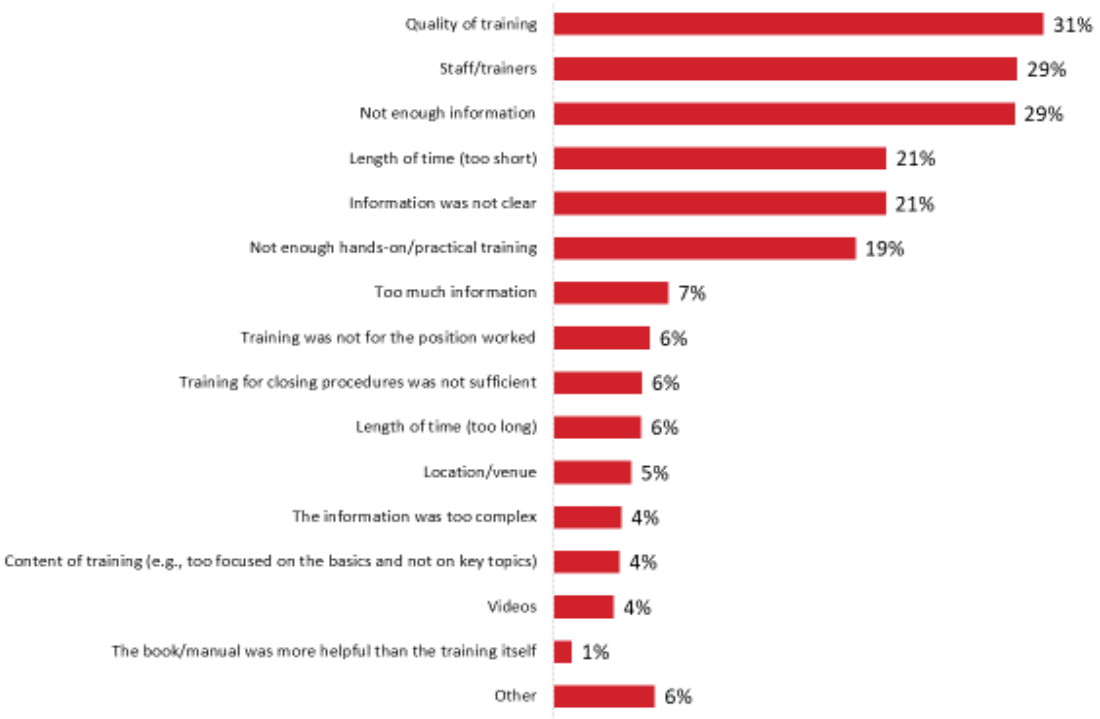
Poll workers who worked on election day at an ordinary poll (87%) or at a mobile poll (85%) were more likely to be satisfied with the training session than officers who worked at an advance poll (79%).

Poll workers between the ages of 16 and 24 (93%) and 75 and older (91%) were more likely to report being satisfied with the training session compared with other age groups (results range from 84% to 86%).

Roughly 3 in 10 of those dissatisfied with the training said the quality of training was not satisfactory

Poll workers not satisfied with the training session (n=566) were asked to identify which aspects of the training they were not satisfied with. Three in ten (31%) said that the quality of training was not satisfactory. Approximately 3 in 10 pointed to the staff/trainer (29%) and to their perception that the training session did not provide enough information (29%). Other aspects of the training with which poll workers were not satisfied included the length of the training session being too short (21%), the clarity of the information (21%), and not having enough practical/hands-on training (19%). The full range of responses is depicted below in Figure 13.

Figure 13: Unsatisfactory Aspects of Training



Q9. What aspects of the training were you not satisfied with? [Up to three responses accepted]. Base: n=577; respondents who were not satisfied with training [DK/NR: 2%].

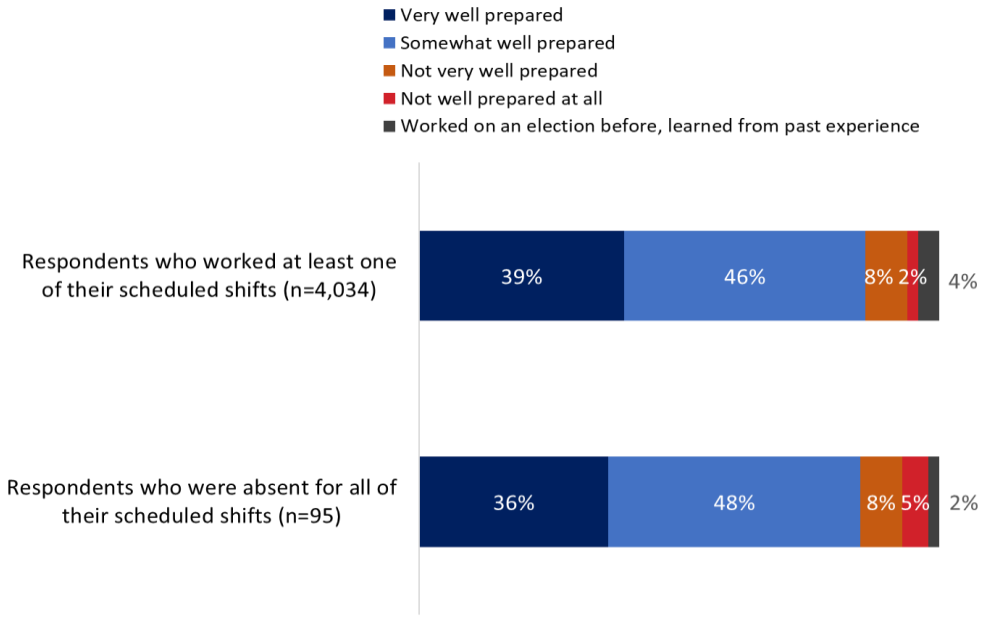
There are no noteworthy subgroup differences to report.

Majority say training prepared them to undertake their tasks during the federal election

More than 8 in 10 (85%) poll workers who worked at least one of their scheduled shifts said the training they received prepared them somewhat or very well to undertake their tasks during the last federal election. At 85%, perceived level of preparedness has decreased from the high of 96% reported in 2015 (89% in 2011 and 88% in 2019). Of note, the decline from 2015 to 2021 is particularly acute in the proportion of poll workers who said they were very well prepared to undertake their tasks, which dropped from 63% in 2015 to 39% in 2021.

Poll workers who were absent for all their scheduled shifts were asked how well prepared they felt following their training. Most (85%) said they felt prepared, with 36% saying they were very well prepared. Thirteen percent (13%) said they did not feel prepared to undertake their tasks following training, with 5% among them saying they were not well prepared at all.

Figure 14: Perceived Level of Preparedness Following Training



Q10a. Generally speaking, how well did the training prepare you to undertake your tasks during the last federal election? [DK/NR: <0.5%]. Q10b. Generally speaking, how well prepared did you feel after the training?

Among the poll workers who were present for at least one of their scheduled shifts, those in the Atlantic provinces (91%) were more likely to feel somewhat or very prepared than their counterparts in British Columbia (83%), Alberta (83%), Manitoba (79%), Ontario (85%), and Quebec (86%). Information officers were significantly more likely to feel prepared than those working in other positions (91%, compared to 86% of registration officers, 83% of deputy returning officers, and 80% of central poll supervisors). Poll workers who worked on election day at an ordinary poll (87%) were more likely to feel somewhat or very well prepared than officers who worked at an advance poll (80%).

Nearly all trained in preferred official language

Almost all respondents (98%) said that they received training in their preferred official language. Conversely, only 2% said they did not receive training in their preferred official language.

Figure 15: Trained in Preferred Official Language

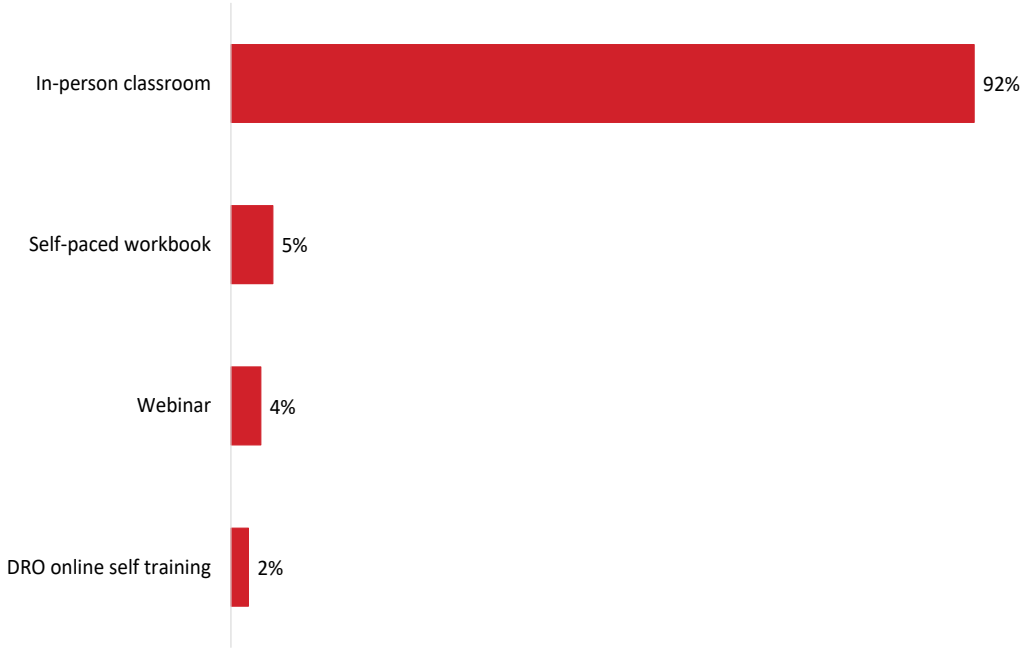
Q11. Did you receive your training in your preferred official language? Base: n=4,129; all respondents [DK/NR: <0.5%].

There are no noteworthy subgroup differences to report.

In-person classroom training was the most predominant training method

When asked about the format in which they received their training, most respondents (92%) said they were trained in person in a classroom. Other methods followed in much smaller proportions, as indicated below in Figure 16.

Figure 16: Method of Training



Q12. In what format did you receive your training? [Multiple responses accepted.] Base: n=4,129; all respondents [DK/NR: 1%].

Information officers (87%) were less likely to say they received their training in-person in a classroom than central poll supervisors (96%), registration officers (91%), and deputy returning officers (94%).

Poll workers who worked at a mobile poll (96%) were more likely to be trained in-person in a classroom than officers who worked at an advance poll or those who worked on election day at an ordinary poll (92% respectively).

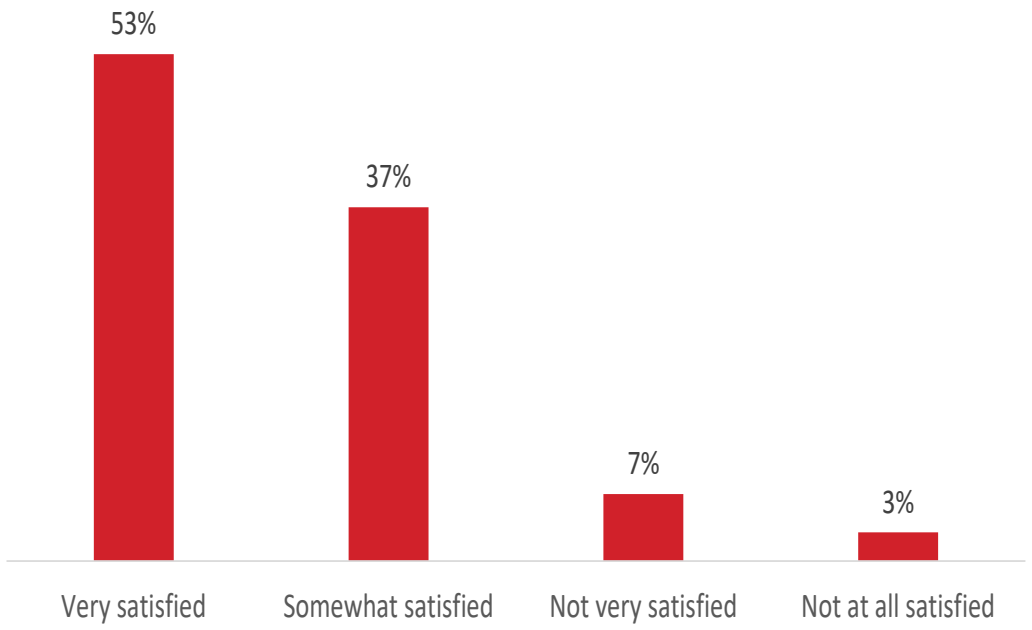
3. Experience Working at the Polls

This section presents findings related to poll workers' experiences working at their polling station.

Satisfaction is strong and widespread among poll workers

Nine in 10 (90%) surveyed poll workers expressed satisfaction with the way the last federal election went, including 53% who were very satisfied. In 2021, the level of satisfaction with the way the last federal election went is unchanged from 2019, when 90% of poll workers also expressed satisfaction.

Figure 17: Overall Satisfaction with Federal Election



Q7. As a/an (STAFFING POSITION), how would you rate your overall level of satisfaction with the way the last federal election went [at your polling place]?
Base: n=4,042; all respondents who worked at least one shift [DK/NR: <1%].

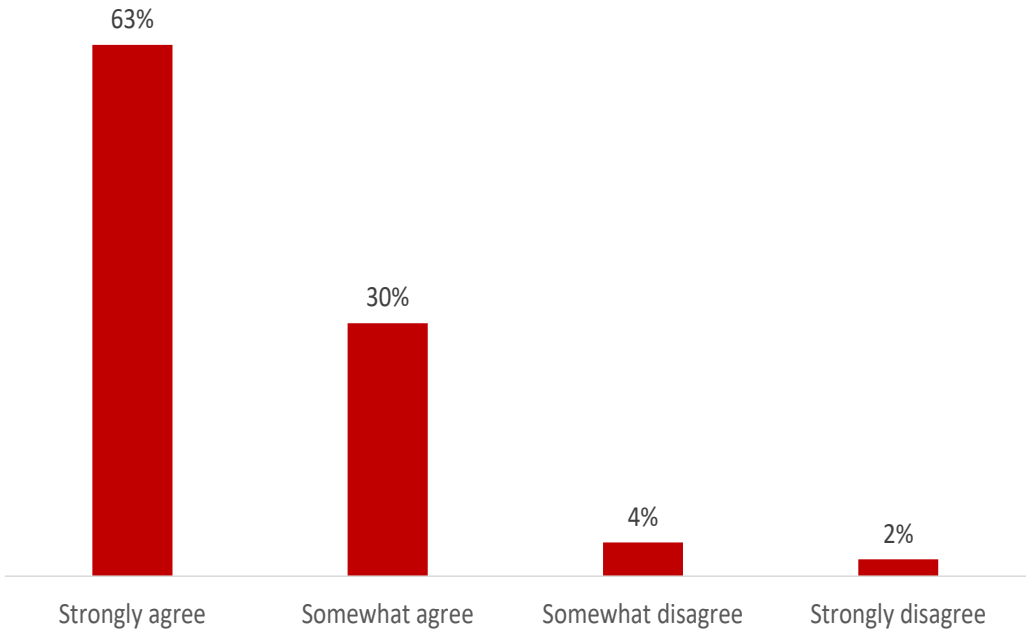
Higher proportions of poll workers in the Atlantic provinces (94%) and Saskatchewan (94%) reported being satisfied with the way the last federal election went, compared to Quebec (89%) and Ontario (88%). Satisfaction is higher and stronger among information officers and central poll supervisors than among deputy returning officers: specifically, 92% of information officers and central poll supervisors said they were satisfied, including 62% of information officers who were very satisfied with the way the last federal election went. In contrast, 88% of deputy returning officers were satisfied overall, including 49% who were very satisfied. Satisfaction levels were higher among those who worked at mobile polls (92%) or those who worked on election day at an ordinary poll (91%) than among officers who worked at advance polls (83%).

Poll workers between the ages of 16 and 24 (94%) were the most likely to report being satisfied with the way the last federal election went compared with other age groups (results range from 87% to 91%).

Large majority say the voting process went smoothly at their polling station

Ninety-four percent (94%) of the poll staff surveyed agreed strongly (63%) or somewhat (30%) that the voting process at their polling location went smoothly. Very few (6%) said the voting process did not go smoothly at their polling station.

Figure 18: Extent to Which the Voting Process Went Smoothly



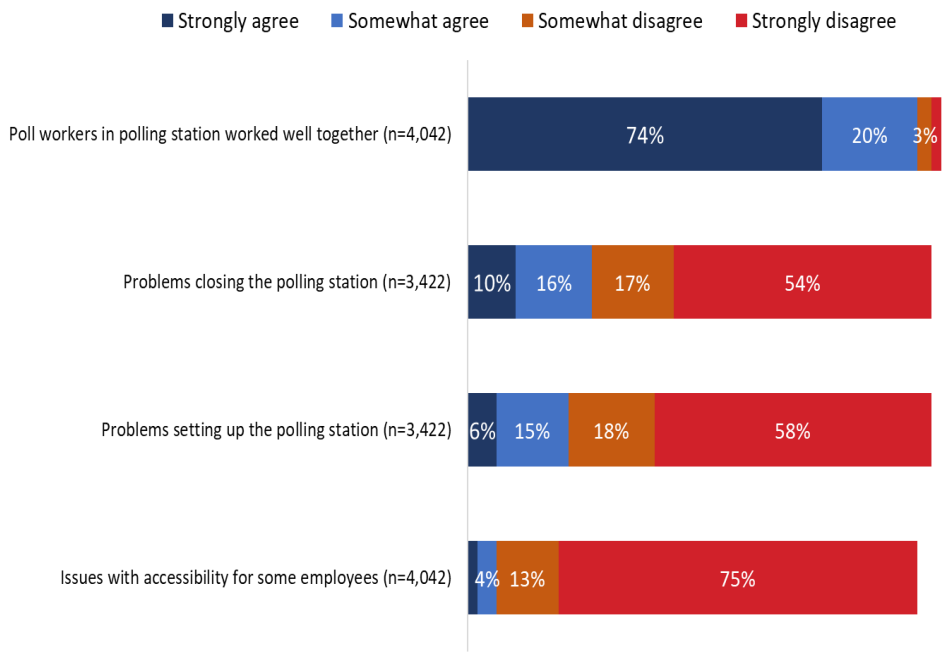
Q37. Overall, how strongly do you agree or disagree that the voting process went smoothly at your polling location?
Base: n=4,042; all respondents [DK/NR: <1%].

Poll workers in the Atlantic region (78%), followed by Manitoba (70%), were more likely to strongly agree that the voting process went smoothly at their polling station compared with Alberta (60%), Ontario (60%) and BC (59%). Those who worked in a First Nations community (77%) were more likely to strongly agree that the voting process went smoothly than those who worked at a seniors' residence or long-term care facility or in other communities (63% respectively). Central poll supervisors (68%) were more likely to strongly agree that the voting process went smoothly at their polling station than deputy returning officers (62%) and registration officers (61%).

Majority say the poll workers at their polling place worked well together; few note problems

More than 9 in 10 poll workers (94%) agreed that poll workers in their polling place worked well together, including three-quarters (74%) who strongly agreed. In addition, most disagreed that there were problems setting up (76%) or closing (72%) the polling station or issues with accessibility for employees (87%).

Figure 19: Problems Encountered at the Polling Place



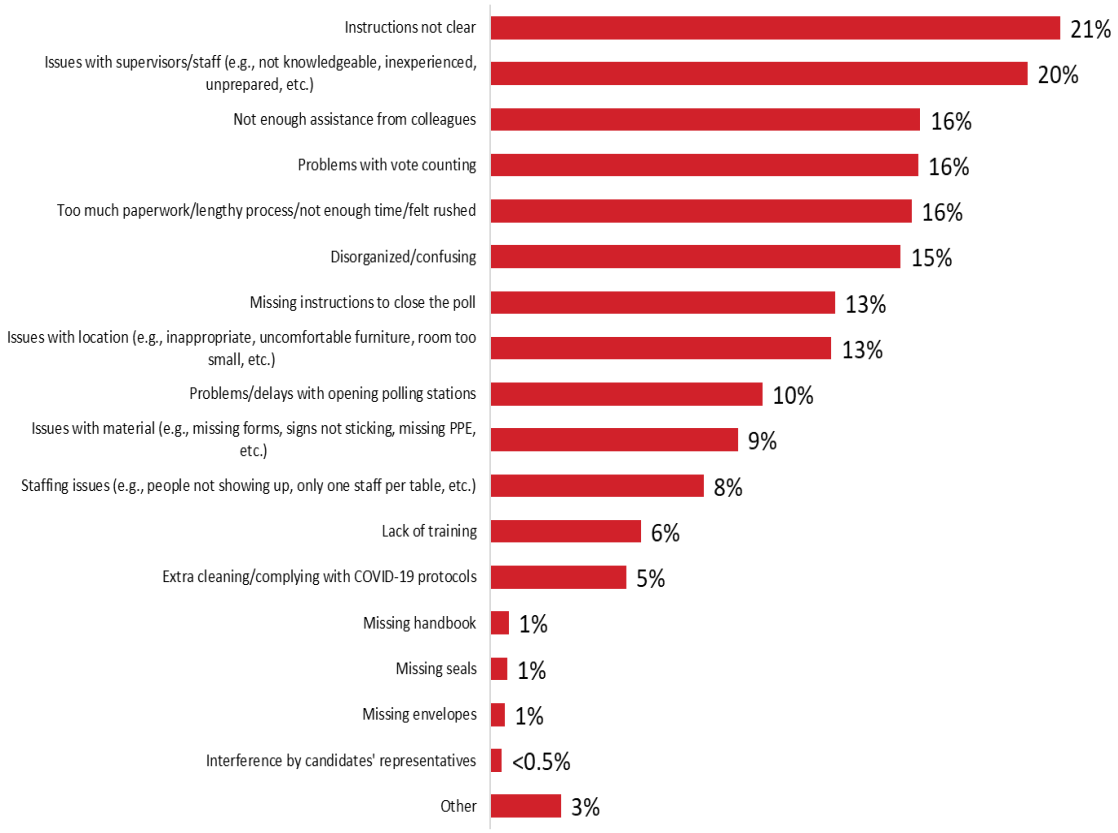
Q54.
Thinking about your experience during the 2021 federal election, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following …? [DK/NR: ranged from 1% to 7%.]

One in five poll workers found instructions for opening and closing the polling station unclear

Poll workers who agreed there were difficulties opening and/or closing the polling station (n=1,218) were asked to identify the types of difficulties they encountered. One in five (21%) said that instructions were not clear, followed closely by 20% who said there were issues with supervisors/staff. Following this, 16% each said there was not enough assistance from colleagues; there were problems with vote counting; or there was too much paperwork / the process was too lengthy / there was not enough time / they felt rushed. The full range of responses is depicted in Figure 20.

The proportion of poll workers who said the instructions for closing the poll were not clear has decreased significantly since 2019: 33% said closing did not go well due to unclear instructions in 2019, compared to 21% in 2021 (a decrease of 12 percentage points).

Figure 20: Types of Difficulties Opening and Closing Polling Station

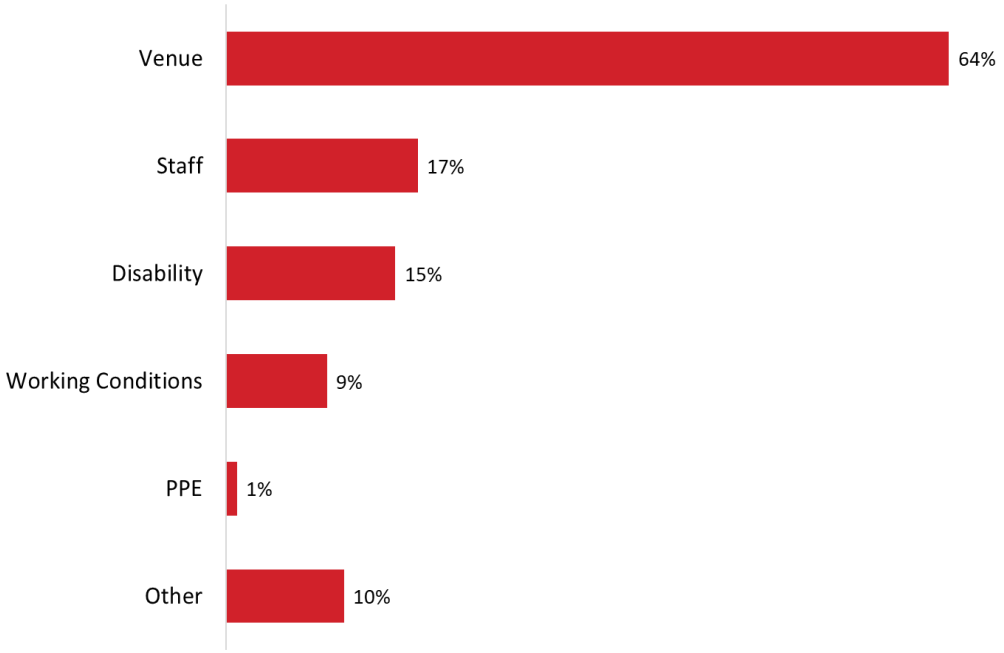


Q55. Why did you say there were problems opening and/or closing the polling station? Base: n=1,218; central poll supervisors, information officers and deputy returning officers who said there were difficulties opening and/or closing polling station [DK/NR: 7%].

Two-thirds of poll workers found accessibility issues with the venue itself

Poll workers who agreed there were issues with accessibility for some employees (n=176) were asked to identify the types of accessibility issues. Nearly two-thirds (64%) said they found accessibility issues with the polling place venue. Following this, 17% found accessibility issues caused by supervisors/staff not being available to provide assistance, 15% found a need for better accommodations for people with a disability, and 9% found working conditions to be an accessibility issue. Almost no one (1%) found accessibility issues with the personal protective equipment (PPE) worn by poll workers as part of COVID-19 health and safety measures.

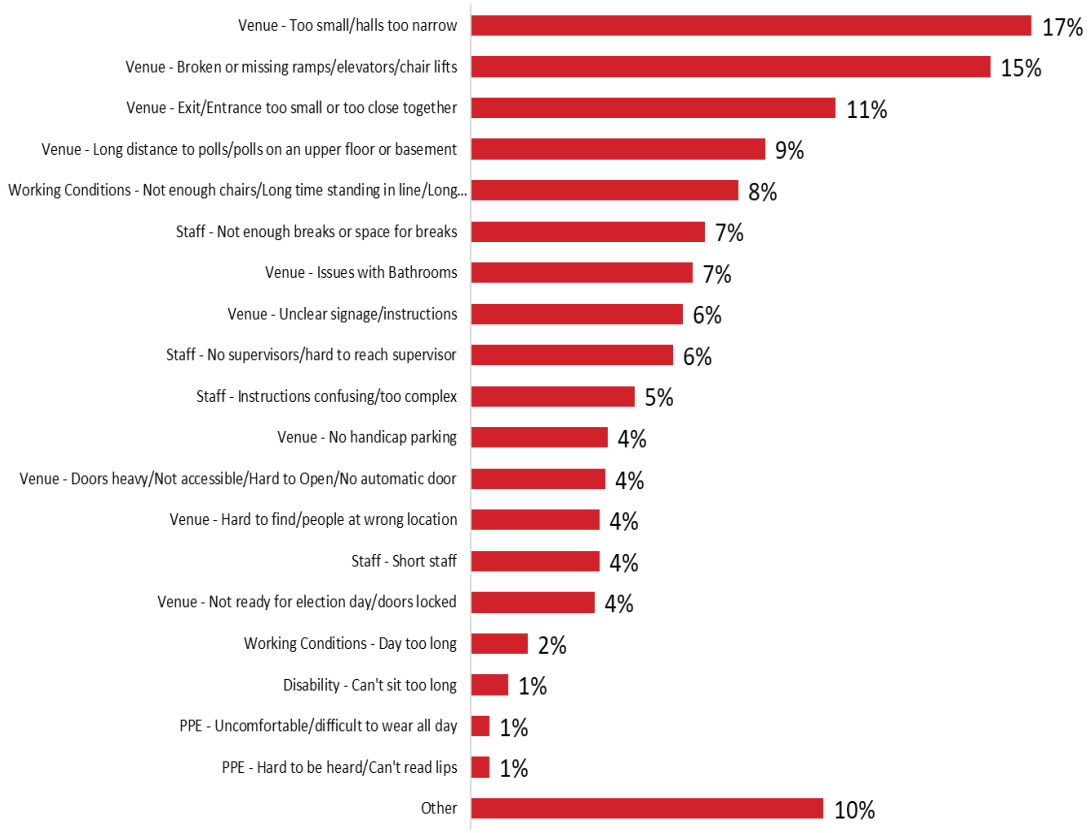
Figure 21: Causes of Accessibility Issues [Themes]



Q56. What kind of accessibility issues did you notice? [Up to three responses accepted.] Base: n=176; central poll supervisors, information officers and deputy returning officers who said there were difficulties with accessibility for some employees [DK/NR: 6%].

Included within venue-related accessibility issues were 17% who identified the venue as too small or having halls that were too narrow, 15% who said the venue had broken or missing ramps/elevators/chair lifts, and 11% who said venue exits/entrances were too small or too close together. The full range of responses is depicted in Figure 22.

Figure 22: Causes of Accessibility Issues



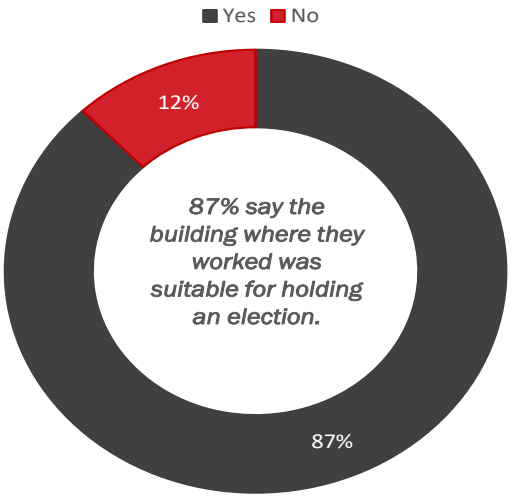
Q56. What kind of accessibility issues did you notice? [Up to three responses accepted.] Base: n=176; central poll supervisors, information officers and deputy returning officers who said there were difficulties with accessibility for some employees [DK/NR: 6%].

There are no noteworthy subgroup differences to report.

Majority say the building where they worked was suitable for holding an election

Almost 9 in 10 (87%) poll staff said that the building where they worked was suitable for holding an election. This is a decrease of four percentage points compared with 2019 but a return to the level obtained in 2015.

Figure 23: Suitability of Workplace



Q19. Would you say the building where you worked was suitable for holding an election? Base: n=4,042; all respondents [DK/NR: 1%].

The following were more likely to say the building where they worked was suitable for holding an election:

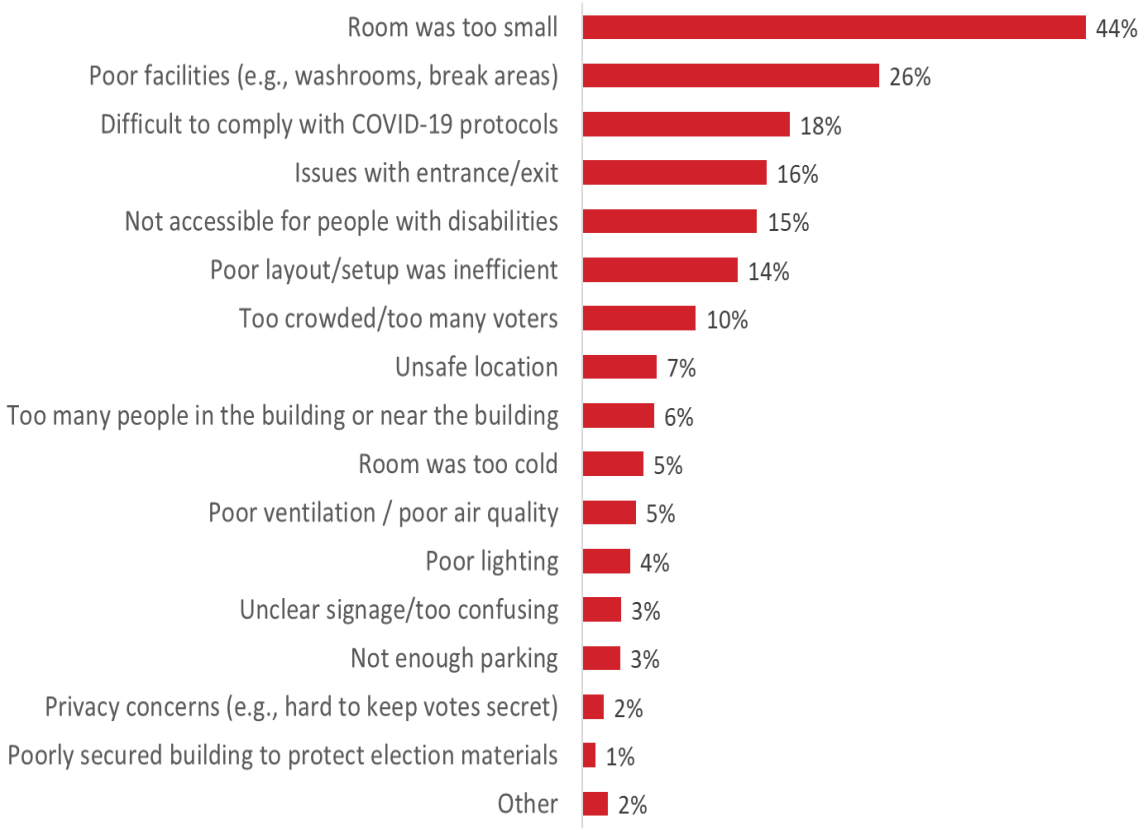
- Poll workers in Alberta (92%), British Columbia (91%), and the Atlantic region (90%) compared with those in Ontario (85%) or Quebec (86%).
- Deputy returning officers (90%) compared with central poll supervisors (86%) or information officers (83%).
- Election officers working in First Nations communities (96%) and at regular polls (87%), compared with those working at a seniors' residence or long-term care facility (82%).

Those who said the building where they worked was not suitable pointed to room size or poor facilities in general

Forty-four percent (44%) of election officers who thought the building was not suitable explained that the room where they worked was too small, while one-quarter (26%) said the building had poor facilities (e.g., washrooms, break areas, etc.). Nearly 2 in 10 (18%) reported that the building made it difficult to comply with COVID-19 protocols. Additionally, 16% cited issues with the building's entrance or exit, 15% said it was not accessible for people with disabilities, and 14% said it had a poor layout / setup was ineffective. The full range of responses is depicted in Figure 24.

Consistent with 2019, the size of the rooms remains the most common complaint regarding the buildings. In 2019, among those who said the building where they worked was not suitable for holding an election, 35% said that there was not enough room (compared to 44% in 2021). In 2021, a need for larger polling places able to accommodate physical distancing due to the pandemic may have further contributed to the frequency of this complaint. Additionally, there is minor fluctuation in the proportion of poll workers who said the building was not accessible for people with disabilities; specifically, in 2019, 20% said the building was not accessible for people with disabilities compared to 15% in 2021.

Figure 24: Reasons Location of Polling Station Was Not Suitable

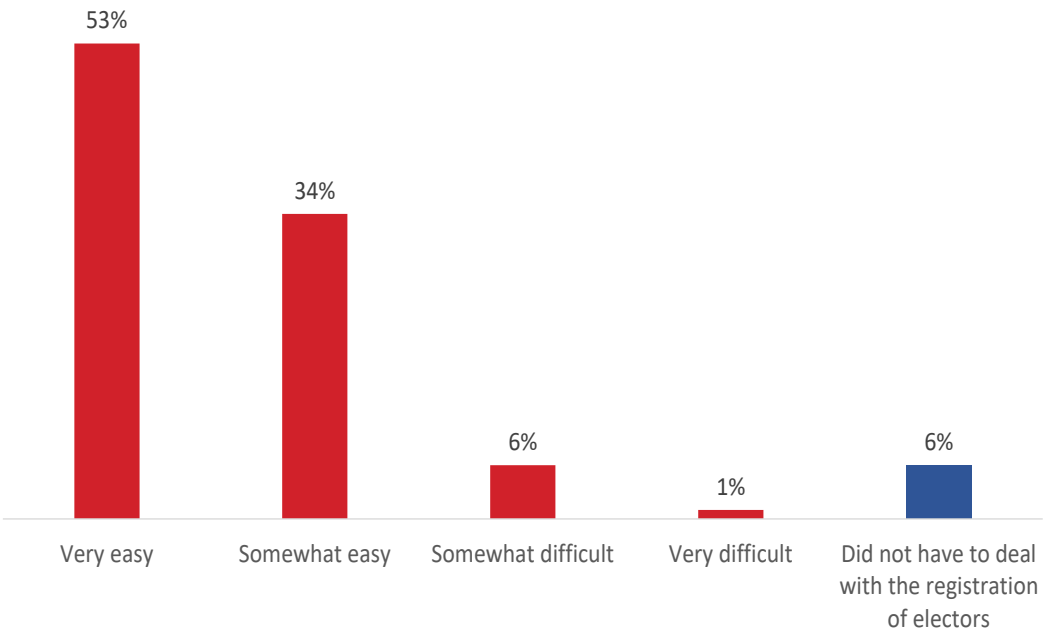


Q20. Why was the building not suitable? [Up to three responses accepted.] Base: n=471; poll staff who said the building was not suitable for holding an election.

More than four in five say the process of registering electors was easy

Eighty-six percent (86%) of central poll supervisors, deputy returning officers, and registration officers said it was easy to register electors, with 53% saying it was very easy. Perceptions of the ease of registering electors have declined slightly since 2019, when 90% of central poll supervisors, deputy returning officers, and registration officers said it was easy. Most notably, the proportion of these officers saying it was very easy to register electors has decreased significantly, from 63% in 2019 to 53% in 2021.

Figure 25: Ease of Registering Electors



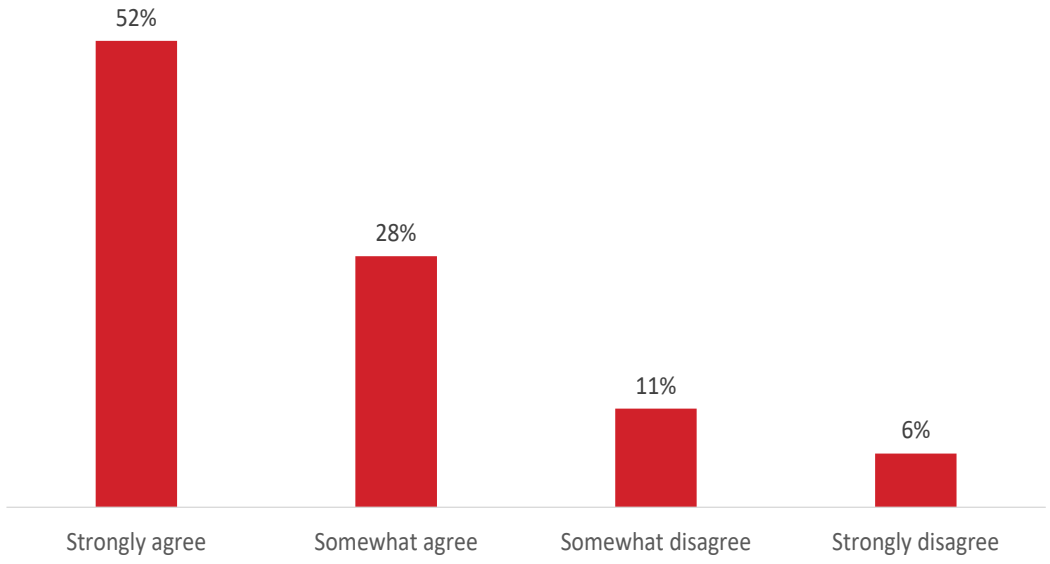
Q21. How easy or difficult was it to register electors? Base: n=3,018; central poll supervisors, registration officers, deputy retuning officers [DK/NR: 1%].

Four in five DROs say they did not need help processing voters

In previous federal elections, each deputy returning officer worked alongside a poll clerk to process voters throughout the day. In the 2021 election, each DRO worked on their own as a health and safety measure.

Eight in 10 (80%) deputy returning officers (n=1,676) agreed to some degree that it was easy to process voters without needing support from their colleagues, including half (52%) who strongly agreed and 3 in 10 (28%) who somewhat agreed. In contrast, only 17% did not agree that it was easy to process voters without support.

Figure 26: Ease of Processing Voters



Q57. How much do you agree or disagree with the following statement: As a DRO, it was easy to process voters without needing support from my colleagues? Base: n=1,658; deputy retuning officers [DK/NR: 2%].

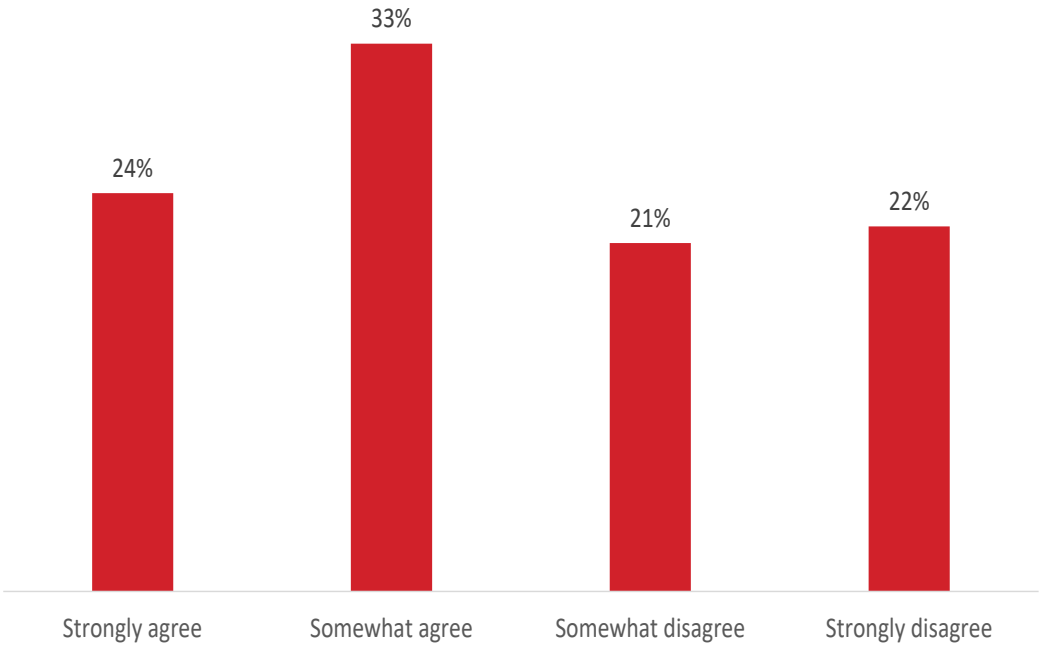
Deputy returning officers who worked on polling day (83%) were more likely than those who worked at a mobile poll (76%) or at an advance poll (66%) to agree that it was easy to process voters without support from colleagues.

Deputy returning officers from British Columbia (84%), Alberta (83%), and Quebec (83%) were more likely to agree that it was easy to process voters without support from their colleagues than those from Ontario (76%).

Half of CPSs had to support DROs with processing voters

More than half (57%) of central poll supervisors (n=740) agreed to some degree that they had to support deputy returning officers as they processed voters, with one-quarter (24%) strongly agreeing. Conversely, 43% said they disagreed to some degree that they had to support deputy returning officers as they processed voters, with 22% strongly disagreeing.

Figure 27: Supporting DROs During Processing of Voters



Q58. How much do you agree or disagree with the following statement: As a CPS, I often had to step in to support the DROs as they processed voters? Base: n=740; central poll supervisors [DK/NR: <0.5%].

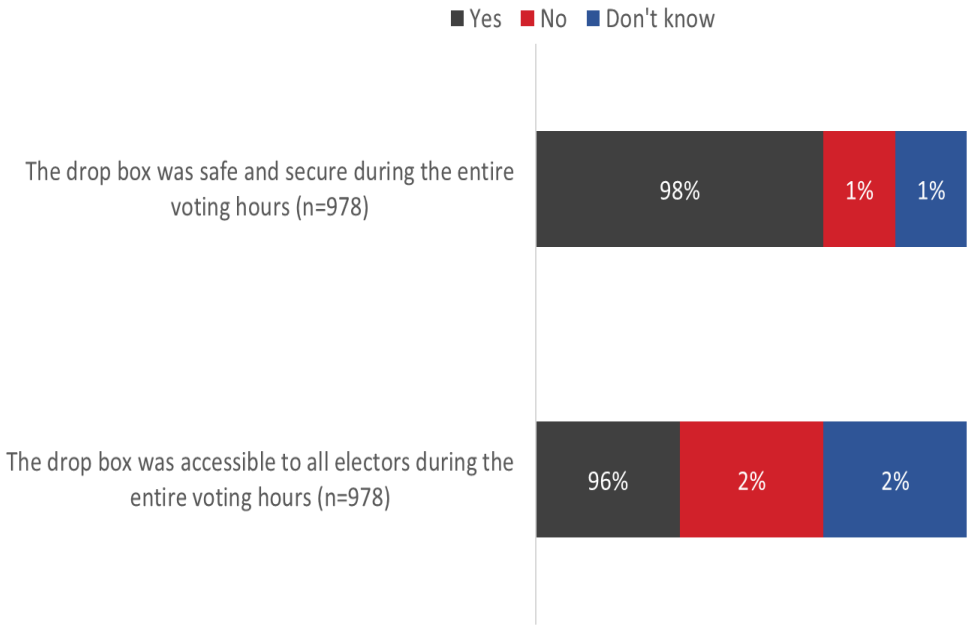
Central poll supervisors in Ontario (29%), followed by those in Quebec (27%), were more likely than those in Saskatchewan (10%) or Manitoba (14%) to strongly agree that they had to support deputy returning officers. Additionally, central poll supervisors who worked at an advance poll (34%) were significantly more likely than those who worked at a mobile poll (18%) or at an ordinary polling place on polling day (20%) to strongly agree that they had to support deputy returning officers as they processed voters.

Nearly all said the vote-by-mail drop box was safe and secure, as well as accessible to all electors during entire voting hours

In order to facilitate the return of special ballots before the close of polls, in 2021 Elections Canada introduced drop boxes designated to receive special ballots at election day polling places as an alternative to returning them by mail.

Among election day poll workers who said they were involved in managing a vote-by-mail drop box (n=978), the vast majority (98%) said that the drop box was safe and secure during the entire voting hours. Additionally, a similar proportion (96%) said the drop box was accessible to all electors during the entire voting hours.

Figure 28: Vote-by-Mail Drop Box



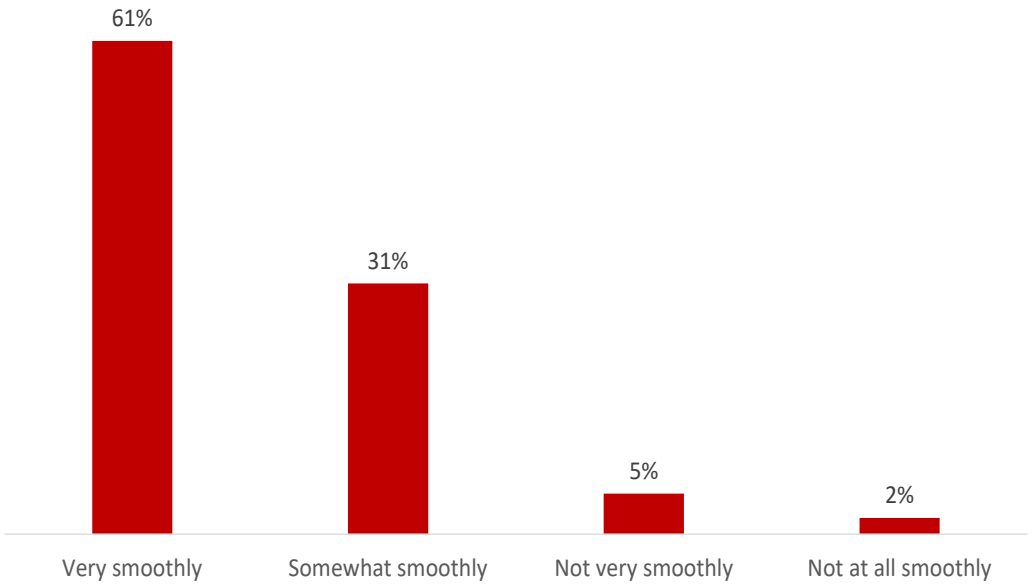
Q61. Thinking about your experience managing the vote-by-mail drop box, would you say that…? Base: those who managed a vote-by-mail drop box on polling day.

There are no noteworthy subgroup differences to report.

Poll staff said the flow of electors at the polls went smoothly

Ninety-three percent (93%) of poll staff said the flow of electors at the polls went smoothly; 6 in 10 (61%) said the flow went very smoothly, while 3 in 10 (31%) said it went somewhat smoothly. Satisfaction with the flow of electors is similar to previous election years; specifically, 94% said the flow of electors went smoothly in 2008, 95% in 2011, 93% in 2015, and 95% in 2019, compared to 93% in 2021.

Figure 29: Flow of Electors at the Polls



Q24. Overall, would you say that during your working hours the flow of electors at the polls went…? Base: 4,042; all respondents [DK/NR: 1%].

Poll workers in the Atlantic region (72%), followed by Quebec (66%) were among those most likely to say that the flow of electors went very smoothly at the polls during their working hours.

Poll workers working in polling stations in First Nations communities (74%) were more likely than officers working at seniors' residences or long-term care facilities (59%) or at regular stations (61%) to say the flow of electors went very smoothly during working hours.

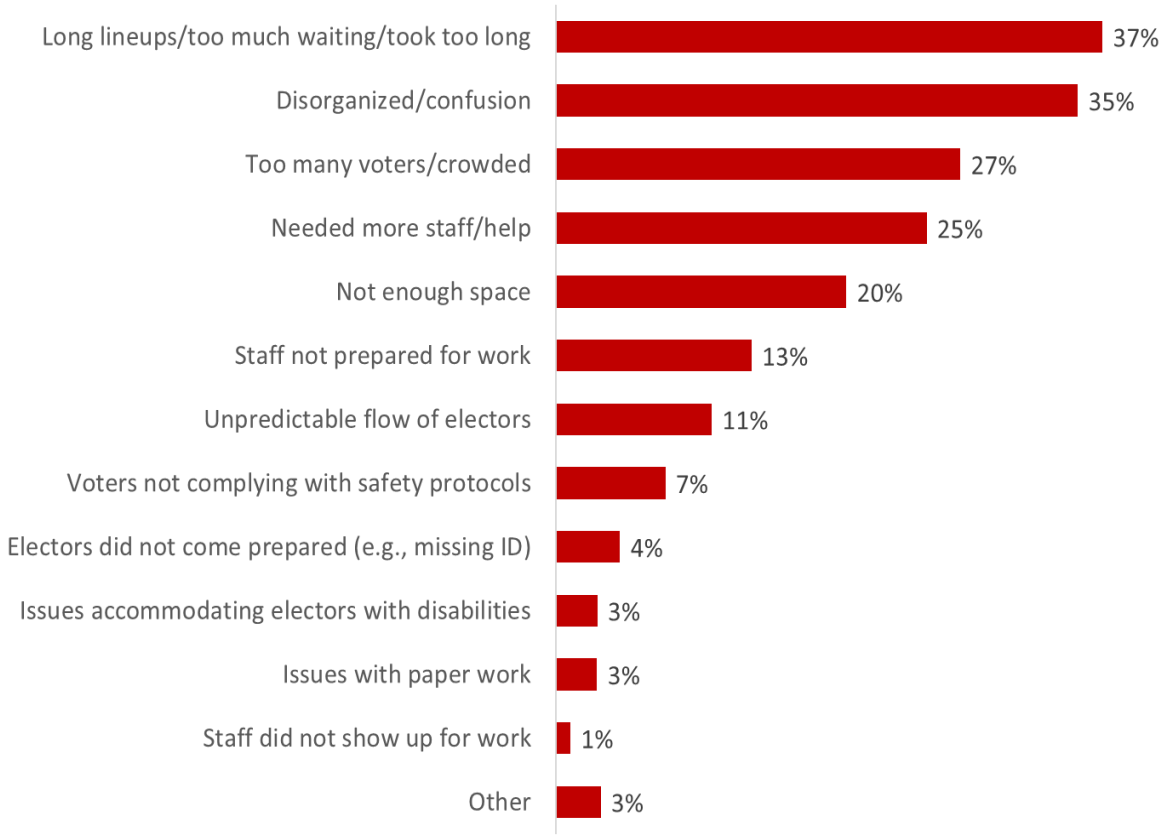
The likelihood of saying that the flow of electors went very smoothly generally increased with age, from 52% of poll staff between the ages of 16 and 24 to 65% of staff 55 to 64, 65% of staff 65 to 74, and 72% of staff aged 75 and older.

Over one-third of those who said the flow of electors went poorly said it was due to long lineups and wait times

Poll staff who said the flow of electors at the polls went poorly (n=252) were asked to identify the reason(s) why. Over one-third (37%) said it was due to long lineups and wait times. Other reasons poll staff said the flow of electors went poorly include disorganization or confusion (35%), too many voters/crowds (27%), the need for more staff/help (25%), not enough space (20%), staff being unprepared (13%), and having an unpredictable flow of electors (11%). The full range of responses is depicted in Figure 30.

Long lineups and wait times remain the most common reason offered by poll staff to explain why the flow of electors was not smooth. The proportion pointing to lineups and wait times is unchanged since 2019: 37% in 2019, compared to 37% in 2021. Disorganization and confusion also remain among the top reasons offered; however, the proportion attributing problems to this has increased significantly since 2019: 27% in 2019, compared to 35% in 2021.

Figure 30: Reasons the Flow of Electors at the Polls Went Poorly



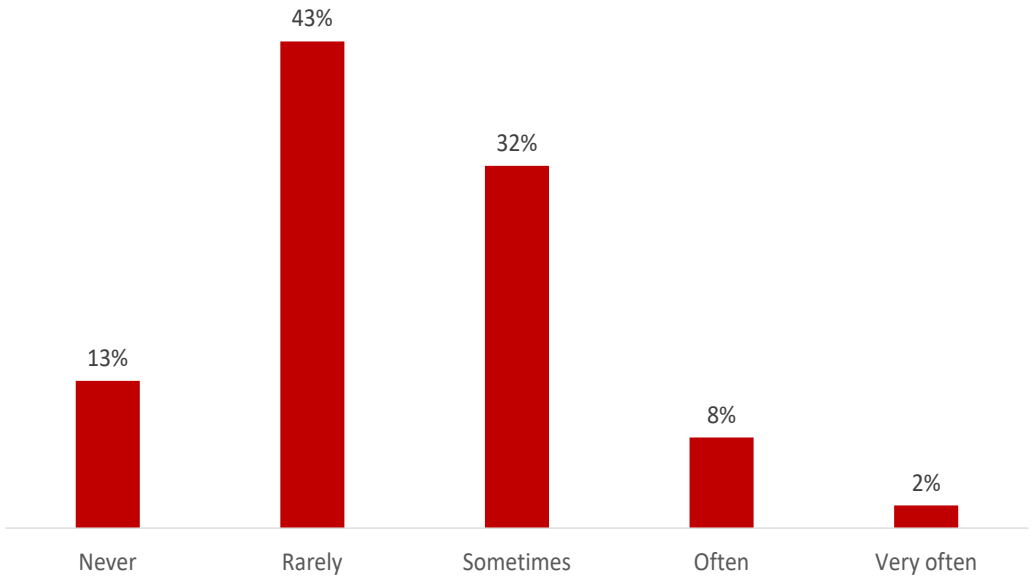
Q25. Why was the flow of electors not smooth? [Up to three responses accepted.] Base: n=252; poll staff who said the flow of electors at the polls did not go smoothly [DK/NR: 4%].

The sample size is too small to allow discussion of differences between subgroups.

Nearly three in five rarely if ever witnessed individuals asking to vote when not on the list of electors

Poll staff were asked if they witnessed individuals asking to vote who were not on the list of electors and were unable to be registered at the polling place for whatever reason. Nearly three in five (56%) said they never or rarely saw this occur; specifically, 13% said they never saw this and 43% said they rarely did. Approximately one-third (32%) said they sometimes saw individuals asking to vote who were not on the list of electors and unable to register at the polling station. Only 11% said they saw this occur often or very often.

Figure 31: Frequency of Witnessing Individuals Asking to Vote Who Were Not on the List



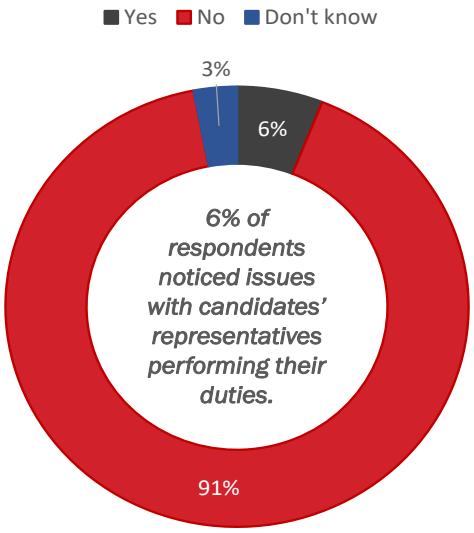
Q26. How often, if at all, did you witness individuals asking to vote who were not on the list of electors and unable to be registered at the polling station for whatever reason? Base: n=1, 360; central poll supervisors and registration officers [DK/NR: 1%].

There are no noteworthy subgroup differences to report.

Very few noticed any issues with candidates' representatives performing their duties

Nine in 10 (91%) poll workers did not notice any issues with candidates' representatives performing their duties. The proportion of poll workers who witnessed issues with candidates' representatives performing their duties—6%—is unchanged since 2019, when 5% noted such issues (in 2015, 6% noted issues with candidates' representatives).

Figure 32: Issues with Candidates' Representatives



Q35. Did you notice any issues with candidates' representatives performing their duties? Base: n=4,042; all respondents.

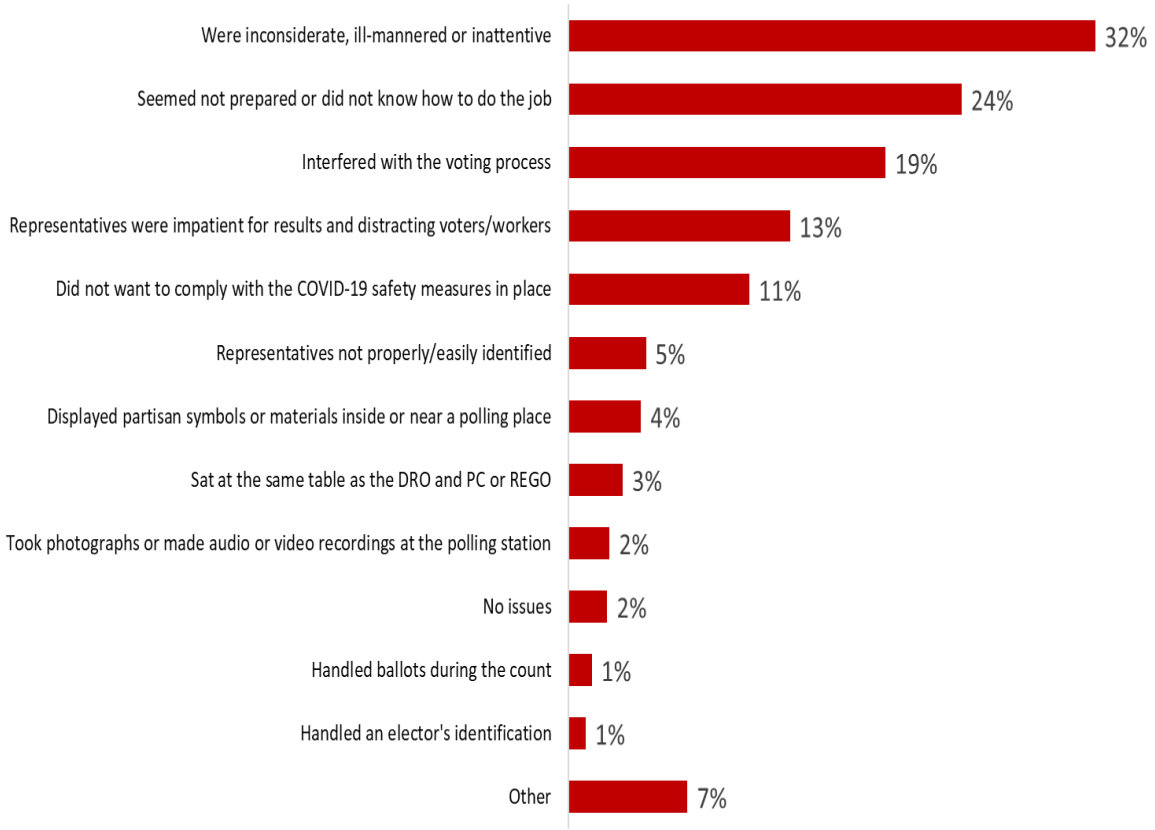
Poll workers in Manitoba (9%), Ontario (8%), British Columbia (8%), and Alberta (7%) were more likely to say they noticed issues with candidates' representatives performing their duties than poll workers in the Atlantic region (3%) and Quebec (2%). Central poll supervisors (9%) were also more likely to say they noticed issues with candidates' representatives performing their duties as compared to all other staffing positions (results range from 4% to 6%).

Candidates' representatives being inconsiderate, ill-mannered or inattentive was the biggest issue reported

Poll staff who said they noticed issues with candidates' representatives performing their duties (n=227) were asked the nature of these issues. Approximately one-third (32%) noticed candidates' representatives being inconsiderate, ill-mannered or inattentive. Following this, one-quarter (24%) found candidates' representatives to be unprepared or not knowledgeable about how to do the job and 19% witnessed these representatives interfering with the voting process. The full range of responses is depicted in Figure 33.

The most commonly reported problem with candidates' representatives performing their duties has changed from 2019, when interfering with the voting process was the most cited issue: 27% reported this in 2019 compared to 19% in 2021.

Figure 33: Types of Issues with Candidates' Representatives

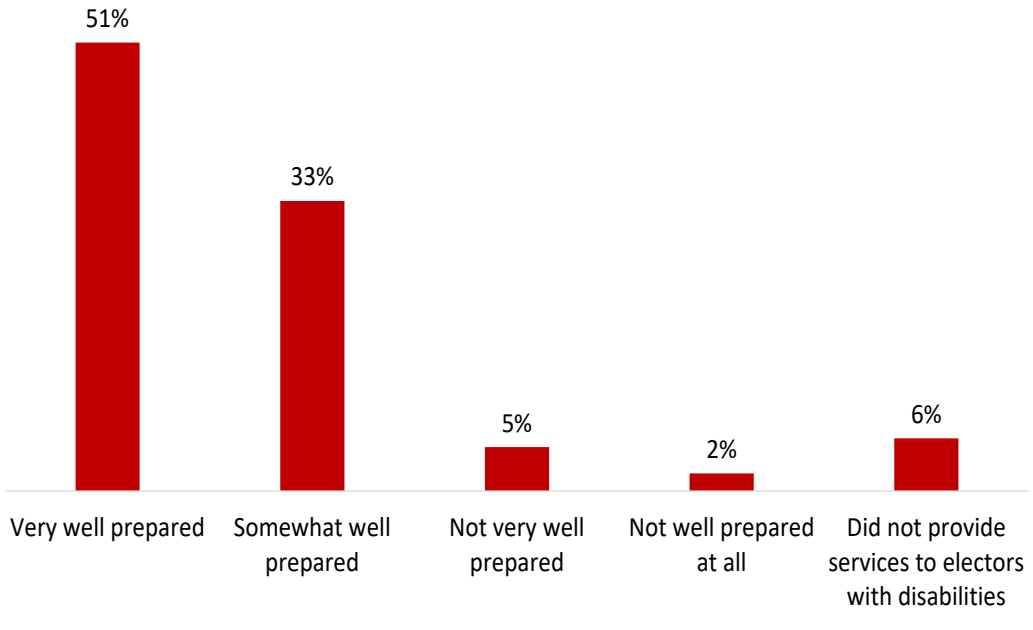


Q36. Could you tell us the nature of the issues with candidates' representatives? [Up to three responses accepted]. Base: n=227; poll staff who noticed issues with candidates' representatives performing their duties [DK/NR: 8%].

Large majority of officers felt prepared to provide services to electors with disabilities

More than 8 in 10 (84%; down from 91% in 2019 and 92% in 2015[1]) poll staff said that the training they received prepared them somewhat or very well to provide services to electors with disabilities. The proportion of poll workers who said they were somewhat well prepared to provide services to electors with disabilities is virtually unchanged since 2019, but fewer staff characterized themselves as very well prepared in 2021 (51%) compared to 2019 (58%). However, the proportion of poll workers who said they were not well prepared did not increase; rather, those who said they did not provide services to electors with disabilities had increased since 2019 (1% reported this in 2019 compared to 6% in 2021).

Figure 34: Preparedness to Provide Services to Electors with Disabilities



Q27. How well did the training prepare you to provide services to electors with disabilities? Base: n=2,031; SPLIT SAMPLE: all respondents [DK/NR: 2%].

Poll staff in Manitoba (91%) were more likely than staff in Quebec (83%) to view themselves as somewhat or very well prepared to provide services to electors with disabilities. Central poll supervisors (62%) were more likely to say they were very well prepared to provide such services compared to registration officers (54%). There were no noteworthy differences within polling stations.

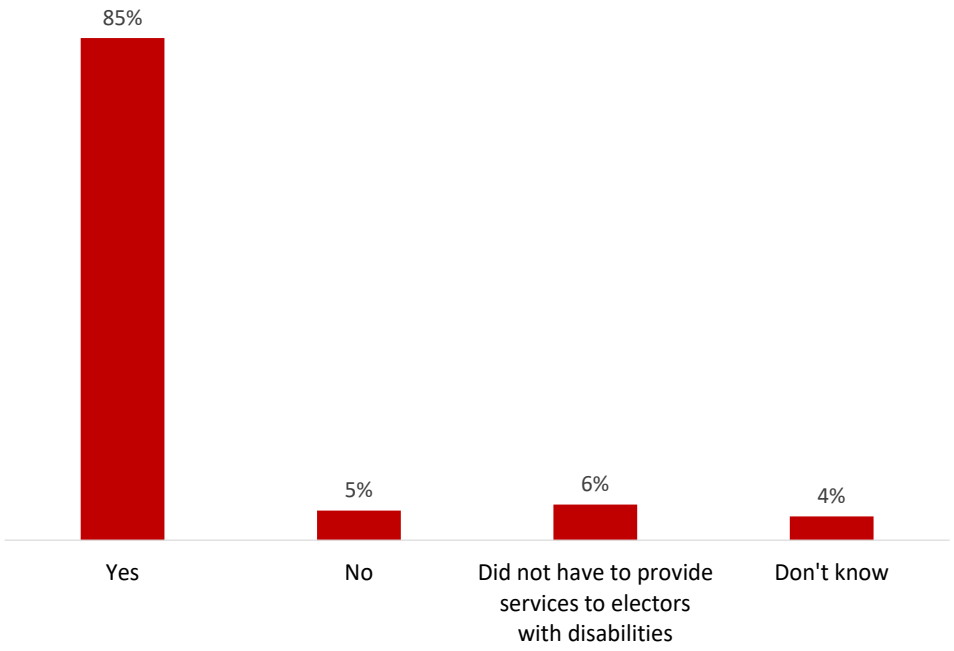
As the age of poll staff increased, so did the likelihood of officials feeling that the training prepared them very well to provide services to electors with disabilities (from 39% of those aged 16 to 24 up to 67% of those aged 75 and older).

The majority said the tools and services for electors with disabilities were suitable

The majority of poll staff surveyed (85% compared to 90% in 2019 and 91% in 2015) said the tools and services for electors with disabilities at their polling places were suitable.

[1] The question was worded differently in 2015: "In terms of providing services to electors with disabilities, would you say that you were...?" Caution should be exercised in comparing results over time.

Figure 35: Suitability of Tools and Services for Electors with Disabilities

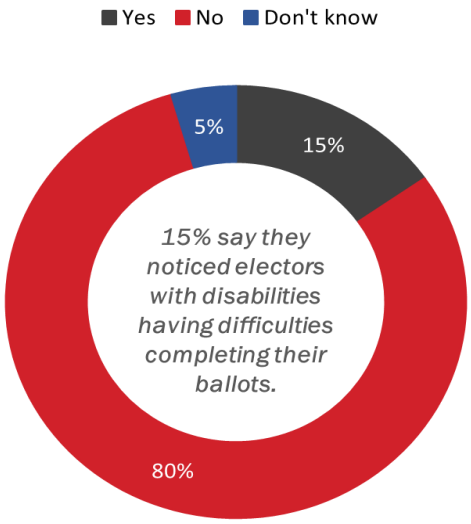


Q28. Were the tools and services for electors with disabilities at your polling place suitable? Base: n=2,011; SPLIT SAMPLE: all respondents.

Relatively few noticed electors with disabilities having difficulty completing their ballot

Fewer than one in five (15%) poll staff had noticed electors with disabilities having difficulty completing their ballots; the majority (80%) had not. The rest (5%) did not know whether electors with disabilities had difficulties completing their ballots.

Figure 36: Electors with Disabilities



Q29. Did you notice any electors with disabilities having difficulties completing their ballot? Base: n=3,830; all respondents.

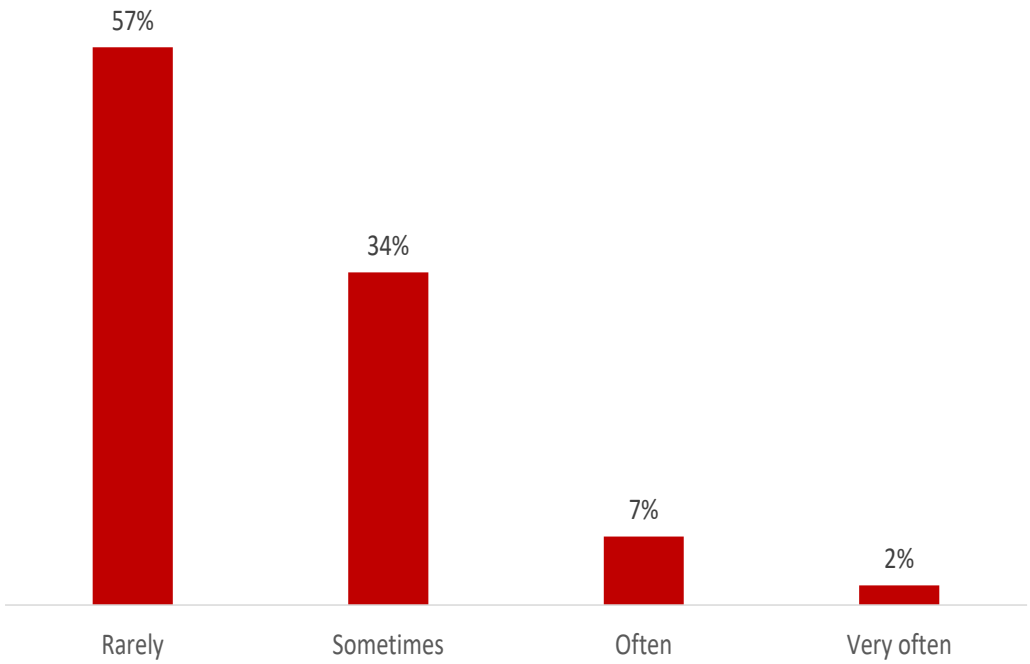
Poll workers in Ontario (17%) were more likely than those in Quebec (13%) and the Atlantic region (12%) to have noticed electors with disabilities having difficulty completing their ballot. Those who

worked on polling day (13%) were less likely than those who worked at advance polls (20%) and mobile polls (24%) to say they noticed electors with disabilities having difficulty completing their ballot. Poll staff working at polling stations at seniors' residences or long-term care facilities (33%) were more likely to notice electors with disabilities having difficulty compared with those working at polls in First Nations communities (13%) or other polling places (15%).

Poll staff rarely noticed electors with disabilities having difficulties completing their ballot

Poll staff who noticed electors with disabilities having difficulties completing their ballot (n=649) were asked how often they noticed this. Fifty-seven percent (57%) said they rarely noticed electors with disabilities having difficulties completing their ballots, while 34% said that this happened sometimes.

Figure 37: Frequency of Electors with Disabilities Having Difficulties Completing Their Ballot



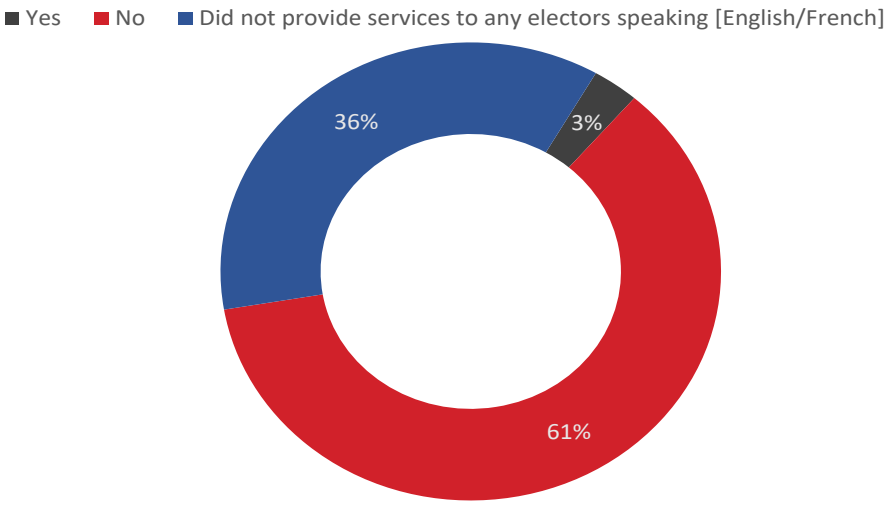
Q30. How often did you notice electors with disabilities having difficulties completing their ballot? Base: n=649; poll staff who noticed electors with disabilities having difficulties completing their ballot [DK/NR: 1%].

Poll workers in Manitoba (78%) and Atlantic Canada (71%) were more likely to rarely notice electors with disabilities having difficulty completing their ballot. Poll workers working at polling stations at seniors' residences or long-term care facilities (29%) were more likely to often or very often notice electors with disabilities having difficulty completing their ballot compared with those working in First Nations communities (6%) or at other polling places (8%).

Six in 10 were able to provide services to electors in Canada's official languages

Six in 10 (61%) poll staff did not encounter any difficulties providing services to electors in either official language. Three percent (3%; unchanged from 3% in 2019) did experience difficulties providing services to electors in English or French. Additionally, just over one-third (36%) said they did not provide services to any electors speaking English in Quebec or French in provinces outside of Quebec.

Figure 38: Difficulties Providing Services to Electors in Official Languages



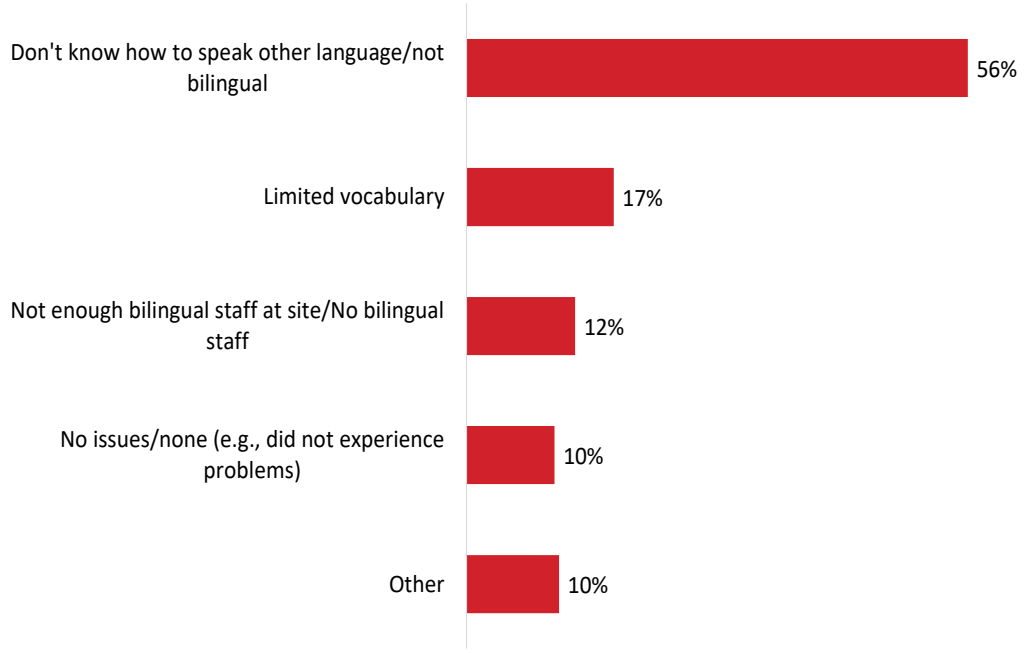
Q31. Did you encounter any difficulties in providing services to electors in [English/French]? Base: n=4,042; all respondents. [DK/NR: <1%].

There were no significant differences between groups regarding difficulties encountered in providing services to electors in either official language. However, poll workers in Quebec (68%) were less likely to say they did not have to provide services to electors in both languages (28%) than any other province (results range from 34% to 44%).

Not being able to speak other official language / not bilingual was the most-cited difficulty

Of those who had difficulties serving electors in either official language (n=95), over half (56%) said they had difficulties because they don't know how to speak the other language / are not bilingual. Following this at a much smaller proportion was having limited vocabulary (17%). The full range of responses is depicted in Figure 39 below.

Figure 39: Types of Difficulties Serving in the Other Official Language



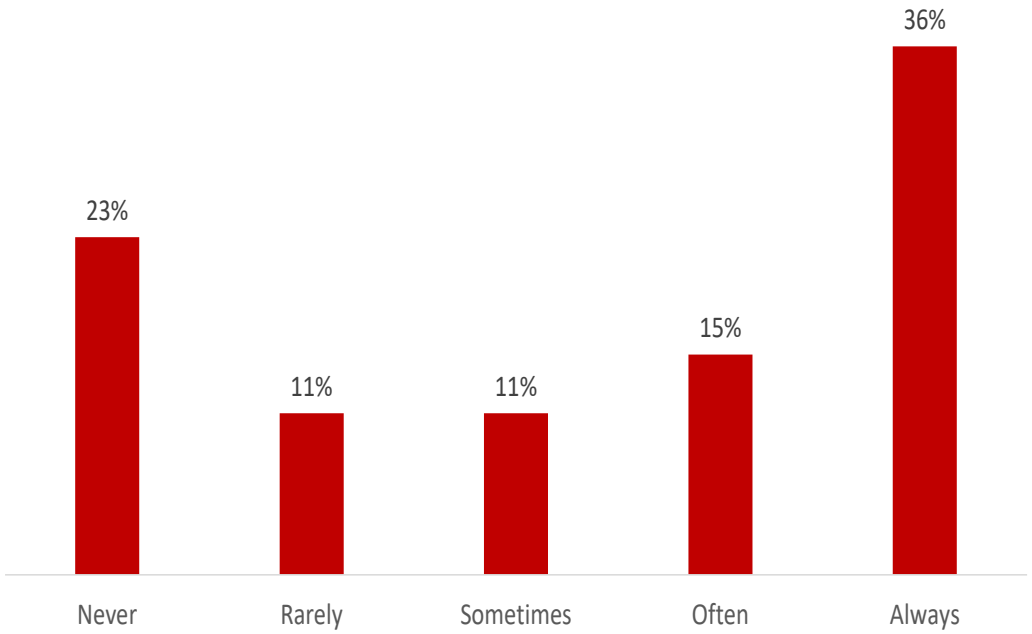
Q32. What difficulties did you encounter while serving electors in the other official language? [Multiple responses accepted.] Base: n=95; respondents who said they had difficulties serving electors in an official language [DK/NR: 1%].

The sample size is too small to allow discussion of differences between subgroups.

Half always or often greeted electors with "Hi/Bonjour" or "Bonjour/Hi"

Half of poll workers (52%) said they either always or often greeted electors with "Hi/Bonjour" or "Bonjour/Hi" as a way of offering service in both official languages, including 36% who said they always did this. Nearly one-quarter (23%) of poll workers said they never greeted electors with "Hi/Bonjour" or "Bonjour/Hi."

Figure 40: Frequency of Greeting Electors with an Offer of Service in Both Official Languages



Q33. How often did you greet electors with [Hi/Bonjour or Bonjour/Hi] as a way of offering service in both languages? Base: n=4,042; all respondents [DK/NR: 2%].

Poll workers from Quebec (37%) were more likely to say they never greeted electors with an offer of service in both official languages, compared with poll workers in other provinces (results range from 16% to 26%). Conversely, central poll supervisors (45%) were more likely to say they always greeted electors with an offer of service in both official languages, compared with information officers (38%), deputy returning officers (33%), and registration officers (31%).

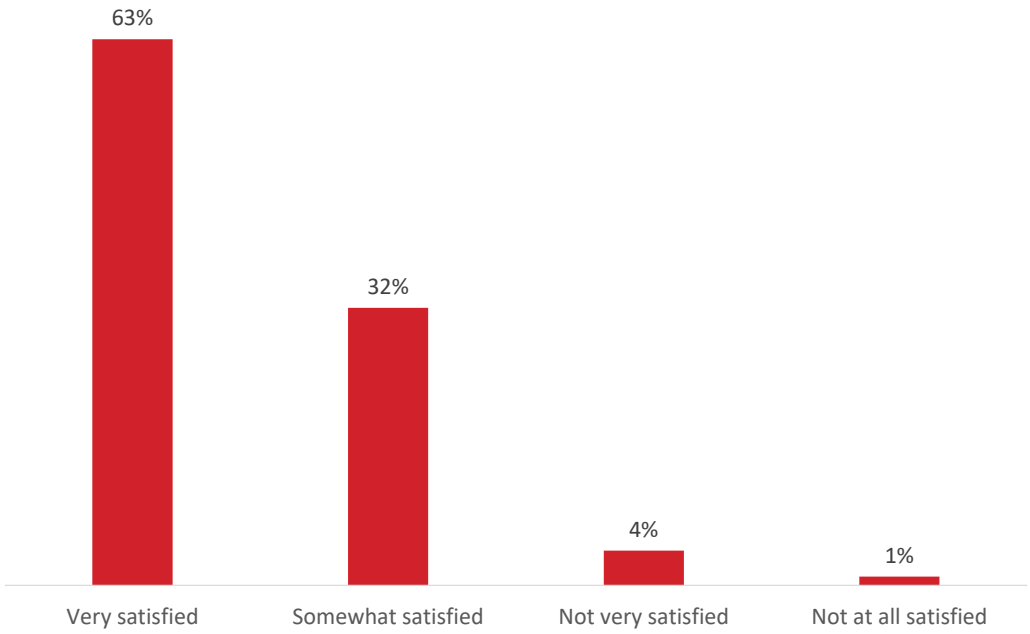
4. Satisfaction with Election Materials

This section presents results related to poll workers' satisfaction with the election materials provided to them.

Widespread and strong satisfaction with election materials

Of the poll staff surveyed, more than 9 in 10 (95%) reported being satisfied with the election materials that were provided to them, including 63% who were very satisfied. Very few (5%) were not very or not at all satisfied with the election materials. Overall satisfaction levels are consistent with previous results: 92% were satisfied in 2019, 89% in 2015 and 90% in 2011. Additionally, the proportion of poll workers very satisfied with these materials has remained unchanged from the previous election but still demonstrates a significant increase from 52% in 2015 compared to 61% in 2019 and 63% in 2021.

Figure 41: Level of Satisfaction with Election Materials Provided



Q14. Overall, how satisfied were you with the election materials that were provided to you?
Base: n=4,042; all poll staff [DK/NR: <0.5%].

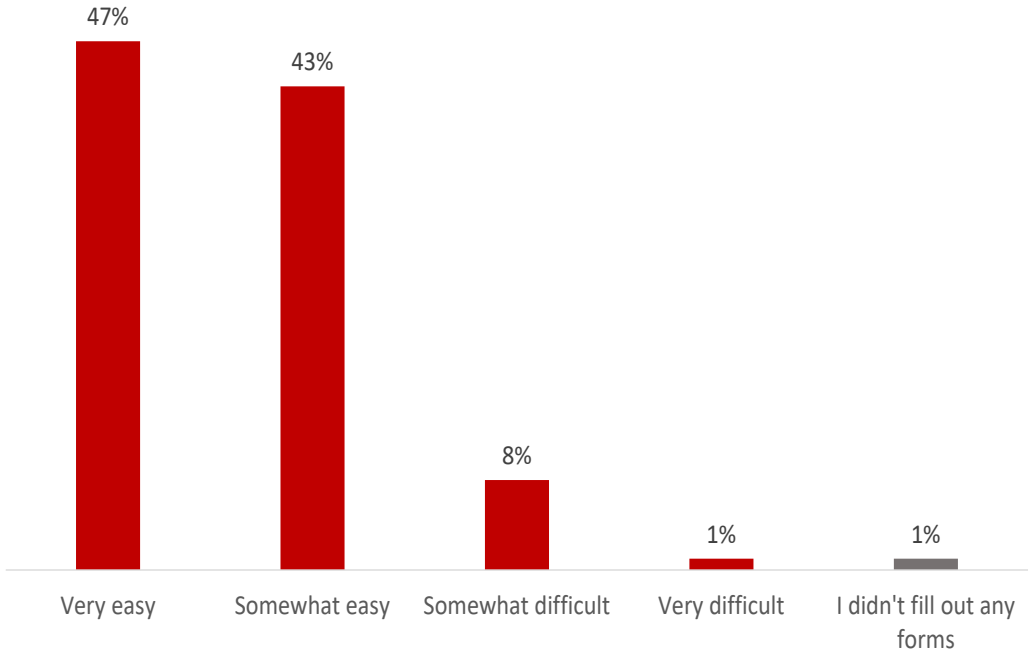
Poll workers in Atlantic Canada (70%) were more likely than poll workers in British Columbia (62%), Ontario (64%), and Quebec (60%) to be very satisfied with the election materials. Information officers (69%) were most likely to be very satisfied with these materials than poll workers in all other positions (results range from 57% to 63%). Poll workers who worked at seniors' residences or long-term care facilities (71%) were more likely than poll workers who worked in other polling locations (63%) to be very satisfied with the election materials.

Poll workers between the ages of 16 and 24 (70%) were more likely to be very satisfied with the election materials than some older workers (61% of 25- to 34-year-olds, 62% of 55- to 64-year-olds, and 64% of 65- to 74-year-olds).

Majority found the various forms easy to complete

Nine in 10 (90%, up from 87% in 2019 and 85% in 2015) poll workers found the various forms provided easy to complete, including 47% who found them very easy to complete.

Figure 42: Level of Difficulty Completing the Various Forms Provided



Q17. How easy or difficult was it to complete the various forms that you were provided? Was it… Base: n=4,042; all poll staff [DK/NR: <0.5%].

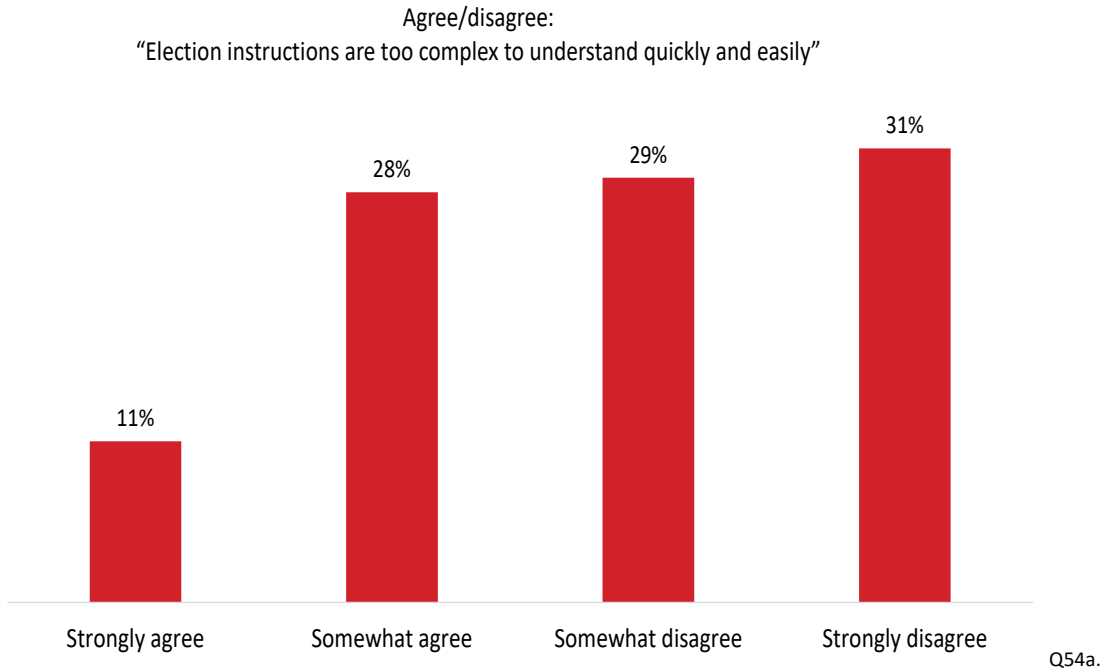
Poll workers in Atlantic Canada (52%), followed by Ontario (50%) and British Columbia (50%), were significantly more likely than poll workers in Saskatchewan (40%) and Quebec (41%) to say the forms were very easy to complete. Poll workers in Alberta (47%) were also more likely than their counterparts in Quebec (41%) to view the forms as very easy to complete.

The likelihood of saying the various forms were very easy to complete was generally higher among younger staff: 58% of 25- to 34-year-olds and 54% of 16- to 24-year-olds, compared to 47% of 35- to 54-year-olds, 48% of 55- to 64-year-olds and 44% of 65- to 74-year-olds.

Four in 10 found election instructions too complex

Poll workers were asked to what extent they agreed or disagreed that election instructions are too complex to understand quickly and easily. In response, approximately 4 in 10 (38%) agreed that this was a problem, including 1 in 10 (11%) who strongly agreed. The majority (60%) disagreed.

Figure 43: Complexity of Election Instructions



Thinking about your experience during the 2021 federal election, do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following …? Base: n=4,042; all respondents [DK/NR: 2%].

The following were more likely to agree that election instructions are too complex to understand quickly and easily:

- Poll workers in Atlantic Canada (45%) and Quebec (42%), compared to those in BC (34%), Alberta (31%), and Saskatchewan (31%).
- Central poll supervisors (43%), compared to registration officers (36%), information officers (37%), and deputy returning officers (38%)
- Poll workers who worked in First Nations communities (58%), compared to those who worked at seniors' residences or long-term care facilities (40%) or other polling places (38%).
- Poll workers who worked at mobile polls (45%), compared to those who worked at advance polls (38%) and on polling day (38%).
- Staff aged 65-74 (46%) and 75 or older (47%), compared with younger age groups (results range from 24% to 38%).

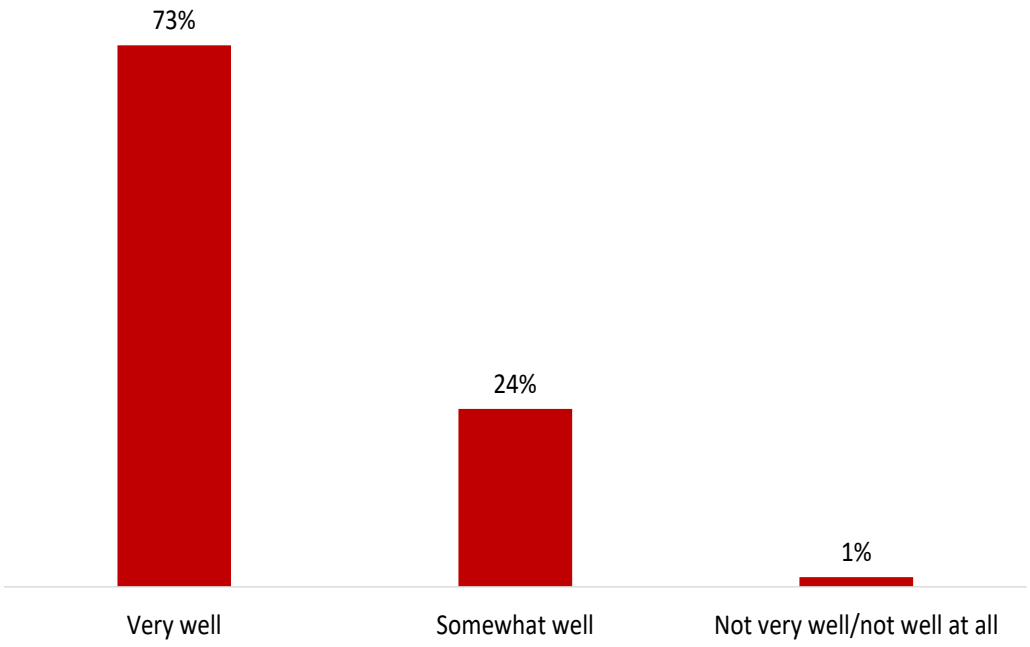
5. Voter Identification Requirements

This section reports poll staff feedback on the voter identification requirements.

Virtually everyone felt the identification of electors at their polling location went well

Ninety-seven percent (97%) of poll staff said the identification of electors at their polling location went somewhat well (24%) or very well (73%). The results are similar to 2019 (when 99% said it went at least somewhat well), although a slightly smaller proportion of poll workers said the identification process went very well in 2021 (73% compared to 79% in 2019). However, this proportion is still higher than in 2015, when only 68% said it went very well.

Figure 44: Ease of Identification of Electors



Q48.
Overall, how well did the identification of electors proceed at your polling location? Base: n=4,042; all respondents [DK/NR: 2%].

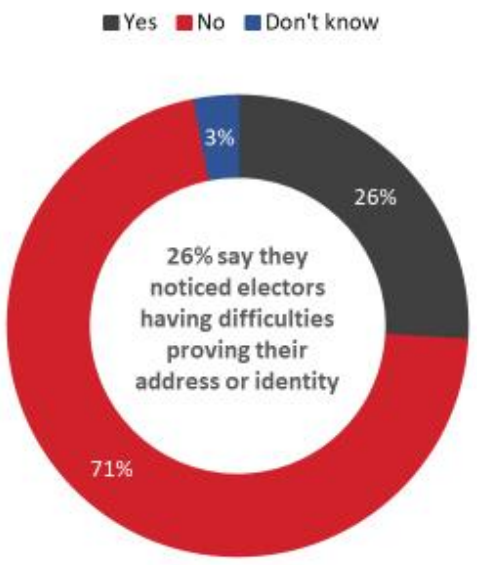
The likelihood of saying the identification of electors went very well at their polling location was higher among the following groups:

- Poll workers in Atlantic Canada (78%), compared to those in Alberta (72%), Saskatchewan (68%), Ontario (73%), and Quebec (71%).
- Central poll supervisors (76%) and deputy returning officers (74%), compared to registration officers (69%).
- Those aged 65 to 74 (77%) and aged 75 and older (84%), compared to poll workers under the age of 64 (range from 67% to 73%).
- Those who worked in a First Nations community (78%) or at a standard polling location (73%) compared to officers who worked at a polling station in a seniors' residence or long-term care facility (66%).

One-quarter noticed electors having difficulties proving their address or identity

Information officers, registration officers, and deputy returning officers (n=3,302) were asked if they noticed electors having difficulties proving their address or identity. One-quarter (26%) noticed electors having difficulties proving their address or identity.

Figure 45: Difficulties Proving Address or Identity



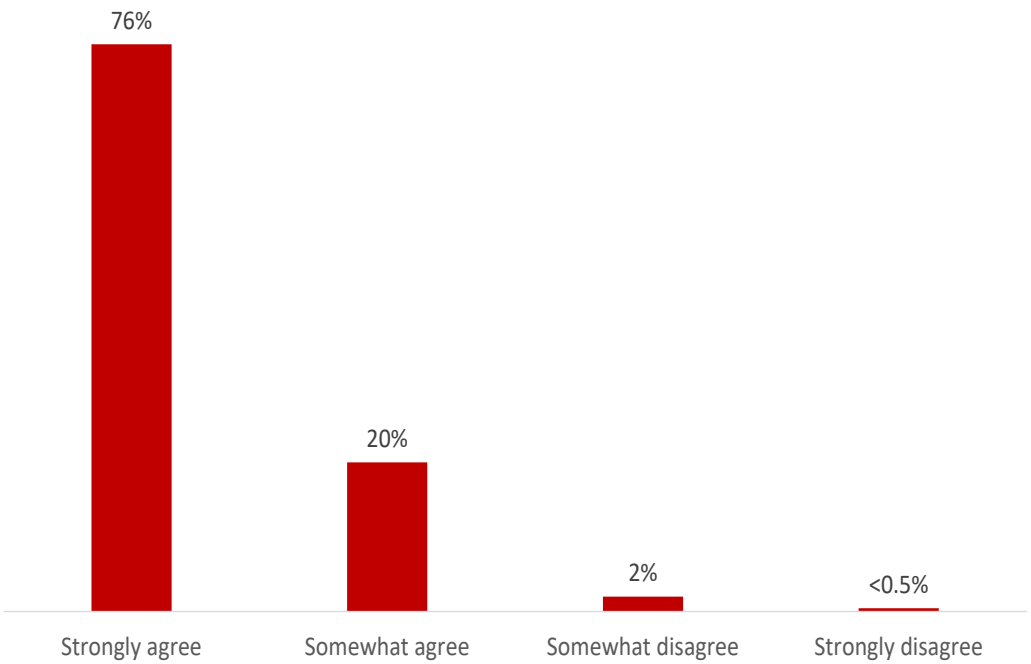
Q50. Did you notice electors having any difficulties proving their address or identity?
Base: n=3,302; information officers, registration officers, and deputy returning officers.

Information officers, registration officers, and deputy returning officers in Alberta (32%) and Atlantic Canada (31%) were more likely than those in Manitoba (21%) and Quebec (18%) to have noticed electors having difficulties proving their address or identity. Registration officers, followed by information officers, were more likely to have noticed electors having difficulties proving their address (37% and 31%, respectively) compared with deputy returning officers (18%). There were no significant differences by type of polling station.

Most say the voter information card facilitated the identification of electors

Most poll staff (96%) agreed that the voter information card facilitated the identification of electors, including three-quarters (76%) who strongly agreed that this was the case.

Figure 46: Ease of Identification with Voter Information Card



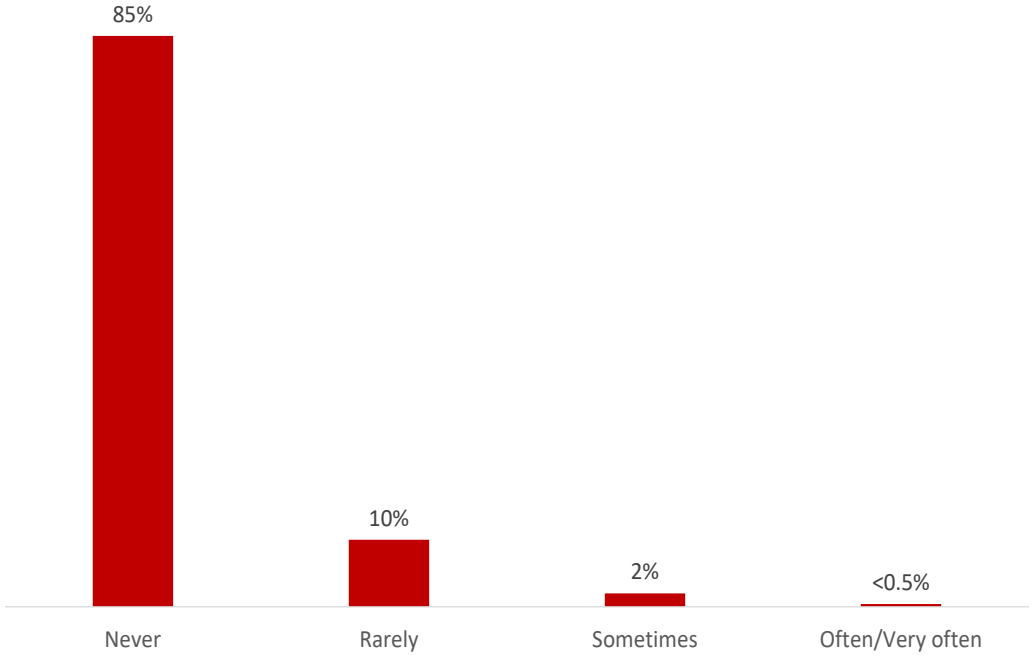
Q52. Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that the voter information card facilitated the identification of electors? Base: n=2,004; SPLIT SAMPLE: all respondents [DK/NR: 2%].

Poll staff who worked in First Nations communities (78%) and other polling places (76%) were more likely to strongly agree that the voter information card facilitated the identification of electors, compared to those who worked at seniors' residences or long-term care facilities (62%).

Nearly all poll staff never witnessed an elector's identity being challenged by a candidate or their representatives

Eighty-five percent (85%) of poll staff never witnessed an elector's identity being challenged by a candidate or their representatives, and another 10% said they witnessed this rarely. This is a slight decrease from the 2019 election, when 92% said they never while 6% said they rarely witnessed a challenge to an elector's identity. Although the difference is small, it should be noted that due to the COVID-19 pandemic, poll workers in 2021 were instructed to allow electors wearing a face covering such as a mask to register and vote without having to remove the covering or go through additional procedures. This may be one reason why a slightly higher proportion of poll staff might have rarely witnessed challenges to an elector's identity as opposed to never witnessing them.

Figure 47: Frequency of an Elector's Identity Being Challenged



Q53. How often, if at all, did you witness an elector's identity being challenged by a candidate or a candidate's representative?
Base: n=2,038; SPLIT SAMPLE all respondents [DK/NR: 2%].

The following groups were more likely to say they had never witnessed an elector's identity being challenged by a candidate or a candidate's representative:

- Poll workers in Quebec (88%) compared to those in Ontario (82%).
- Central poll supervisors (91%), deputy returning officers (89%), and registration officers (84%), compared to information officers (77%).
- Poll staff 65 to 74 years of age (90%), aged 75 and older (89%), and 55 to 64 years of age (86%), compared to staff 16 to 24 (77%).
- Poll staff who worked at mobile polls (91%), compared with those at advance (85%) and election day polls (85%).

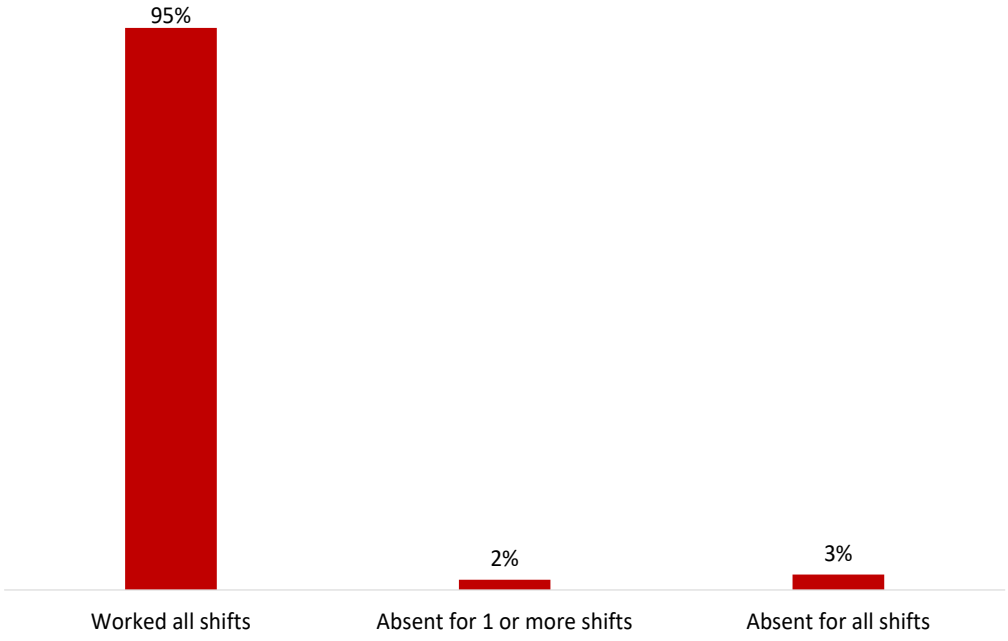
6. Poll Workers' Absenteeism

This section presents findings on poll workers' absenteeism and the impact it had on the work of their colleagues and recruitment officers.

Vast majority of poll staff claimed to work all their scheduled shifts

Ninety-five percent (95%) of poll staff reported having worked all their scheduled shifts. Three percent (3%) were absent for all their scheduled shifts, and 2% were absent for at least one of their shifts.

Figure 48: Shift Attendance



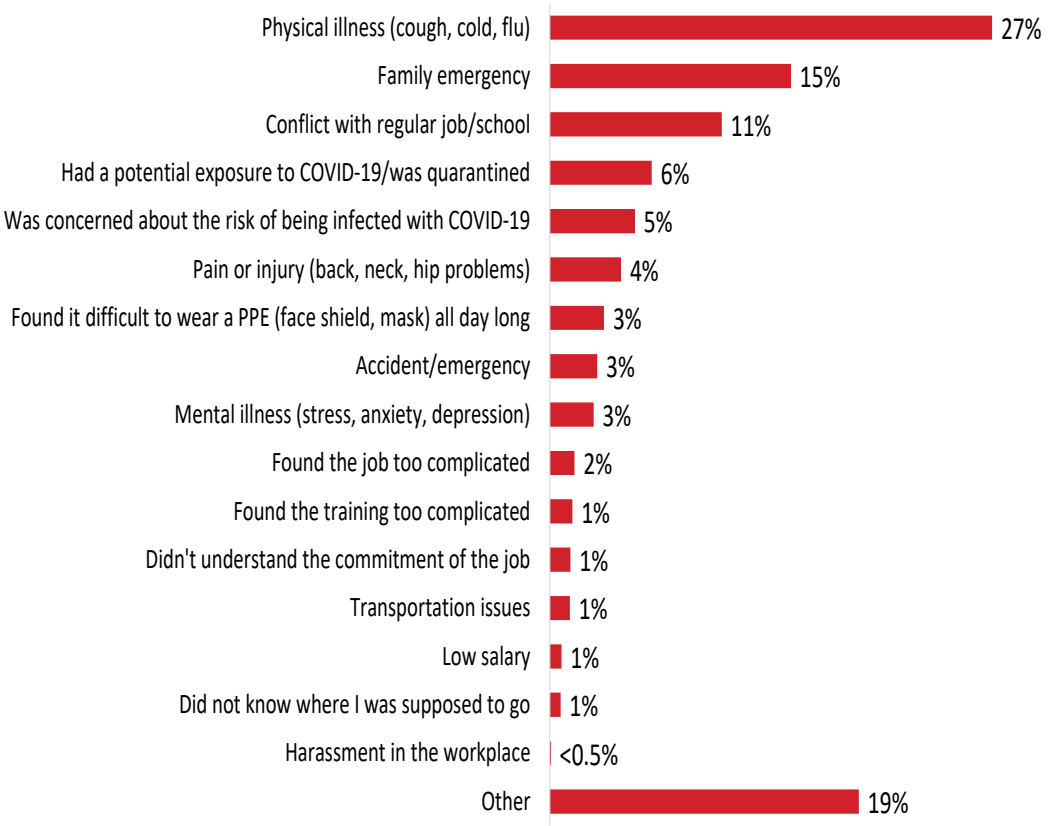
Q4. Which of the following describes you? Base: n=4,168; all respondents [DK/NR: 1%].

Polls workers in Quebec were less likely to say they worked all their scheduled shifts (92%) compared with other provinces (results range from 95% to 98%). Central poll supervisors (98%) were more likely to have been present for all their scheduled shifts, compared to deputy returning officers (95%), registration officers (95%), and information officers (94%). Differences based on staff age were not noteworthy.

More than one-quarter who were absent for at least one shift said it was due to physical illness

Among poll workers who were absent for a least part of one shift (n=164), 27% attributed their absence to a physical illness. This is followed by 15% who had a family emergency, and 11% said their shift presented a conflict with their regular job or school. In addition, 6% said that they had a potential exposure to COVID-19 or were quarantined, and 5% were concerned about the risk of being infected with COVID-19. The full distribution of responses is demonstrated in Figure 49.

Figure 49: Reasons for Absence During Scheduled Shifts



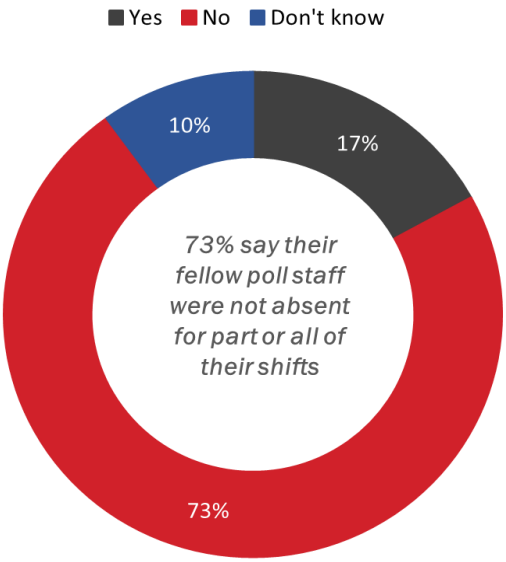
Q5. What was the reason you were absent for [one/some of/all of your] shifts? [Multiple responses accepted.] Base: n=164; respondents who were absent for at least part of one of their scheduled shifts [DK/NR: 1%].

The sample size is too small to allow discussion of differences between subgroups.

Seventeen percent reported that fellow poll staff were absent for part or all of their shifts

Seventeen percent (17%) of all those who worked at least one shift said some fellow poll staff had been absent for part or all of their shifts. Approximately three-quarters (73%) said that fellow poll staff were not absent for part or all of their shifts.

Figure 50: Absent Fellow Poll Staff



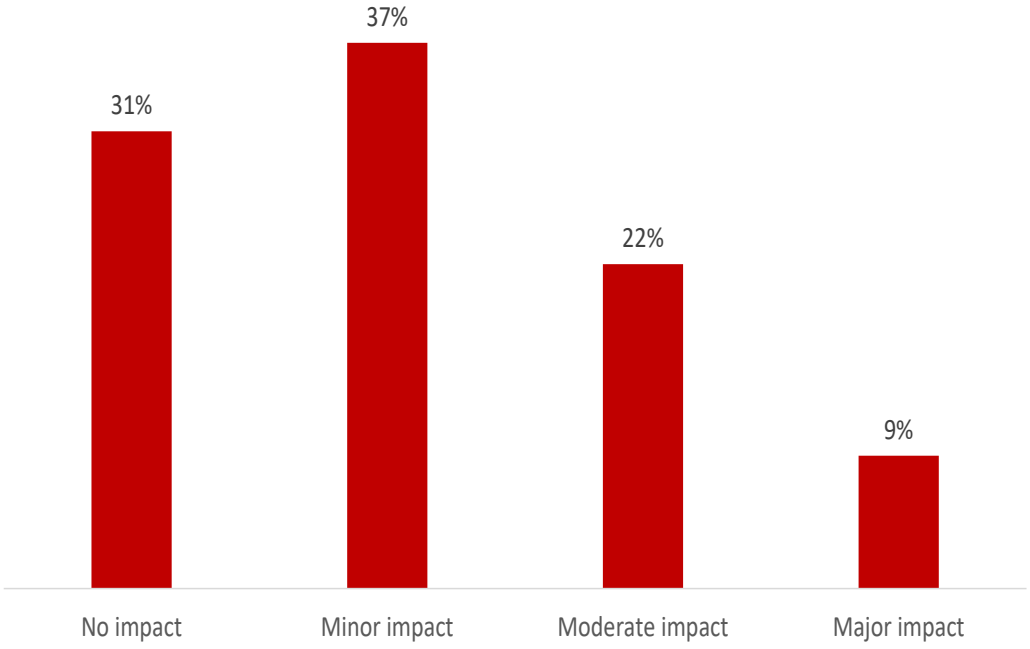
Q68. While you were working, were any fellow poll staff absent for part or all of their shifts? Base: n=4,042; all respondents who worked at least one shift.

Poll workers in Alberta and Ontario (20% apiece) were more likely to report fellow staff absent for part or all of their shifts than those from British Columbia (14%), Manitoba (11%), Quebec (15%), and Atlantic Canada (13%). Central poll supervisors (27%) were more likely to report this than other positions (results range from 13% to 17%), and those who worked at advance polls (29%) were more likely than those who worked on polling day (14%) or at a mobile poll (14%). Conversely, those who worked at a seniors' residence or long-term care facility (10%) were less likely to report that their fellow poll staff were absent for part or all of their shifts than those who worked in a First Nations community (21%) or at other polling places (17%).

Most said absent poll staff had no, or only a minor, impact on their work

Poll workers who said fellow poll staff were absent for part, or all, of their shifts (n=668) were asked what impact this had had on their work. Roughly two-thirds (68%) said this had had no impact (31%) or only a minor impact (37%). In contrast, one-third (32%) believed this had had a moderate or major impact on their work.

Figure 51: Impact of Absent Poll Staff



Q69. Would you say this had no impact, a minor impact, a moderate impact or a major impact on your work? Base: n=668; respondents who said there were poll staff who were absent for part or all of their shift at their polling station [DK/NR: <0.5%].

The following groups were more likely to say that worker absences had a major or moderate impact on their work:

- Central poll supervisors (42%) versus other positions (results range from 21% to 31%).
- Poll staff in Ontario (35%) and Quebec (33%), compared with Manitoba (12%).

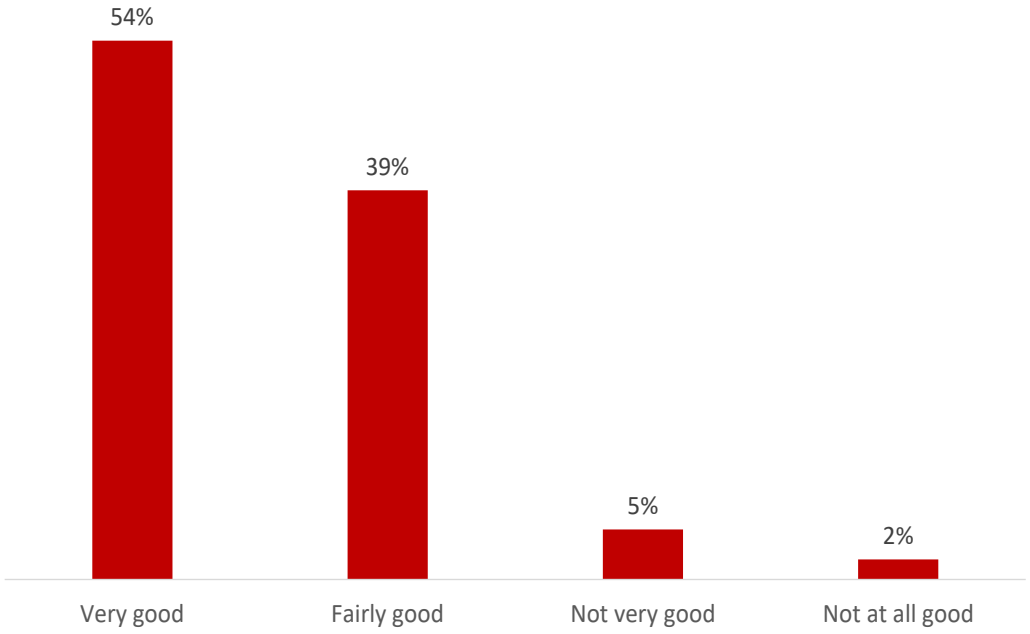
7. Working Conditions

This section presents findings on poll workers' overall evaluation of working conditions.

More than half said the working conditions they experienced were very good

More than half (54%) said the working conditions they experienced were very good, while an additional 39% said the conditions were fairly good. In total, 93% of poll workers offered a positive assessment of the working conditions. Satisfaction with working conditions has changed little over time (92% in 2019 and 94% in 2015 versus 93% in 2021). The proportion of poll workers who described the working conditions as very good is the same as in 2019 (54%) but is lower than the 2015 results (63%).

Figure 52: Experience with Working Conditions



Q66.

Overall, would you say that the working conditions you experienced were…? Base: n=4,042; all respondents who worked at least one shift. [DK/NR: <1%].

Poll workers in British Columbia (92%) and Ontario (91%) were less likely to assess their working conditions as fairly or very good compared to officers in Manitoba (98%), Atlantic Canada (98%), Saskatchewan (96%), and Alberta (95%). Registration officers (95%) were more likely to assess their working conditions as fairly or very good compared to deputy returning officers (92%). Those who worked at First Nations communities (97%) were more likely to view the working conditions as fairly or very good compared with those who worked at a seniors' residence / long-term care facility (93%) or other polling place (93%).

Staff between the ages of 25 and 34 were less likely to view the working conditions as fairly or very good (88% compared to 94% of 16- to 24-year-olds, 93% of 35- to 54-year-olds, 94% of 55- to 64-year-olds, 94% of 65- to 74-year-olds, and 95% of those 75 and older).

Lack of breaks is the biggest concern among those not satisfied with the working conditions

Among poll workers who said the working conditions were poor (n=249), two in five (39%; down from 60% in 2019 but still up from 29% in 2015) pointed to a lack of breaks to explain why. Following this, 28% (down from 41% in 2019 and up from 22% in 2015) said the number of hours of work required were too long, 27% said more staff were needed, and 25% pointed to difficulties with other staff or supervisors. The full range of responses is depicted in Figure 53.

Figure 53: Reasons Working Conditions Were Viewed as Poor

Q67. Why do you say that? [Up to three responses accepted]. Base: n=249; respondents who said working conditions were poor [DK/NR: 4%].

The following were more likely to indicate lack of breaks as a reason why working conditions were poor:

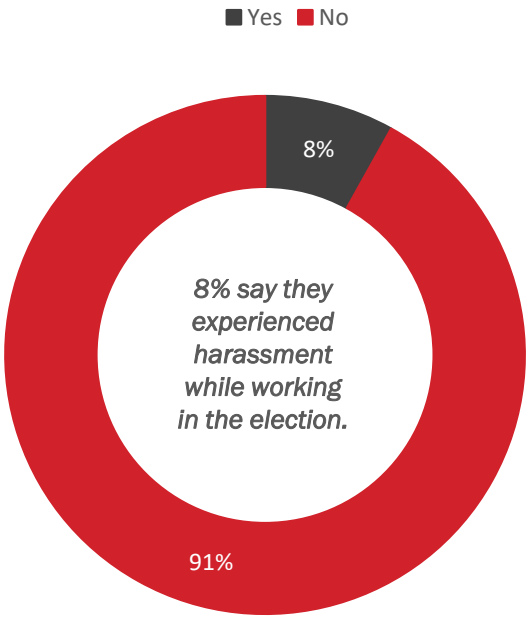
- Deputy returning officers (47%) compared with central poll supervisors (21%).
- Poll staff who worked on polling day (45%) compared with at advance polls (31%) or mobile polls (20%).
- First-time workers in a federal election (46%) compared with those who had previous federal experience (24%).

Vast majority did not experience harassment while working in the election

The vast majority of poll workers (91%) said they did not experience harassment while working in the election. Eight percent (8%) did experience harassment in the workplace during the 2021

federal election. This represents a very slight increase from 2019, when 5% of poll workers reported that they had experienced harassment.

Figure 54: Harassment in the Workplace



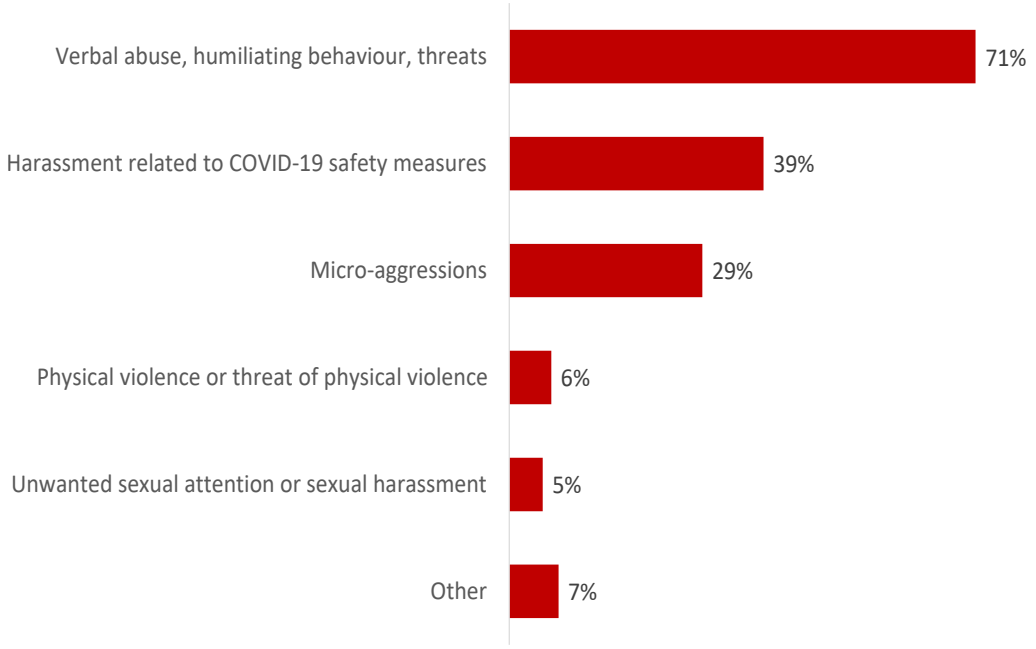
Q74. Did you experience harassment while working in the election? Base: n=4,042; all respondents who worked at least one shift [DK/NR: 1%].

Regionally, poll workers in Alberta (12%), British Columbia (11%) and Ontario (9%) were more likely to have experienced harassment than those in Atlantic Canada (6%), Manitoba (5%) and Quebec (4%). The likelihood of experiencing harassment was higher among central poll supervisors (11%) and information officers (11%) than among registration officers (7%) and deputy returning officers (5%).

Most who experienced harassment were verbally abused

Among those who experienced harassment while working in the federal election (n=314), 7 in 10 (71%) said that they experienced verbal abuse, humiliating behaviour or threats. Following this, almost two in five (39%) said they experienced harassment related to COVID-19 safety measures, and 29% reported experiencing micro-aggressions. The full range of responses is demonstrated in Figure 55.

Figure 55: Types of Harassment in the Workplace



Q75. Would you say you were subjected to…? [Multiple responses accepted]. Base: n=314; respondents who experienced harassment while working in the election. [DK/NR: 1%].

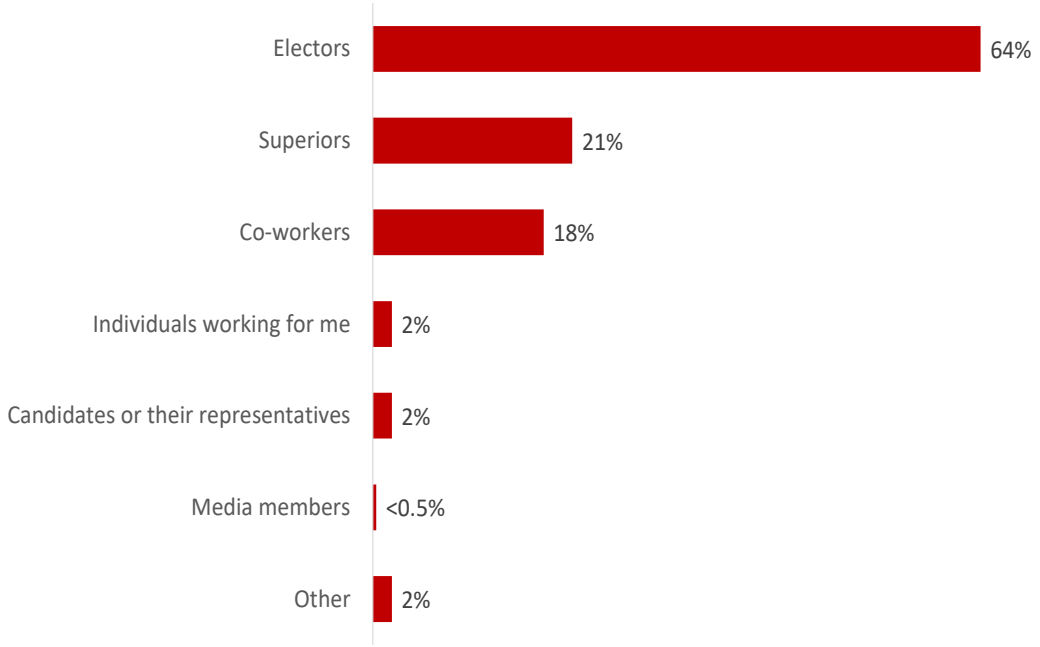
Poll workers in Saskatchewan (90%) were more likely to report verbal abuse, humiliating behaviour or threats than those in Alberta (62%) and British Columbia (58%). Registration officers (82%) were more likely than information officers (65%) to experience verbal abuse, humiliating behaviour or threats.

Poll workers in Alberta (54%) were more likely to report harassment related to COVID-19 safety measures at the polls compared with those in Ontario (32%) and Quebec (20%).

Roughly two-thirds who experienced harassment while working were harassed by electors

Among those who experienced harassment while working in the federal election (n=314), almost two-thirds (64%) said that they experienced harassment from electors. One in five (21%) experienced harassment from a superior, and 18% said they were harassed by a co-worker while working during the election.

Figure 56: Sources of Harassment in the Workplace

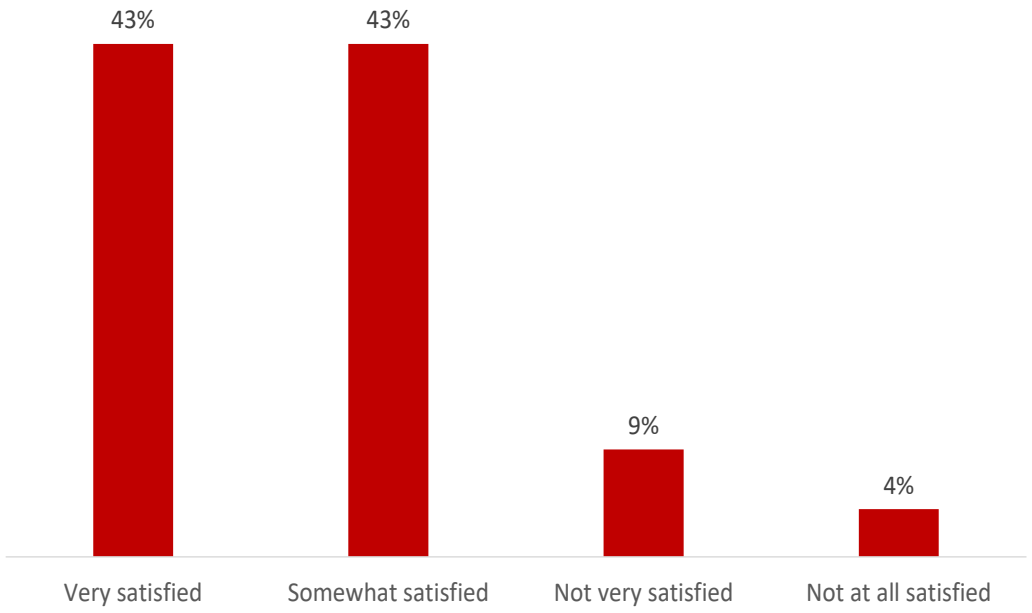


Q76. From whom did you experience harassment while working during the election? [Multiple responses accepted.] Base: n=314; respondents who experienced harassment while working in the election [DK/NR: 1%].

Most were satisfied with their hourly rate of pay

Approximately two in five (43%) poll workers were very satisfied with the hourly rate of pay, with an additional 43% saying they were somewhat satisfied with their pay. In total, therefore, 86% expressed modest or strong satisfaction with the hourly rate of pay. This represents a slight increase since 2019 and 2015, when 80% and 81% were somewhat or very satisfied with their pay, respectively.

Figure 57: Satisfaction with Hourly Rate of Pay



Q62. How satisfied are you with your hourly rate of pay? Base: n=4,042; all respondents who worked at least one shift [DK/NR: 1%].

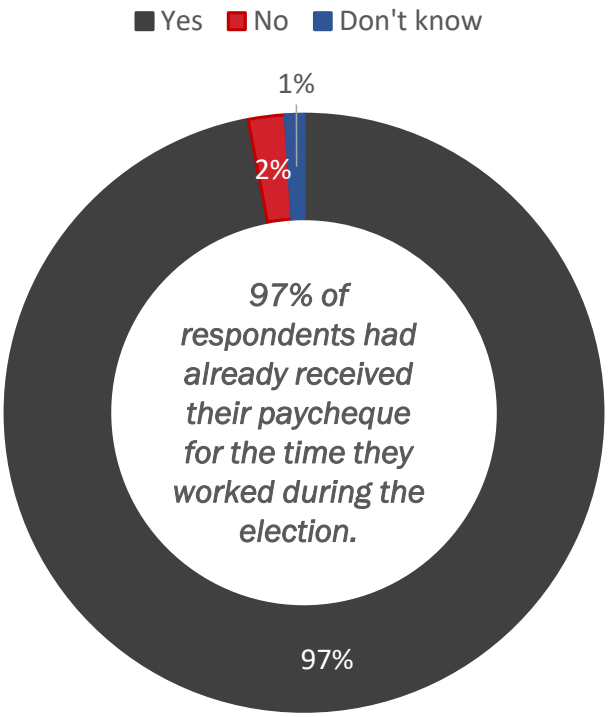
Respondents in Atlantic Canada (63%) and Manitoba (52%) were more likely to say they were very satisfied with their hourly rate of pay compared with other provinces (results range from 38% to 41%). Those between the ages of 16 and 24 were more likely to be very satisfied with their hourly pay (54%, compared to 40% and to 45% for those between the ages of 25 and 74).

Deputy returning officers (18%) were more likely to be dissatisfied with their hourly rate of pay than central poll supervisors (11%), information officers (10%), and registration officers (9%).

Majority received their paycheque

At the time of the survey, 97% of poll workers had received their paycheque for the time they worked during the election.

Figure 58: Receipt of Paycheque

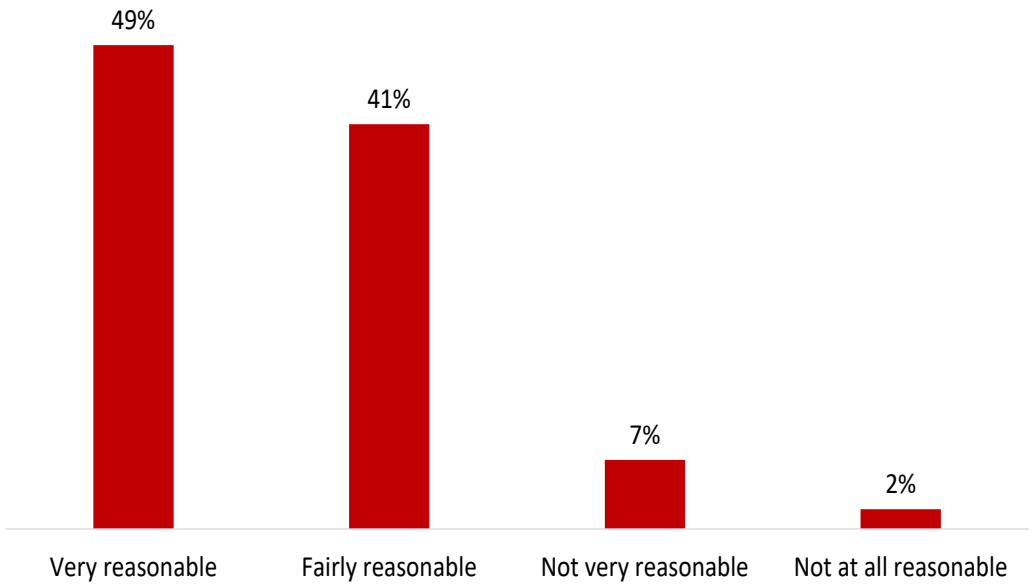


Q63. Have you received your paycheque for the time you worked during the election? Base: n=4,042; all respondents who worked at least one shift.

Those who had received their paycheque were satisfied with the time it took to receive their pay

Nine in 10 (91%) poll workers who said they had received their paycheque (n=3,918) felt that the time it took to receive their pay was either very (49%) or fairly (41%) reasonable. This is higher than in 2019, when 86% felt the time it took to receive their cheque was reasonable.

Figure 59: Satisfaction with Time It Took to Receive Paycheque



Q64. Was the time it took to receive your paycheque…? Base: 3,918; respondents who said they received their paycheque [DK/NR: <1%].

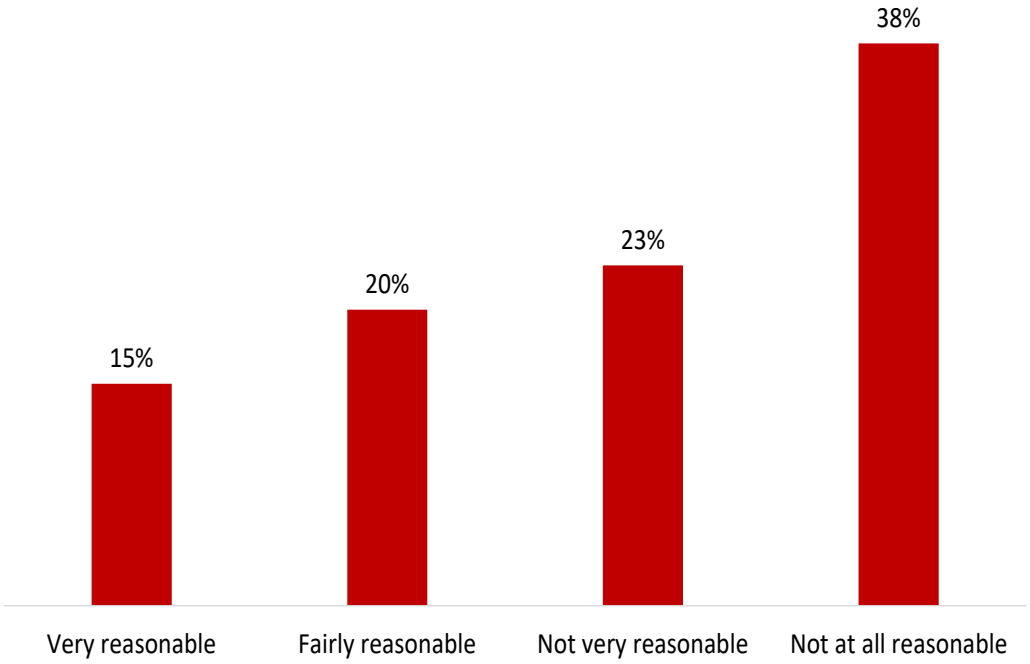
Poll workers in British Columbia (13%) and Alberta (12%) were more likely to say the time it took to receive their pay was not reasonable, compared with those in Atlantic Canada (5%), Quebec (8%), and Ontario (8%). Poll workers who worked at polling places in First Nations communities (17%) were more likely to say the amount of time it took to receive their pay was unreasonable, compared with those who worked at seniors' residences / long-term care facilities (6%) or other polling places (9%).

Younger staff were generally less likely to say the time it took to receive their pay was reasonable: specifically, 81% of 16- to 24-year-olds, 86% of 35- to 54-year-olds and 87% of 25- to 34-year-olds said the wait time was reasonable, compared to 92% of 55- to 64-year-olds, 96% of 65- to 74-year-olds and 96% of staff aged 75 and older.

Many who had not yet received their paycheque said the time it was taking was unreasonable

Three in five (60%) poll workers who had not yet received their paycheque (n=92) said the time it was taking was not very (23%) or not at all (38%) reasonable.

Figure 60: Satisfaction with Time It Is Taking to Receive Paycheque



Q65. Is the time it is taking to receive your paycheque…? Base: n=92; respondents who said they have not received their paycheque [DK/NR: 5%].

The sample size is too small to allow discussion of differences between subgroups.

8. Impact of COVID-19 Measures

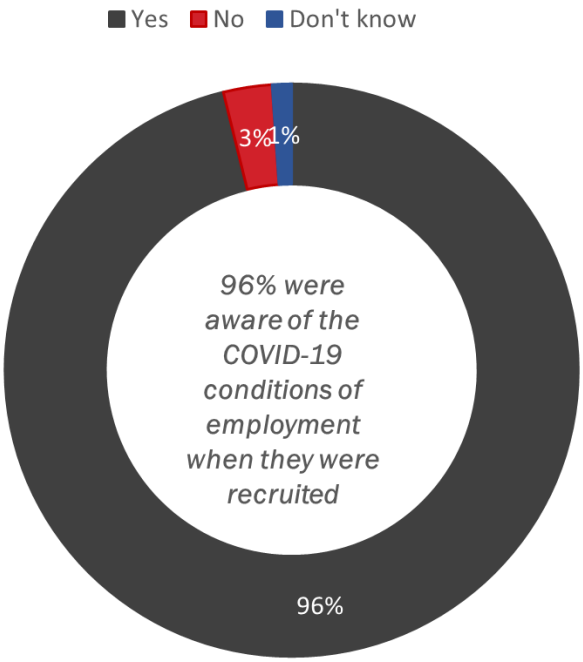
This section presents election officers' awareness of the COVID-19 health and safety measures at polling places, as well as the impact those measures had on the election process.

Nearly all aware of COVID-19 conditions of employment

Due to the COVID-19 pandemic, poll workers for this election had to accept the obligations to wear a mask and face shield indoors at all times and to inform the returning officer of a potential exposure to COVID-19 as conditions of employment.

Almost all respondents (96%) were made aware of the COVID-19 conditions of employment when they were recruited. Only 3% said they were not aware.

Figure 61: Awareness of COVID-19 Conditions

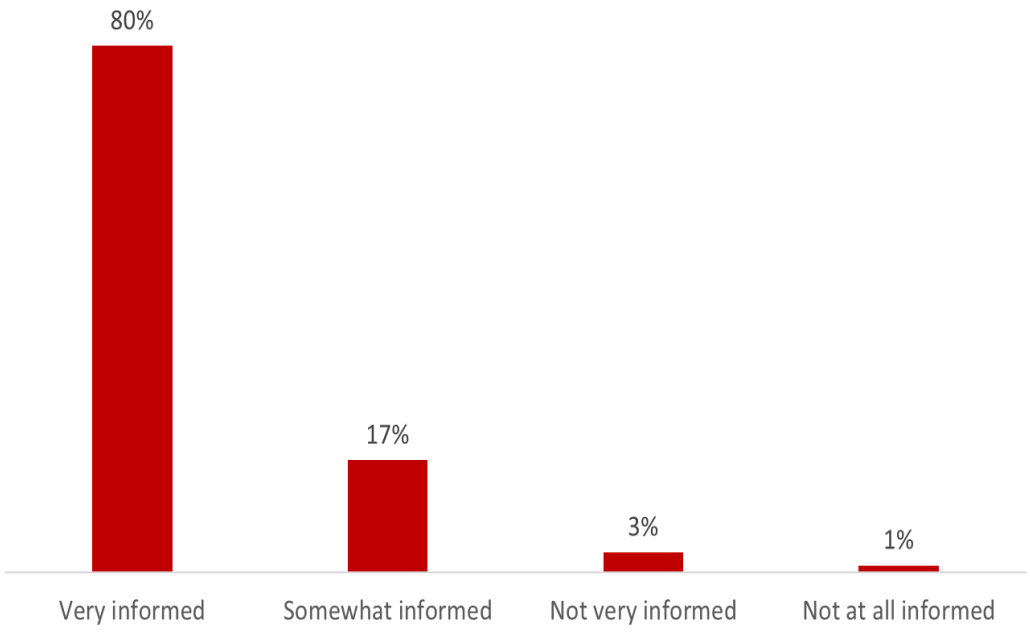


Q3. Were you made aware of the COVID-19 conditions of employment when you were recruited as a poll worker? [SPLIT SAMPLE] Base: n=2,051; all respondents.

The vast majority informed of COVID-19 safety measures

When asked how informed they felt about the COVID-19 safety measures in place when they first went in to work at the poll, the vast majority (97%) indicated they felt at least somewhat informed. Specifically, 80% said they felt very informed, while 17% said they felt somewhat informed. Only 3% said they did not feel at all informed.

Figure 62: Informed About COVID-19 Safety Measures



Q40. When you first went in to work at the poll, how informed did you feel about the COVID-19 safety measures in place? Base: n=4,042; all respondents [DK/NR: <0.5%].

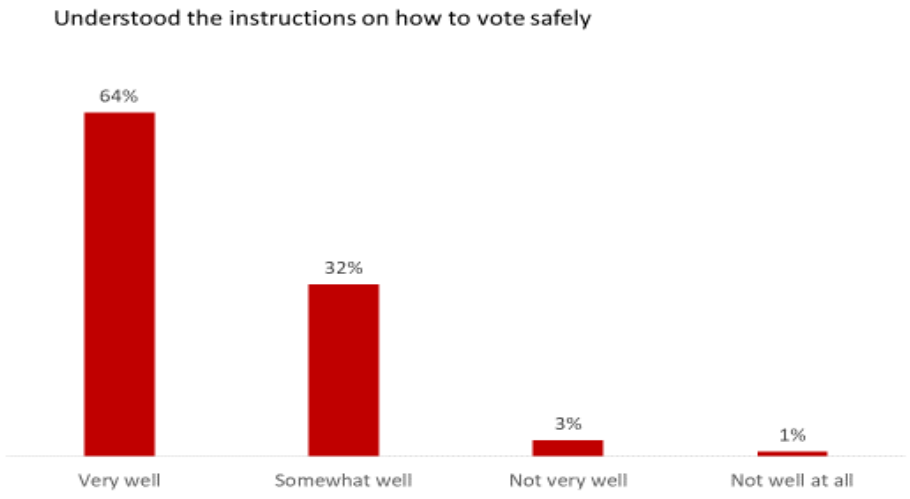
Those from the Atlantic region (92%), followed by those from Saskatchewan (86%), were more likely to say they were very informed about the COVID-19 safety measures than those from British Columbia (79%), Ontario (78%), Alberta (77%), and Quebec (77%). Generally, as the age of respondents increased, so did the likelihood of saying they felt very informed, from 75% of those 16 to 24 years old to 87% of those aged 75 and older.

Central poll supervisors were more likely (83%) than information officers (78%) to say they were very informed about the COVID-19 safety measures. Those who worked at mobile polls were more likely to say they felt very informed (85%), compared to those who worked at an ordinary poll on polling day (80%) and at advance polls (78%).

Nearly all said electors understood instructions for voting under the COVID-19 protocols

Ninety-six percent (96%) of those asked (n=2,038) said that electors understood the instructions on how to vote safely, including almost two-thirds (64%) who said they understood very well. Only 3% said the electors did not understand the instructions well.

Figure 63: How Well Electors Understood Instructions on How to Vote Safely



Q41a. When working at the poll, how well would you say electors understood the instructions on how to vote safely? [SPLIT SAMPLE] Base: n=2,038; poll staff [DK/NR: 1%].

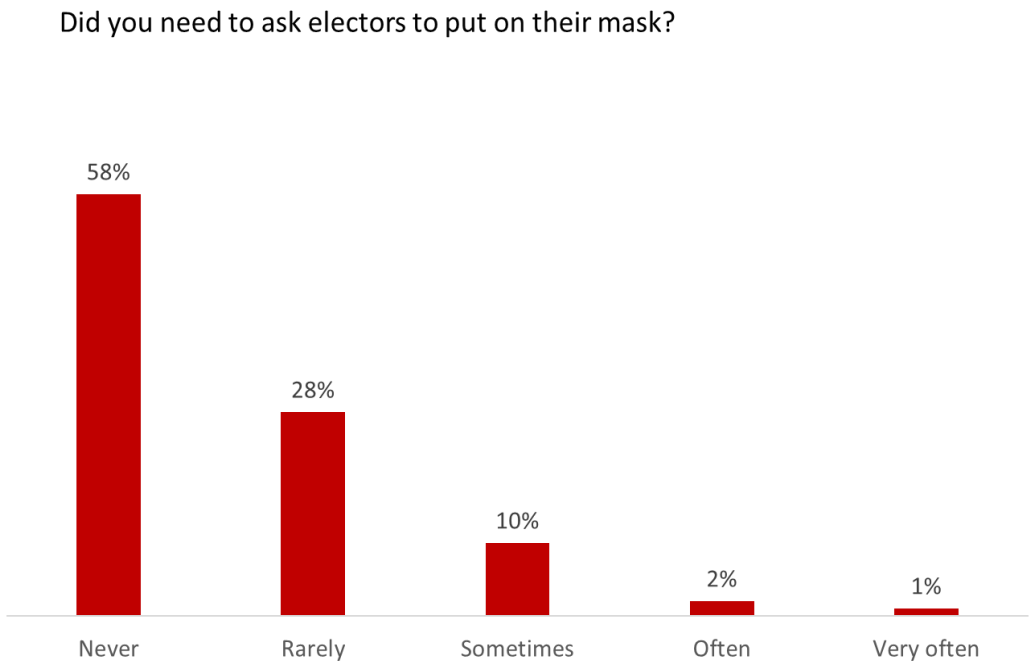
Those from Saskatchewan (76%) followed by those from Atlantic Canada (72%) were more likely to say the electors understood the instructions very well than those from British Columbia (62%), Ontario (61%), and Alberta (58%).

Those who worked in seniors' residences and long-term care facilities were less likely (54%) than those who worked in First Nations communities (70%) or other communities (64%) to say that electors understood the instructions very well.

Very few had to ask electors to put on their masks

Half (n=1,994) of polling staff were asked how often they had to ask electors to put on their masks while they were working. Very few (3%) said they had to often or very often ask electors to put on their masks. The majority (86%) said they rarely or never had to ask electors to put on their masks, with 58% saying never. An additional 10% said they had to sometimes ask electors to put on their masks.

Figure 64: Frequency of Asking Electors to Wear Masks



Q42a. When working at the poll, how often, if at all, did you need to ask electors to put on their mask? [SPLIT SAMPLE] Base: n=1,984; poll staff [DK/NR: 1%].

Those from Atlantic Canada (65%) and Quebec (64%) were more likely than those from Ontario (57%), Alberta (51%), and British Columbia (49%) to say they had never had to ask electors to put on their masks.

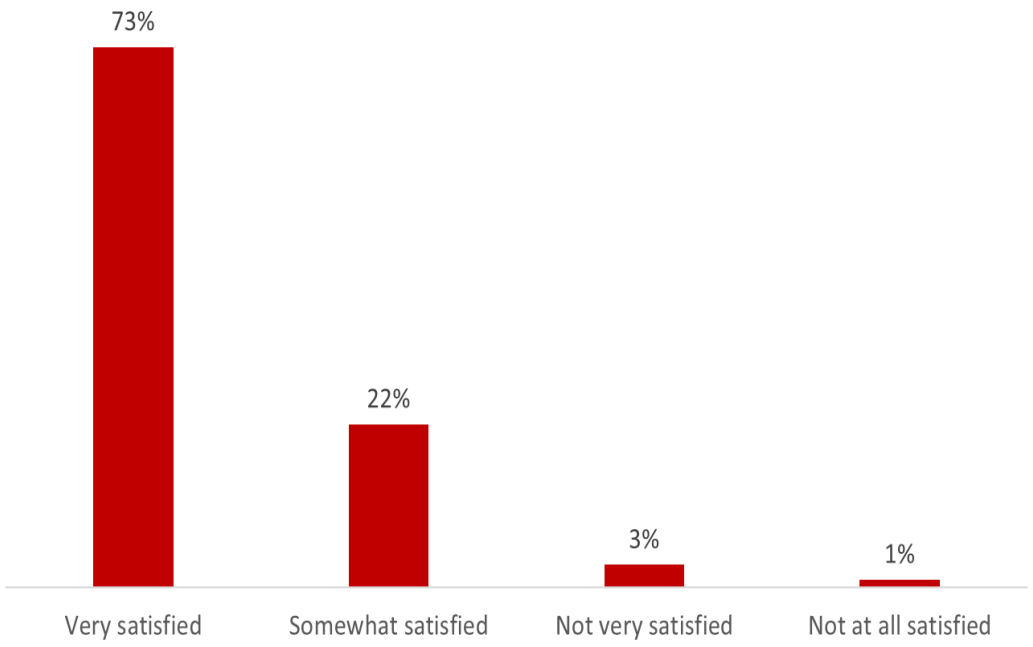
Those aged 16 to 24 years old (39%) were less likely than all other age groups (range of 55% to 62%) to say they had never had to ask electors to put on their masks. Those who worked at an advance poll (41%) were less likely to ask this of electors than those who worked at an ordinary poll on election day (62%) or at a mobile poll (57%).

Information officers (39%) and central poll supervisors (46%) were less likely to say they never had to ask, compared with registration officers (63%) and deputy returning officers (72%).

Nearly All Satisfied with Personal Protective Equipment

Ninety-four percent (94%) said they were satisfied to some degree with the personal protective equipment provided to poll workers by Elections Canada, including 73% who said they were very satisfied. Only 5% said they were not satisfied.

Figure 65: Satisfaction with Personal Protective Equipment



Q43. How satisfied were you with the personal protective equipment provided to you by Elections Canada for use when working at the polls?
Base: n=4,042; all respondents [DK/NR: 1%].

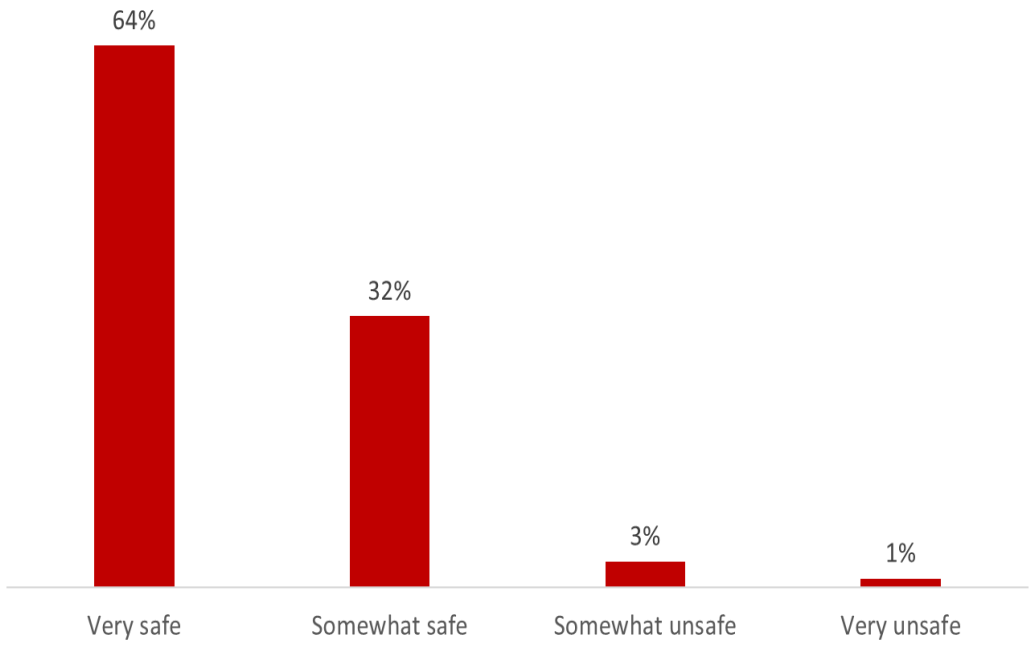
Those in Atlantic Canada (82%) were more likely to say they were very satisfied with the personal protective equipment provided than those in other provinces (results range from 67% to 73%), apart from Manitoba. Those who worked in First Nations communities (89%) were more likely to say they were very satisfied compared to those who worked in seniors' residences or long-term care facilities (73%) and in other communities (72%).

Those aged 16 to 24 years old (64%) and 25 to 34 years old (63%) were less likely to say they were very satisfied with the personal protective equipment than other age groups. Additionally, those who worked at an advance poll (68%) were less likely to say they were very satisfied with the PPE compared with those who worked at mobile polls (76%) and on polling day (73%).

The vast majority of poll workers felt safe working at the polls

Most poll workers (95%) said they felt safe with the measures in place for COVID-19 while they were working at the poll, including 64% who said they felt very safe. Only 4% said they felt unsafe on some level.

Figure 66: How Safe Poll Workers Felt with COVID-19 Measures



Q44. When thinking about your experience working at the poll, would you say that the measures in place for COVID-19 made you feel…? Base: n=4,042; all respondents [DK/NR: 1%].

Those from Atlantic Canada (75%) were more likely to say they felt very safe with the COVID-19 measures than other provinces (results range from 59% to 67%), apart from Manitoba. Registration officers (67%) were more likely to say they felt very safe than deputy returning officers (62%). Those who worked in First Nations communities (74%) were more likely to say they felt very safe compared to those who worked at polling places in other communities (64%).

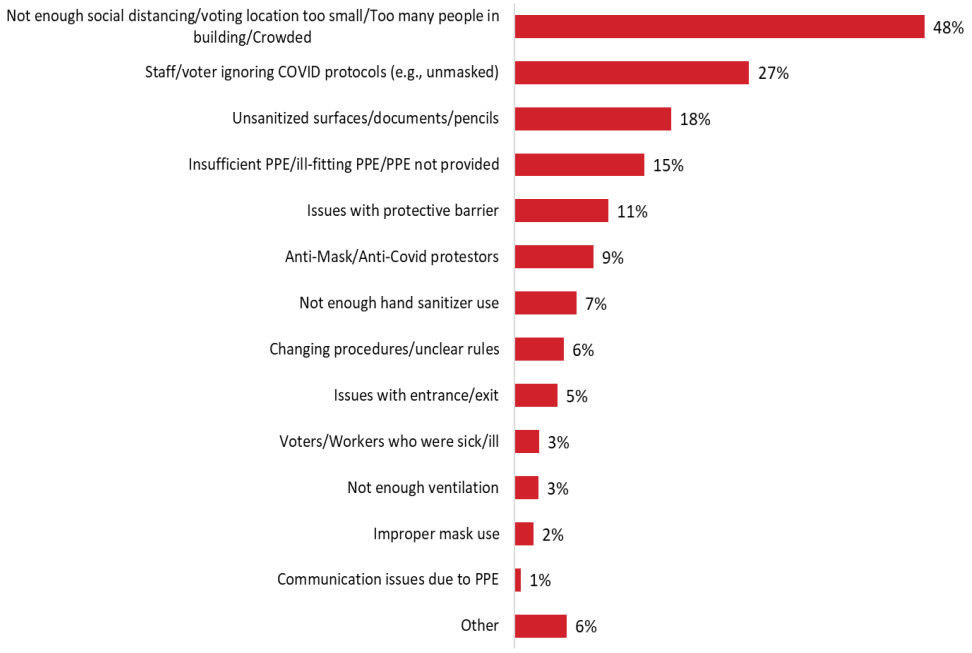
The feeling of being very safe working at the polls generally increased with age, from 56% of those aged 25 to 34 to 74% of those aged 75 and older.

Those who worked at an advance poll (57%) were less likely to say they felt very safe working with the COVID-19 measures that were in place than those who worked at an ordinary poll on election day (65%) or a mobile poll (71%).

Space constraints were the top reason for not feeling safe

Of the small minority who said they felt unsafe (n=144), nearly half (48%) indicated there was not enough room for social distancing in the polling place. Following this, approximately one-quarter (27%) said staff/voters were ignoring COVID protocols, 18% pointed to unsanitized surfaces, documents, and pencils, and 15% said PPE was insufficient. The full range of responses is depicted in Figure 67.

Figure 67: Reasons for Feeling Unsafe



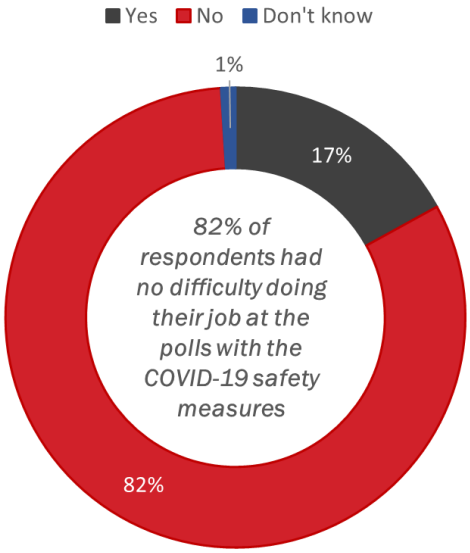
Q45. Could you briefly describe why you did not feel safe? Base: n=144; respondents who felt unsafe about the measures in place for COVID-19 [DK/NR: 1%].

The sample size is too small to allow discussion of differences between subgroups.

Roughly four in five said COVID-19 measures did not make their job difficult

When asked if the COVID-19 measures made their job difficult at the poll, four in five (82%) said that it did not make their job difficult. One in five (17%) said that the measures did make their job difficult.

Figure 68: Impact of COVID-19 Measures on Job Difficulty



Q46. Did the COVID-19 safety measures in place at the poll make your job difficult? Base: n=4,030; all respondents.

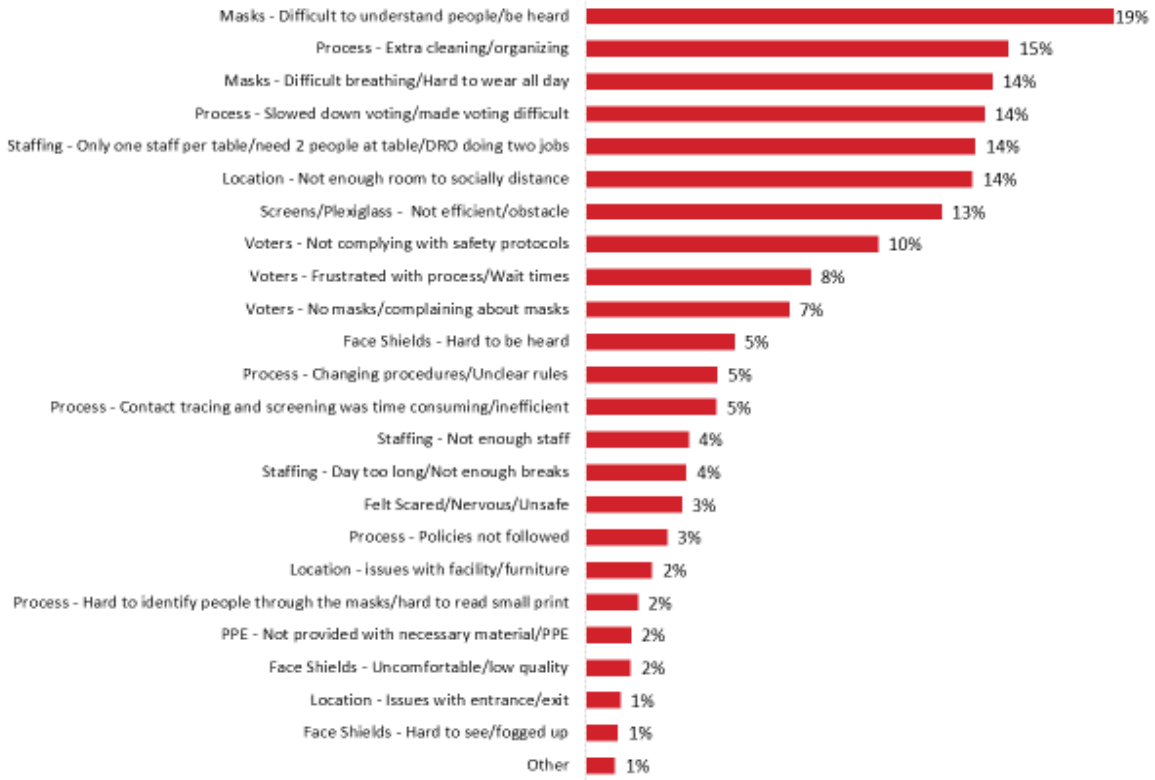
Poll workers in Alberta (21%) were more likely to say the COVID-19 safety measures made their job difficult compared with those in Manitoba (13%), Quebec (15%), and the Atlantic provinces (9%). Registration officers (11%) were less likely to say the job was made more difficult than were other poll workers in other positions (results range from 16% to 19%). Those who worked at an advance poll (23%) were more likely to say the COVID-19 safety measures made the job difficult, compared with those who worked at an ordinary poll on election day (15%) or at a mobile poll (18%).

Respondents aged 25 to 54 were more likely to say the measures made their job difficult (21%) compared with both younger respondents aged 18-24 (14%) and older respondents aged 55 and older (15%).

Understanding and being heard while wearing a mask top reason why COVID-19 safety measures made job difficult

Of those who said the COVID-19 safety measures made their job difficult (n=654), one in five (19%) said that masks made it difficult to understand people or be heard. Following this, the most-cited reasons why the measures made their job difficult were: the process of extra cleaning or organizing (15%); masks made it difficult to breathe or were hard to wear all day (14%); voting was slower or more difficult (14%); having only a DRO at each table doing a job previously done by two people (14%), and the need to have enough room to socially distance (14%). The full range of responses is depicted in Figure 69.

Figure 69: Reasons COVID-19 Measures Made Job Difficult



Q47. How did the COVID-19 safety measures make your job difficult? Base: n=654; respondents who felt COVID-19 safety measures made their job difficult to do [DK/NR: 1%].

Registration officers (36%) and deputy returning officers (23%) were more likely to say masks made it difficult to understand people or be heard than central poll supervisors (10%) or information officers (11%).

Those who worked on polling day (23%) were more likely to say it was difficult to understand people or be heard than those who worked at an advance poll (9%).

Appendix

1. Methodological Notes

Sample and Sampling

The sample for this survey was provided by Elections Canada. It was based on the EC database of election officers who worked during the 44th federal general election. The total number of unique records in the database was 192,777. (Election officers were included in the database more than once if they worked in different positions or at different types of polls or polling places.) A sampling frame was developed based on the proportions in the database. The sampling frame included oversamples for targeted subgroups of the population to ensure adequate sample sizes for analysis.

The tables below present the target sample sizes by characteristics of the population.

Region	Population (N)	Proportional Sample Size (n)	Target Sample Size (n)
Alberta	32,641	441	441
British Columbia	34,911	471	471
Saskatchewan	11,310	153	153
Manitoba	12,073	163	163
Ontario	103,811	1,401	1,401
Quebec	71,383	963	963
Atlantic provinces	29,211	394	394
Territories	1,035	14	14

Staff Position	Population (N)	Proportional Sample Size (n)	Target Sample Size (n)
Central Poll Supervisor	51,591	696	696
Deputy Returning Officer	121,897	1644	1644
Information Officer	76,755	1036	1036
Registration Officer	46,132	624	624

Type of Poll	Population (N)	Proportional Sample Size (n)	Target Sample Size (n)
Advance Poll	51,549	696	696
Mobile Poll	17,313	232	232
Polling Day	227,513	3,072	3,072

Type of Polling Place	Population (N)	Proportional Sample Size (n)	Target Sample Size (n)
First Nations community	587	39	100*
Seniors' / Long-term care facility	2,507	134	200*
Other polling place	293,281	3,788	3,700

Attendance	Population (N)	Proportional Sample Size (n)	Target Sample Size (n)
Trained, but did not work	78,466	1,060	260
Worked	217,909	2,940	3,740

Pre-test

The questionnaire was pre-tested by telephone. To pre-test the telephone questionnaire, respondents were first administered the survey and then asked a series of short follow-up questions. The debriefing following the survey provided an opportunity for respondents to offer feedback on the questionnaire. The follow-up questions were:

- Overall, how would you rate the extent to which the questions in this survey were easy to understand?
- Please tell me why you gave this rating to the survey. What specific words or questions did you find difficult to understand?

In total, 20 pre-test interviews were conducted by telephone. Respondents were able to participate in the official language of their choice. The survey was pre-tested on November 30 and December 1, 2021. The pre-test interviews were digitally recorded and reviewed by Phoenix SPI team members and Elections Canada officials.

There were no significant problems in terms of design or respondents' comprehension of the questions. The only issue was questionnaire length. As a result of the pre-test, 21 questions were removed from the questionnaire.

There was no formal pre-test of the web version of the questionnaire.

Data Collection

All fieldwork was conducted using computer-assisted telephone interviewing (CATI) and computer-assisted web interviewing (CAWI) technology. In total, a stratified random sample of 4,168 election officers was surveyed between December 10, 2021, and January 14, 2022. Of the 4,168 surveys administered, 2,490 were completed by telephone and 1,678 were completed online. Based on a sample of this size, the overall results can be considered accurate to within ±1.5%, 19 times out of 20. The margins of error for sub-samples discussed in the report are larger. Seventy-seven percent (77%, unweighted) of the surveys were completed in English, and 23% (unweighted) were completed in French.

The following specifications applied to the telephone interviewing:

- Interviews averaged 17.2 minutes.

- Calling was conducted at different times of the day and the week to maximize the opportunity to establish contact.
- Up to 13 call-backs were attempted to reach potential respondents before a sample record was retired. The average number of call attempts was 2.1.
- Interviewers mentioned in their introduction that the study was sponsored by Elections Canada.
- There was no calling between December 23 and 27, 2021, or between December 31, 2021, and January 4, 2022.

The following specifications applied to the web interviewing:

- The average web completion time was 12.9 minutes.
- A total of 7,805 election officers were invited by email. The average number of email contacts was 1.6.
- The email invitation mentioned that the study was sponsored by Elections Canada.
- There were no emails sent between December 23 and 27, 2021, and between December 31, 2021, and January 4, 2022.

All survey respondents were informed that their participation was voluntary, and that information collected was protected under the authority of the *Privacy Act*. They were also informed that the anonymized database of all responses could be shared with researchers who collaborate with Elections Canada.

The data collection was conducted in accordance with the standards set out by industry associations as well as applicable federal legislation, including the *Personal Information Protection and Electronic Documents Act*, Canada's private-sector privacy law.

Response Rate

The following table presents information about the final call dispositions for this survey and calculation of the response rate:

	Total
Total numbers attempted	**13,493**
Out of scope – Invalid	**1,108**
Unresolved (U)	**6,633**
Invited by email with no call attempt and no response	1,419
Callback time set, but individual not reached	767
No answer/answering machine	4,447
In scope – non-responding (IS)	**1,502**
Language barrier/illness/incapable	10
Selected respondent not available	21
Qualified respondent break-off/partial complete	72
Refusal (household)	565
Refusal (respondent)	834
In scope – responding units (R)	**4,250**
Completed interview	4,168
Terminate (does not qualify)	82
Response rate	**34.3%**

The response rate formula is calculated as follows: [response rate = R/(U+IS+R)]. This means that the response rate is calculated as the number of responding units [R] divided by the number of unresolved [U] numbers plus in-scope [IS] non-responding households and individuals plus responding units [R].

Survey Weighting

The survey data were weighted to accurately reflect the distribution of election officers by region, type of position, type of poll and type of polling station. The table below shows the unweighted and weighted proportions for the variables used to create the weights:

	Unweighted	Weighted
Alberta	479	485
British Columbia	477	447
Manitoba	173	153
Saskatchewan	165	158
Ontario	1,478	1,475
Quebec	969	1,024
Atlantic provinces	413	413
Territories	14	14
Central poll supervisor	749	660
Deputy returning officer	1,723	1,749
Information officer	1,053	1,139
Registration officer	643	620
Advance poll	743	819
Mobile poll	401	242
Polling day	3,024	3,106
First Nations community	103	36
Seniors'/long-term care facility	299	49
Other polling place	3,766	4,083

2. Survey Questionnaire

PHONE INTRODUCTION

A) Hello, may I please speak with [INSERT NAME FROM SAMPLE]?

Yes, I'll get this person... CONTINUE
Yes, it's me… CONTINUE
No… THANK/DISCONTINUE

INTERVIEWER NOTE: If in doubt, confirm whether respondent would like to be interviewed in English or French.

My name is _____ and I am calling on behalf of Elections Canada from Phoenix Strategic Perspectives. We are doing an important study about the federal election. You may have heard from your respective returning officer that Elections Canada would be contacting election officers to get a better understanding of their satisfaction with working in the election. Feedback from this survey is very valuable and will help us identify potential improvements for future elections.

B) Please be assured that I am not selling anything and that we are not inquiring about your political opinions. Your survey participation is voluntary and your answers will be kept entirely confidential.

INTERVIEWER NOTES:

- [IF ASKED HOW WE GOT THEIR INFORMATION]: Elections Canada shared the contact information with PHOENIX solely as a part of this research. The information was extracted from Elections Canada's financial services system (ROPAY). This use of personal information is consistent with the purpose for which it was obtained by Elections Canada, and is also consistent with the *Privacy Act*.
- [IF ASKED ABOUT THE LEGITIMACY OF THE SURVEY]: If you would like to ensure that this survey is run by Elections Canada, you can call their toll-free number at 1-800-463-6868. Their hours of operation are Monday to Friday, from 9:00 a.m. to 5:00 p.m. (Eastern time). You can also contact Alethea Woods, from Phoenix Strategic Perspectives, at 1-844-960-1700, ext. 223. Phoenix Strategic Perspectives is conducting this study with Advanis on behalf of Elections Canada.
- [IF ASKED ABOUT THE NATIONAL DO NOT CALL LIST]: Calls made for the purpose of market research, polls or surveys are not considered telemarketing calls. Organizations making these types of calls are not required to register with the National Do Not Call List. The National Do Not Call List toll-free telephone number is 1-866-580-3625.
- [IF ASKED ABOUT ELECTIONS CANADA]: The toll-free telephone number for Elections Canada is 1-800-463-6868. Their hours of operation are Monday to Friday, from 9:00 a.m. to 5:00 p.m. (Eastern time).
- [IF ASKED ABOUT PRIVACY]: Any personal information collected is subject to the federal *Privacy Act* and will be held in strict confidence. If you have any reason to believe that your personal information has not been handled in accordance with the *Privacy Act*, you have a right to complain to the Privacy Commissioner of Canada. Would you like me to give you the contact information?

  [IF ASKED]
  Toll-free: 1-800-282-1376
  TTY: (819) 994-6591

Web: Go to www.priv.gc.ca and click "Report a concern"

- FOCUS ON RECENT FEDERAL ELECTION: The focus of this survey is on the most recent federal election, held on September 20, 2021. It is **not** on any other election. This should be reiterated to respondents, as needed (i.e., the focus is not on any previous elections the respondent may have worked in).
- SCALE INSTRUCTIONS: Response categories/instructions for some of the scale questions are repetitive. Adjust the frequency of repeating the instructions to ensure clarity but avoid boredom.

C) PHONE INTERVIEW: We are conducting a survey of people who worked as election officers in the last general election. The survey takes about 20 minutes to complete. Are you willing to take part? We can do it now or at a time more convenient for you.

Yes, now.....PROCEED WITH SURVEY 1
Yes, but call later....SPECIFY DATE/TIME 2
REFUSE.....GO TO WEB REQUEST 3

Please note that this call may be recorded for quality control or training purposes. Any personal information collected is subject to the federal *Privacy Act* and will be held in strict confidence. By taking part in this survey, you consent to the use of your answers for research and statistical purposes. The anonymous database of all responses may be shared with external researchers under the strict condition that no personal information is ever distributed or made public.

D) [REFUSAL CONVERSION] WEB REQUEST: You may also complete this survey online. Do you have access to a computer, tablet or phone connected to the Internet at home or elsewhere that you could use to complete the survey?

Yes.....CONTINUE 1
No.....THANK/DISCONTINUE 2

IF YES: We would send you an email or text message with a link to the survey to complete when you have time. Are you willing to take part?

IF YES ASK: Would you prefer a text message or an email?
Yes, send SMS/text message to this mobile number RECORD NUMBER 1
Yes, send me an email.....RECORD EMAIL..... 2
REFUSED.....THANK/DISCONTINUE 3

SMS: What mobile phone number would you like us to send the survey link to?
EMAIL: Could you please confirm your email address for me?

ENDSMS: Thank you for agreeing to participate. We will send you a text message with the survey link shortly.

ENDEMAIL: Thank you for agreeing to participate. We will send you an email with the survey link shortly.

WEB SURVEY LANDING PAGE

Please select the language in which you wish to complete the survey.

- ○ English/Anglais
- ○ Français/French

[NEXT]

Thank you for agreeing to take part in this short survey being conducted on behalf of Elections Canada by *Phoenix Strategic Perspectives*. Click <here> if you wish to contact Elections Canada to verify the authenticity of this survey. The survey is about your experience as an election officer during the last general election. It should take no more than 20 minutes to complete and is voluntary and completely confidential.

Elections Canada is required by the *Privacy Act* to protect your personal information. Elections Canada will not use your responses to identify you, and none of your opinions will be attributed to you personally in any way. To view Phoenix's privacy policy, click <here>.

[NEXT]

SECTION 1: GENERAL

Let's begin with a general question:

How did you become aware of the opportunity to work at the 2021 federal election?
[PHONE] (DO NOT READ. RECORD ALL MENTIONS. DO NOT PROBE)
[WEB] (SELECT ALL THAT APPLY; ROTATE OPTIONS)

PRECODED RESPONSES
01. Elections Canada brochure / leaflet
02. Radio
03. Television
04. Newspaper
05. Elections Canada website
06. Word of mouth (friends, relatives, colleagues)
07. Facebook
08. Twitter
09. YouTube
10. Other social media (other than Facebook, Twitter, YouTube)
11. Other Internet website (other than Elections Canada website)
12. Candidates and political parties
13. Worked in a previous election
14. Contacted by a Returning Officer or local Elections Canada office
97. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

[50/50 SPLIT SAMPLE Q2 and Q3]

- **How did you apply for the job of election officer for this election?**

01. I applied through the Elections Canada website
02. I submitted my application at a local Elections Canada (Returning Officer's) office
03. Someone at the local Elections Canada office asked me to work at the polls
04. A federal candidate submitted my name to the Returning Officer
05. Responded to an online survey questionnaire from Elections Canada
98. Don't know
99. Prefer not to say

(Phone) Due to the COVID-19 pandemic, poll workers for this election had to accept the following conditions of employment:

- An obligation to wear a mask and face shield indoors at all times
- An obligation to inform the RO of a potential exposure to COVID-19

(Web: use a mouseover/hyperlink)

Were you made aware of the COVID-19 conditions of employment when you were recruited as a poll worker? [DO NOT READ]

01. Yes
02. No
98. Don't know
99. Prefer not to say

(ONLY ASK IF STAFFING POSITION IN DATABASE = 01-04: CPS, IO, REGO, DRO) Some people were unable or decided not to show up for all of their scheduled shifts for a variety of reasons. Which of the following describes you? (READ ALL)

01. I was **absent for at least one** of my scheduled shifts
02. I was **absent for all** my scheduled shifts **(ASK Q5, Q8, Q9, Q10, Q11, Q12, Q13, AND THEN GO TO Q77)**
03. I was **present for all** my scheduled shifts
98. (DO NOT READ) Don't know
99. (DO NOT READ) Prefer not to say

(IF Q.4=1 OR 2) What was the reason you were absent for (IF Q.4=1 "one/some of") (if Q.4=2 "all of") your shift(s)?

[PHONE] (DO NOT READ. RECORD ALL MENTIONS. DO NOT PROBE)
[WEB] (SELECT ALL THAT APPLY; ROTATE OPTIONS)

PRE-CODED RESPONSES

01. Physical illness (cough, cold, flu)
02. Mental illness (stress, anxiety, depression)
03. Pain or injury (back, neck, hip problems)
04. Family emergency
05. Transportation issues (car trouble, accident, flat tire, traffic, lack of public transit)
06. Low salary
07. Found the job too complicated
08. Found the training too complicated

09. Didn't understand the commitment of the job
10. Conflict with regular job/school
11. Fatigue after advance polls
12. Harassment in the workplace
13. Did not know where I was supposed to go
14. Was concerned about the risk of being infected with COVID-19
15. Found it difficult to wear PPE (face shield, mask) all day long
16. Had a potential exposure to COVID-19/was quarantined
97. Other: [TEXT] ___
98. Don't know
99. Prefer not to say

(ONLY ASK IF STAFFING POSITION IN DATABASE = 01-04: CPS, IO, REGO, DRO) Which type of polling station did you work at: [READ LIST; ACCEPT MULTIPLE RESPONSES, BUT DO NOT ACCEPT 02 AND 03 TOGETHER. ASK FOR CLARIFICATION AND CODE AS 03 IF BOTH 02 AND 03]

01. Advance poll
02. Polling day
03. [DO NOT READ] I did the training, but did not work at the polling stations **[ASK Q8, Q9, Q10, Q11, Q12, Q13, AND THEN GO TO Q77]**
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

As a/an (INSERT ACCORDINGLY – USE FULL LABEL BELOW: CPS, IO, REGO, DRO), how would you rate your overall level of satisfaction with the way the last federal election went at your polling place? Are you…? [READ LIST]

01. Very satisfied
02. Somewhat satisfied
03. Not very satisfied
04. Not at all satisfied
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

- CPS=Central poll supervisor
- IO=Information officer
- REGO=Registration officer
- DRO=Deputy returning officer

SECTION 2: TRAINING

All election officers received training. How satisfied were you with the training session? Were you...? [READ ALL]

01. Very satisfied
02. Somewhat satisfied
03. Not very satisfied
04. Not at all satisfied

05. [DO NOT READ] I did not receive training **(GO TO Q14)**
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

(If Q.8 = 03 or 04) What aspects of the training were you not satisfied with?

[PHONE] (DO NOT READ) (RECORD UP TO THREE MENTIONS – DO NOT PROBE)
[WEB] (OPEN QUESTION)

PRECODED RESPONSES
01. Quality of training
02. Length of time (too short)
03. Length of time (too long)
04. Not enough information
05. Too much information
06. Staff/trainers
07. Videos
08. Not enough hands-on/practical training
09. Information was not clear
10. The information was too complex
11. Location/venue
12. Training was not for the position worked
13. Training for closing procedures was not sufficient
97. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

10a) (IF Q.4 ≠ 02) Generally speaking, how well did the training prepare you to undertake your tasks during the last federal election? Would you say you were…? [READ LIST]

01. Very well prepared
02. Somewhat well prepared
03. Not very well prepared
04. Not well prepared at all
05. [DO NOT READ] Worked on an election before, learned from past experience
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

10b) (IF Q.4 = 02) Generally speaking, how well prepared did you feel after the training?

01. Very well prepared
02. Somewhat well prepared
03. Not very well prepared
04. Not well prepared at all
05. [DO NOT READ] Worked on an election before, learned from past experience
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

11) Did you receive your training in your preferred official language? [DO NOT READ]

01. Yes
02. No
98. Don't know
99. Prefer not to say

12) In what format did you receive your training?
(IF STAFFING POSITION IN DATABASE = 01 CPS, ALLOW TO SELECT ALL THAT APPLY)

01. In-person classroom
02. Webinar
03. Self-paced workbook
04. DRO online self training (ONLY SHOW/ACCEPT IF STAFFING POSITION IN DATABASE = 01 OR 04: CPS OR DRO)
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

13) DELETED

SECTION 3: ELECTION MATERIALS

14) Overall, how satisfied were you with the election materials that were provided to you? Were you…? [READ ALL]

(Phone) [IF ASKED] Election materials are items such as posters, signs, guidebook, instructions for closing the polls, ballots, etc. (Web: use a mouseover/hyperlink)
01. Very satisfied
02. Somewhat satisfied
03. Not very satisfied
04. Not at all satisfied
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

15) DELETED
16) DELETED

17) How easy or difficult was it to complete the various forms that you were provided? Was it… [READ ALL]

(Phone) [IF ASKED] Forms are documents such as registration forms, statement of electors who voted on polling day (commonly known as bingo sheets), special procedure forms, etc. (Web: use a mouseover/hyperlink)
01. Very easy
02. Somewhat easy
03. Somewhat difficult
04. Very difficult
05. [DO NOT READ] I didn't fill out any forms
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

18) DELETED

SECTION 4: POLLING PROCEEDINGS

19) Would you say that the building where you worked was suitable for holding an election? [DO NOT READ] NOTE: IF RESPONDENTS VOLUNTEER THAT THEY WORKED AT MORE THAN ONE BUILDING, INSTRUCT THEM TO RESPOND BASED ON THE ONE THEY WORKED AT ON ELECTION DAY.

01. Yes
02. No
98. Don't know
99. Prefer not to say

[WEB NOTE: If you worked at more than one building, please base your response on the building where you worked on Election Day.]

20) (If Q.19 = 02) Why was the building not suitable?

[PHONE] (DO NOT READ, RECORD UP TO THREE MENTIONS – DO NOT PROBE)
[WEB] (OPEN QUESTION)

PRECODED RESPONSES

01. Room was too small
02. Not accessible for people with disabilities
03. Room was too cold
04. Not enough parking
05. Unsafe location
06. Poorly secured building to protect election materials
07. Poor ventilation / poor air quality
08. Poor facilities (e.g., washrooms, break areas)
09. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

21) (ONLY ASK IF STAFFING POSITION IN DATABASE = 01-03: CPS, REGO, DRO) How easy or difficult was it to register electors? Was it…? [READ ALL]

01. Very easy
02. Somewhat easy
03. Somewhat difficult
04. Very difficult
97. [DO NOT READ] (ONLY SHOW/ACCEPT IF STAFFING POSITION IN DATABASE = 03: DRO) Did not have to deal with the registration of electors
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

22) DELETED
23) DELETED

24) Overall, would you say that during your working hours the flow of electors at the polls went…? [READ ALL]

01. Very smoothly
02. Somewhat smoothly
03. Not very smoothly
04. Not at all smoothly
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

25) (If Q24 = 03 or 04) Why was the flow of electors not smooth?

[PHONE] (DO NOT READ. RECORD UP TO THREE MENTIONS)
[WEB] (OPEN QUESTION.)

PRECODED RESPONSES

01. Long lineups/too much waiting/took too long
02. Disorganized/confusion
03. Too many voters/crowded
04. Not enough space
05. Staff not prepared for work
06. Needed more staff/help
07. Staff did not show up for work
08. Issues with paper work
09. Issues accommodating electors with disabilities
10. Unpredictable flow of electors
11. Electors did not come prepared (e.g., missing ID)
12. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

26) (ONLY ASK IF STAFFING POSITION IN DATABASE = 01/CPS OR 03/REGO) How often, if at all, did you witness individuals asking to vote who were not on the list of electors and unable to be registered at the polling station for whatever reason?

01. Never
02. Rarely
03. Sometimes
04. Often
05. Very often
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

[50/50 SPLIT SAMPLE Q27 and Q28]

27) How well did the training prepare you to provide services to electors with disabilities? Would you say that you were…? [READ ALL]

01. Very well prepared
02. Somewhat well prepared
03. Not very well prepared
04. Not at all prepared
97. [DO NOT READ] **(ONLY SHOW/ACCEPT IF STAFFING POSITION IN DATABASE = 03: DRO)** I

did not have to provide services to electors with disabilities **(Go to Q.31)**
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

28) Were the tools and services for electors with disabilities at your polling place suitable? [DO NOT READ]
01. Yes
02. No
97. **(ONLY SHOW/ACCEPT IF STAFFING POSITION IN DATABASE = 03: DRO)** I did not have to provide services to any electors with disabilities **(Go to Q.31)**
98. Don't know
99. Prefer not to say

29) Did you notice any electors with disabilities having difficulties completing their ballot? [DO NOT READ]
01. Yes
02. No
98. Don't know
99. Prefer not to say

30) (If Q.29 = 01) How often did you notice electors with disabilities having difficulties completing their ballot? [READ ALL]
01. Rarely
02. Sometimes
03. Often
04. Very often
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

31) Did you encounter any difficulties in providing services to electors in [INSERT LANGUAGE: 'English' IN QC; 'French' OUTSIDE OF QC]? [DO NOT READ]
01. Yes
02. No
97. I did not have to provide services to any electors speaking **[INSERT LANGUAGE: 'English' IN QC; 'French' OUTSIDE OF QC]** **(ASK Q.33 AND GO TO Q.35)**
98. Don't know
99. Prefer not to say

32) (If Q.31 = 01) What difficulties did you encounter while serving electors in the other official language? (OPEN Question)

98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

33) How often did you greet electors with [INSERT: *"Hi/Bonjour"* OUTSIDE OF QUEBEC/ *"Bonjour/Hi"* IN QUEBEC] as a way of offering service in both official languages? [DO NOT READ LIST UNLESS NEEDED]
01. Never
02. Rarely

03. Sometimes
04. Often
05. Always
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

34) DELETED

35) Did you notice any issues with candidates' representatives performing their duties? [DO NOT READ]
01. Yes
02. No
98. Don't know
99. Prefer not to say

36) (If Q.35 = 01) Could you tell us the nature of the issues with candidates' representatives?
[PHONE] (DO NOT READ. RECORD UP TO 3 MENTIONS)
[WEB] (OPEN QUESTION)

PRECODED RESPONSES
01. Interfered with the voting process
02. Handled an elector's identification
03. Displayed partisan symbols or materials inside or near a polling place
04. Took photographs or made audio or video recordings at the polling station
05. Sat at the same table as the DRO or REGO
06. Handled ballots during the count
07. Were inconsiderate, ill-mannered or inattentive
08. Seemed not prepared or did not know how to do the job
09. Did not want to comply with the COVID-19 safety measures in place
10. Representatives were impatient for results and distracting voters/workers
97. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

37) Overall, how strongly do you agree or disagree that the voting process went smoothly at your polling location? [READ ALL]
01. Strongly agree
02. Somewhat agree
03. Somewhat disagree
04. Strongly disagree
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

The next few questions are about your experience working at the polls with the COVID-19 safety measures that were in place.

38) DELETED
39) DELETED

40) When you first went in to work at the poll, how informed did you feel about the COVID-19

safety measures in place?
01. Very informed
02. Somewhat informed
03. Not very informed
04. Not at all informed
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

41) **When working at the poll, how well would you say electors understood the instructions on how to vote safely?**
01. Very well
02. Somewhat well
03. Not very well
04. Not well at all
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

42) **When working at the poll, how often, if at all, did you need to ask electors to put on their mask?**
01. Never
02. Rarely
03. Sometimes
04. Often
05. Very often
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

43) **How satisfied were you with the personal protective equipment** provided to you by Elections Canada for use when working at the polls?
01. Very satisfied
02. Somewhat satisfied
03. Not very satisfied
04. Not at all satisfied
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

44) **When thinking about your experience working at the poll, would you say that the measures in place for COVID-19 made you feel…**
01. Very safe
02. Somewhat safe
03. Somewhat unsafe
04. Very unsafe
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

45) **(IF Q.44=3 OR 4) Could you briefly describe why you did not feel safe?**
01. [Open-ended]
98. Don't know
99. Prefer not to say

46) Did the COVID-19 safety measures in place at the poll make your job difficult?
01. Yes
02. No
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

47) (IF Q.46=1) How did the COVID-19 safety measures make your job difficult?
01. [Open-ended]
98. Don't know
99. Prefer not to say

SECTION 5: IDENTIFICATION REQUIREMENTS

(Phone) I'd now like to ask you some questions specifically on electors' identification at the polls.

(Web) These next questions are about electors' identification at the polls.

48) Overall, how well did the identification of electors proceed at your polling location? Would you say it went...? [READ ALL]
01. Very well
02. Somewhat well
03. Not very well
04. Not well at all
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

49) DELETED

50) (ASK IF STAFFING POSITION IN DATABASE = 02/IO OR 03/REGO OR 04/DRO) Did you notice electors having any difficulties proving their address or identity?
01. Yes
02. No
98. Don't know
99. Prefer not to say

51) DELETED

[50/50 SPLIT SAMPLE Q52 and Q53]

52) Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree that the voter information card facilitated the identification of electors?

[SHOW ONLINE]

01. Strongly agree
02. Somewhat agree
03. Somewhat disagree
04. Strongly disagree
98 Don't know
99. Prefer not to say

53) (ASK IF STAFFING POSITION IN DATABASE = 01-04; CPS, IO, REGO, DRO) How often, if at all, did you witness an elector's identity being challenged by a candidate or a candidate's representative?

01. Never
02. Rarely
03. Sometimes
04. Often
05. Very often
98. Don't know
99. Prefer not to say

SECTION 6: WORKING FOR THE 44th GENERAL ELECTION

ALL ELECTION OFFICERS

54) Thinking about your experience during the 2021 **federal election, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements: [READ ITEM]**

a) Election instructions are too complex to understand quickly and easily

b) **(ASK IF STAFFING POSITION IN DATABASE = 01-04; CPS, IO, REGO, DRO)** The poll workers in my polling station worked well together.

c) **(ASK IF STAFFING POSITION IN DATABASE = 01, 02, 04; CPS, IO, DRO)** There were problems setting up the polling station.

d) **(ASK IF STAFFING POSITION IN DATABASE = 01, 02, 04; CPS, IO, DRO)** There were problems closing the polling station.

e) **(ASK IF STAFFING POSITION IN DATABASE = 01-04; CPS, IO, REGO, DRO)** There were issues with accessibility for some employees.

[SHOW ONLINE]

01. Strongly agree
02. Somewhat agree
03. Somewhat disagree
04. Strongly disagree
98. Don't know
99. Prefer not to say

55) (If Q.54 c or Q.54 d = 01 or 02) Why did you say there were problems opening and/or closing the polling station?

[PHONE] (DO NOT READ. RECORD UP TO THREE MENTIONS)
[WEB] (OPEN QUESTION)

<u>PRECODED RESPONSES</u>

01. Problems with vote counting
02. Interference by candidates' representatives
03. Instructions not clear
04. Missing instructions to close the poll
05. Missing seals
06. Missing envelopes
07. Missing handbook

08. Not enough assistance from colleagues
97. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

56) (If Q.54 e = 01 or 02) What kinds of accessibility issues did you notice?

[PHONE] (DO NOT READ. RECORD UP TO THREE MENTIONS)
[WEB] (OPEN QUESTION)

57) (Ask if staffing position = DRO) How much do you agree or disagree with the following statement: As a DRO, it was easy to process voters without needing support from my colleagues.

01. Strongly agree
02. Somewhat agree
03. Somewhat disagree
04. Strongly disagree
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

58) (Ask if staffing position = CPS) How much do you agree or disagree with the following statement: As a CPS, I often had to step in to support the DROs as they processed voters.

01. Strongly agree
02. Somewhat agree
03. Somewhat disagree
04. Strongly disagree
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

59) DELETED

60) (ASK IF Q6 = 2) Were you involved in the management of the vote-by-mail drop box at your polling place [DO NOT READ]?

01. Yes
02. No
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

61) (ASK IF Q60=01) (Phone) Thinking about your experience managing the vote-by-mail drop box, would you say that: [READ ITEM]
(Web) (GRID) Thinking about your experience managing the vote-by-mail drop box, would you say that:

a) The drop box was accessible to all electors during the entire voting hours.
b) The drop box was safe and secure during the entire voting hours.

[SHOW ONLINE]

01. Yes
02. No

98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

62) How satisfied are you with your hourly rate of pay? Are you…? [READ ALL]
01. Very satisfied
02. Somewhat satisfied
03. Not very satisfied
04. Not at all satisfied
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

63) Have you received your paycheque for the time you worked during the election? [DO NOT READ]
01. Yes
02. No
98. Don't know
99. Prefer not to say

64) (If Q.63=01) Was the time it took to receive your paycheque…? [READ ALL]
01. Very reasonable
02. Fairly reasonable
03. Not very reasonable
04. Not at all reasonable
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

65) (IF Q.63=02) Is the time it is taking to receive your paycheque…?
01. Very reasonable
02. Fairly reasonable
03. Not very reasonable
04. Not at all reasonable
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

66) Overall, would you say that the working conditions you experienced were…? [READ ALL]
01. Very good
02. Fairly good
03. Not very good
04. Not at all good
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

67) (If Q.66 = 03 or 04) Why do you say that?
[PHONE] (DO NOT READ. RECORD UP TO THREE MENTIONS)
[WEB] (OPEN QUESTION)

<u>PRECODED RESPONSES</u>
01. Number of hours of work
02. Place of work
03. Lack of breaks
04. Tools
05. Complexity of tools

06. Complexity of unique cases
07. Found it hard to wear a PPE (face shield, mask) all day long
08. Uncomfortable furniture
09. Pace was too fast/too busy during shift
10. Difficulties with other staff/supervisors
97. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

68) While you were working, were any fellow poll staff absent for part or all of their shifts?
01. Yes
02. No
98. Don't know
99. Prefer not to say

69) (IF Q.68=01) Would you say that this had no impact, a minor impact, a moderate impact or a major impact on your work?
01. No impact
02. Minor impact
03. Moderate impact
04. Major impact
98. Don't know
99. Prefer not to say

70) DELETED
71) DELETED
72) DELETED
73) DELETED

(Phone) Now I will ask you some questions about harassment in the workplace.
(Web) These next questions are about harassment in the workplace.

Harassment includes act(s), comment(s) or display(s) that demean, belittle, offend, or cause personal embarrassment, and any act of intimidation or threat. Harassment can be a series of incidents or one severe incident that has a lasting impact on an individual.

74) Did you experience harassment while working during the election? [DO NOT READ]
01. Yes
02. No
98. Don't know
99. Prefer not to say

75) (If Q.74= 01) Would you say you were subjected to…

01. verbal abuse, humiliating behaviour, threats
02. physical violence or threat of physical violence
03. unwanted sexual attention or sexual harassment
04. micro-aggressions (MOUSEOVER / IF ASKED: Subtle comments or actions that communicate offensive or negative messages to individuals based on their group identity. Individuals who engage in microaggressions may be unaware that they've engaged in them.)
05. harassment related to COVID-19 safety measures

98. Other, specify:
99. Prefer not to say

76) (If Q.74= 01) From whom did you experience harassment while working during the election? (Phone) We're not looking for you to identify the person(s) by name. Elections Canada just wants to understand the source of the harassment you experienced. Please be assured that your anonymity and the confidentiality of your responses are protected. [DO NOT READ; ACCEPT MULTIPLE RESPONSES] [WEB: ROTATE OPTIONS]

01. Co-workers
02. Superiors
03. Individuals working for me
04. Candidates or their representative
05. Electors
06. Media members
97. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

77) DELETED
78) DELETED
79) DELETED
80) DELETED
81) DELETED

SECTION 8: SOCIODEMOGRAPHICS

(Phone) To conclude the survey, I would like to ask you a few quick questions about yourself. Your answers will be used solely for statistical purposes. Let me remind you that this study is completely confidential.
(Web) These last few questions are about you. Your answers will be used solely for statistical purposes and participation in this study is completely confidential.

82) Have you been vaccinated with at least one dose of a COVID-19 vaccine?

01. Yes
02. No
98. Don't know
99. Prefer not to say

83) Have you ever worked as an election officer in a provincial election? [DO NOT READ]

01. Yes (Accept a referendum if mentioned)
02. No
98. Don't know
99. Prefer not to say

84) What is your gender? [READ ALL]

01. Female
02. Male
97. Or please specify your gender: [TEXT]
99 [DO NOT READ] Prefer not to say

85) What is your year of birth?

Record year of birth: _____
98. Don't know
99. Prefer not to say

86) What best describes your current employment status? [READ ALL; STOP WHEN RESPONDENT PROVIDES AN ANSWER]

05. Retired
01. Employed full-time (35 or more hours per week)
02. Employed part-time (less than 35 hours per week)
03. Self-employed full time (35 or more hours per week)
04. Self-employed part-time (less than 35 hours per week)
06. A student
07. Unemployed, but looking for work (includes seasonal leave)
08. Permanently unable to work (e.g. long-term disability)
09. Temporarily not working (e.g. due to COVID-19 restrictions, illness, parental leave, short-term disability, vacation or labour dispute)
10. A homemaker or caregiver
97. Other [specify]
99. Prefer not to answer

87) What is the highest level of education that you have reached? [DO NOT READ; CONFIRM COMPLETION OF DEGREE/PROGRAM/DIPLOMA IF NOT CLEAR]

01. Some elementary
02. Completed elementary
03. Some high school
04. Completed high school
05. Some community college/vocational/trade school/commercial/CEGEP
06. Completed community college/vocational/trade school/ commercial/CEGEP
07. Some university (No degree or diploma obtained)
08. Completed university (Diploma or bachelor degree)
09. Post-graduate university/professional school (Master's, PhD, or any professional degree)
97. Other. Please specify: [TEXT]
98. Don't know
99. Prefer not to say

Elections Canada wants to ensure that its workplaces are accessible to all its employees including people who have difficulty doing some tasks or daily activities.

88) Would you please indicate whether you have any of the following conditions?

[PHONE] (READ ALL, RECORD ALL MENTIONS, ROTATE OPTIONS) NOTE: ENSURE RESPONDENTS HAVE TIME TO PROCESS CONDITIONS AND GIVE A COMPLETE ANSWER.
[WEB] (SELECT ALL THAT APPLY; ROTATE OPTIONS)

01. Blind or visual impairment
02. Impaired coordination or dexterity
03. Deaf or hard of hearing

04. Impaired mobility
05. Cognitive impairment
06. Development or intellectual disability
07. Emotional/psychological/mental health condition
08. Chronic pain
97. Other. Please specify: [TEXT]
09. [DO NOT READ] None of the above
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

89) What was the total annual income of all members of your household combined, before taxes, in 2020? [READ ALL; STOP WHEN RESPONDENT PROVIDES AN ANSWER]

01. Under $20,000
02. $20,000 to just under $40,000
03. $40,000 to just under $60,000
04. $60,000 to just under $80,000
05. $80,000 to just under $100,000
06. $100,000 to just under $150,000
07. $150,000 and above
98. [DO NOT READ] Don't know
99. [DO NOT READ] Prefer not to say

90) What language do you speak most often at home?

01. English
02. French
97. Other. Please specify: [TEXT]
99. [DO NOT READ] Prefer not to say

91) Were you born in Canada?

01. Yes
02. No
99. [DO NOT READ] Prefer not to say

92) (If Q.91 = 02) In what year did you become a citizen of Canada?

01. [DO NOT READ] I was born a Canadian citizen, but outside of the country
97. (Please specify year): [NUMBER]
98. Don't know/Don't remember
99. [DO NOT READ] Prefer not to say

93) Are you First Nations, Métis or Inuk (Inuit)?

01. Yes, First Nations
02. Yes, Métis
03. Yes, Inuit
04. No, not First Nations, Métis or Inuk (Inuit)
99. [DO NOT READ] Prefer not to say

94) (ONLY ASK IF Q93 = 04) Could you please tell me your ethnic or cultural background?

01. White (e.g. English Canadian, Québécois, German, Italian)
02. South Asian (e.g., East Indian, Pakistani, Sri Lankan)

03. Chinese
04. Black
05. Filipino
06. Arab
07. Latin American
08. Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai)
09. West Asian (e.g., Iranian, Afghan)
10. Korean
11. Japanese
95. Mixed background
96. Other group, please specify: [TEXT]
97. Prefer not to say

This concludes the interview. On behalf of Elections Canada, I thank you for your time. Please be assured that the findings of this research will be used as statistical information and that all information you have provided will be kept anonymous.

IF INTERESTED: Elections Canada will publish a report on its website once completed. You will be able to access the report there.

IF ASKED: Their website address is www.elections.ca.

IF ASKED: Elections Canada has not indicated the exact date when the results would be published, but it should be at the beginning of the summer in 2022.

TERMINATE.