

POLL WORKER GUIDEBOOK

JUNE 5, 2018 STATEWIDE DIRECT PRIMARY
ELECTION
SISKIYOU COUNTY, CALIFORNIA

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SETTING UP THE POLLING PLACE

The County Clerk's Office rents polling place sites. In the rental contract, the Clerk's Office agrees to leave the polling place in the same condition that it is in when you arrive on Election Day, including the kitchen area, so please clean up after yourselves. Also, please do not drag tables, chairs or equipment across the floors.

Personal items should be placed out of view of the voters but in a safe location. Food items should be placed in the kitchen. Food and drink are permitted in the kitchen area only.

Some of the supplies you need will be delivered to the polling place by the Clerk's Office before Election Day. The delivered supplies are the voting machine, voting booths, the "Post Outside" bag, the "Welcome Center" bag and the cardboard ballot box for the "Vote-by-Mail" station. Your inspector will provide all other supplies needed.

Your polling place has to be open for voting from 7a.m. to 8:00p.m. on Election Day. All of the setup must be done before 7:00a.m. Your inspector will tell you what needs to be done to set up your polling place. The tasks that need to be done are listed here:

Setting Up the "ICE" Voting Unit

Setting up the ICE should be started immediately upon your arrival at the polling place. You will find the voting unit at your polling place, as it is delivered before Election Day.

Place the ICE in your voting location as directed by your inspector. The Opening Instructions for the ICE are in the "Seals/Lanyard" baggie, packed in the side pocket of the red delivery bag.

Setting Up Tables and Chairs

Your inspector has a diagram of how to set up your polling place. Be sure to follow your inspector's instructions about where the tables and chairs are to be placed.

Ballot Station

This is the place for voters to get their ballots.

- Set up one or two tables and four chairs to use as the Ballot Station.

Provisional Station

This is the place for voters to get their provisional ballots. Depending on the manpower available at your polling place, there may be workers designated as Provisional Clerks to man this table. If manpower is limited, the Inspector will either personally process provisional voters or assign a worker to do so.

- Set up one table and four chairs (two chairs for workers, two chairs for voters) to use at the Provisional Station.

Tables and Chairs for Voting Booths

- Set up tables and chairs for voting booths.

Greeter Station

Not all polling places have a greeter station. Your inspector will let you know if your polling place has one.

- Set up a table and two chairs for the greeter station.

Vote-By-Mail Station

This is the place for voters to drop off their voted vote-by-mail ballots.

- Set up a table and two chairs for the Vote-by-Mail station.

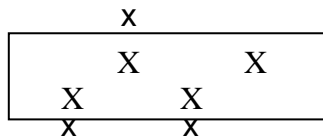
Welcome Center

- Set up a table near the entrance of your polling place to use to display voting materials.

Setting up the Voting Booths

You will find the voting booths at your polling place as the County Clerk's Office delivers them before Election Day. They will be in white boxes. Open each box and remove the voting booths. Open the two side flaps to stand the booths up on the tables.

- Set up the voting booths on the tables, with no more than 3 per six-foot table or 4 per eight-foot table. Place a chair in front of all-but -one voting booth, in this pattern:



Setting the booths up in this configuration accommodate access to the voting booths for someone using a wheelchair.

- Place two pens in each voting booth - remove the caps before placing in the voting booth. *The pens for the voting booth are packed in the side pocket of the red delivery bag.*

HANGING SIGNS INSIDE AND OUTSIDE OF THE POLLING PLACE

It is a requirement of law that certain signs and information be displayed inside and outside of the polling place. The items that need to be displayed are in the "Post Outside" Bag and the "Welcome Center" Bag. These bags will be delivered to your polling place by the County Clerk's Office and will be on top of the ICE unit.

"Post Outside" Bag

Items in this bag must be displayed outside the main entrance of your polling place.

"Welcome Center" Bag

The items in the Welcome Center bag are to be displayed on the Welcome Center Table. The "Welcome Center" bag also includes a manilla envelope, with instructions to hang the contents of this envelope inside the entrance of the polling place.

SETTING UP THE BALLOT STATION

Most of the supplies for the Ballot Station are in the bag labeled “Ballot Station”. The “Ballot Station” bag is packed in the white box labeled “Supply Kit”. You will find the “Supply Kit” inside the red suitcase. If something is packed somewhere else besides the “Ballot Station” bag, it will be noted next to that item in the following list:

Tape to the front of the Ballot Station Table

- “Election with Poll Hours” sign
- “Voter Please Announce Your Name” sign
- “Need Help” sign
- “Language Services” information sheet

Lay out on the Ballot Station table the following:

- Combined Roster and Index (*Blue Cover – it will be packed loose in the red supply bag, on top of the white box*)
- Pens (*including at least two that you put “easy grip” adaptors on. The easy grip adaptors are in the “Stationery Supply Kit”*)
- Signature Guide
- Straight Edge
- Index of Voters (printed on WHITE paper) – *Packed loose in the red supply bag, on top of the white box.*
- Index of Voters (printed on YELLOW paper) – *(packed loose in the red supply bag, on top of the white box) THE YELLOW COPY OF THE INDEX IS TO BE PLACED AT THE WELCOME CENTER*
- Inactive Voter List – *This will be packed loose in the red supply bag, on top of the white box.*
- Pads of ballots
Each ballot is two pages in length. The ballots will be in a sealed cardboard box, labeled “Ballot Container”. Remove the seal and place the pads of ballots on the table in numerical order, beginning with Ballot #1, for each card (both Card A and Card B).
- Paper ballots in Spanish
- Secrecy Sleeves for ballots - *These are packed in an outside pocket of the red suitcase.*
- Street Range List
- Polling Place List
- Voter Registration Cards
- Telephone Cards
- Ballot magnifiers
- Stationery Supply Kit
- Poll Worker Guidebook w/Inspector Duties
- Envelope #3

The following items are to stay in the white “Supply Kit” box until needed:

- Clipboard containing Curbside Voting forms
- Election Officer Digest
- Bag labeled “Closing”

The following items will stay in the red suitcase until needed:

- The cardboard box(es) that the ballots were packed in, labeled “Ballot Container”.

Setting Up the Vote-By-Mail Station

All supplies for this station are packed inside the cardboard ballot box that you will find at your polling place:

- Remove supplies from inside the ballot box and set empty cardboard ballot box on table. Inspect the box to insure it is empty.
- Close the ballot box and seal the top seam of the box with two security seals.
- Set aside Envelope #4 containing the Statement of Voted Ballots Received form, in a safe area away from the table, for use when the polls close.
- Set aside the supply of empty Vote-By-Mail envelopes.
- Tape the three signs “Return Voted Mail Ballots Here” signs across the front of the table.
- Set out several pens.
- Set out the supply of “I Voted” stickers.
- Set out the supply of the “Unsigned Ballot Envelope Statement” forms

Poll Workers

- *Name tags are packed in the stationery kit - print your name on a name tag, insert it into the holder and clip it to your clothing. If you are a bilingual poll worker, you will need to wear two tags. On the second name tag, please print “I am fluent in _____ (list languages you speak). Clip the second holder to the bottom of your name tag.*

Final Steps

- Inspector removes the Ballot Statement from the Closing Envelope and confirms that the number of ballots listed on Line 1 matches the number of ballots received. Next, call the County Clerk’s Office to confirm this. Lastly, return the Ballot Statement to the Closing Envelope.
- Each Poll Worker signs the Oath inside the front cover of the Combined Roster and Index
- Inspector puts on and wears ICE Lanyard
- Inspector or his/her designee performs a quick final check of the polling place to make sure that all signs are displayed inside and outside the polling place.
- Some polling places may receive parking signs and/or voting signs. Inspector or his/her designee performs a quick check to insure the signs are in place per the diagram and pictures provided to the inspector by the County Clerk’s Office.

OPENING THE POLLING PLACE

At 7:00a.m. and before allowing anyone to vote, one worker must announce out loud, “The polls are now open.”

ISSUING A BALLOT TO A VOTER

There are several steps to issuing a ballot to a voter that take place at the Ballot Station. You will use the supplies on the ballot station table. At all times, the ballot station must be manned by at least two workers.

California law requires the voter to tell you his/her name and his/her address.

1. After the voter has told you his/her name and address, find the voter’s name in the Roster and confirm that the address listed is the one that the voter told you.
2. Is the voter’s address a match? If so, continue with issuing a ballot. *If the address is not a match, ask the voter if he/she has moved. If the voter has moved direct the voter to the Provisional Table for additional assistance.*
3. After confirming the voter’s name and address, ask the voter to sign his/her name in the roster, in the box provided for that purpose. Compare the voter’s signature with the signature preprinted on the Roster. *If the signature DOES NOT MATCH, STOP and direct the voter to the Provisional Table for additional assistance. Mark a line through the voter’s signature on the roster and note under the voter’s name “Signature does not match – Provisional.”* If the signature matches, continue with issuing a ballot to the voter.
4. On the white index of voters, draw a line through the voter’s name.
5. Remove an “A” card and “B” card ballot from the pad of ballots, leaving the “Precinct Stub” attached to each pad. *(To most effectively remove a ballot from the pad of ballots, you must fold the ballot along the vertical perforation located just between the two ballot stubs. After folding, slowly begin tearing the ballot from the pad along the perforation.)*
6. Remove the “Voter Stub” from each ballot card and hand it to the voter. Then place the ballot in a secrecy sleeve.
7. As you hand the voter the Official Ballot, provide the following instructions:
 - A. Use only the marking pen in the voting booth to mark the ballot by filling in the oval of voting choice completely.
 - B. When voting for a certified write-in candidate, use the pen to print the name of the candidate in the space provided on the ballot for each office and fill in the corresponding oval.
 - C. Check both sides of each ballot card for voting opportunities.

D. After voting the ballot, place the ballot in the secrecy sleeve and take it to the ballot box clerk. Either the voter or the ballot box clerk (voter chooses) will insert the ballot into the ICE.

8. After the voter inserts his/her ballot into the ICE, the ballot box clerk will give the voter an "I Voted" sticker and collect the secrecy sleeve from the voter.

You may encounter various situations on Election Day. Some of the most common situations are outlined below:

VOTE-BY-MAIL (VBM) VOTER PROCEDURES

A voter who is listed as a vote-by-mail voter in the Roster may vote at the polls on Election Day:

Voter Takes the Un-Voted VBM Ballot to the Polls - The voter turn-ins (*surrenders*) the un-voted VBM ballot at the Ballot Station. A poll worker must verbally verify the voter's identity and confirm that the voter is turning in his/her own ballot, by double-checking the name preprinted on the ballot envelope. Once the voter's identity is confirmed write "SURRENDERED" across the ballot envelope and place it in Envelope #1. (*Envelope #1 is packed in the Closing Envelope.*) *The poll worker must have the surrendered ballot in possession before issuing a ballot at the Ballot Station.* Next, cross out the words "Vote by Mail Voter" printed next to the voter's name in the roster, and follow the instructions provided in the guidebook under *Issuing a Ballot to a Voter*.

A Voter Listed as a VBM Voter Comes Into the Polls Without His/Her VBM Ballot and wants to vote- There is a notation on the roster next to the voter's name if the voter is a person who votes by mail. If the voter does not have his/her unvoted VBM ballot to surrender, call the County Clerk's Office at 842-8084, to confirm that the voter's VBM ballot has not been received in the County Clerk's Office. When you call the County Clerk's Office, please be prepared to provide the voter's name and address. Once it is confirmed that a VBM ballot has not been received, you will cross out the word "Vote by Mail Voter" printed next to the voter's name in the roster and follow the instructions provided in the guidebook under *Issuing a Ballot to a Voter*.

VOTER'S NAME NOT FOUND IN THE ROSTER

Refer the voter to the Provisional Table for additional assistance.

VOTER REQUESTS ASSISTANCE

Assist voters when requested to do so.

Voters declaring that they are unable to mark their ballot may bring up to two people to the polls to assist them in marking their ballot. The person assisting may be a friend, relative or poll worker, but cannot be the voter's employer, an agent of the voter's employer, or an officer or agent of the union of which the voter is a member. Let the person assisting the voter know that information regarding the marking of the ballot is confidential and is not to be revealed to anyone.

CURBSIDE VOTING

If a voter is unable to enter the polls, the law allows that the voter may vote outside the polling place.

1. Two poll workers are to take the "Curbside Voting" form (located on the clipboard) and pen with easy grip adaptor out to the voter. **Never take the Roster outside the voting center.** Ask the voter to complete the form.
2. After the Voter completes the form, return it the precinct table. Locate the voter's name on the Roster. Compare the voter's signature on the form to the one in the roster. *If the signature does not match refer to the Provisional Ballot Instructions, as you will issue a provisional ballot.* If the signature matches, continue by printing "CSV" (curbside voting) in the space provided for the voter's signature. Place the Curbside Voting form in the back of the roster. Update the index as you would for a voter appearing at the Ballot Station.
3. Two poll workers will then take an Official Ballot in a secrecy sleeve, clipboard, ballot marking pen, sample ballot booklet, list of write-in candidates (if applicable) and "I Voted" sticker to the voter.
4. As you hand the voter the Official Ballot, instruct the voter:
 - A. To use only the marking pen to mark the ballot by filling in the oval of choice completely.
 - B. When voting for a write-in candidate, use the pen to enter the name of the candidate in the space provided on the ballot for each office and fill in the corresponding oval.
 - C. Check both sides of the ballot for voting opportunities.
 - D. After voting the ballot, the voter is to remove the ballot stub, insert the voted ballot into the secrecy sleeve and hand it to you.
5. Remain outside near the voter while he/she votes the ballot but not close enough that you can see how the voter is marking the ballot.
6. After receiving the voted ballot from the voter, give the voter an "I Voted" sticker and inform the voter that you will deposit the voted ballot into the ICE. Ask the voter to wait for you to return to them to confirm that their ballot was accepted by the voting unit.
7. Immediately upon re-entry to the polling place, deposit the voted ballot into the ICE.

1. Return to the voter to confirm that the ICE unit accepted the ballot. If rejected by the ICE, let the voter know the reason and provide the options for a second ballot and proceed as necessary.

NEW VOTERS – IDENTIFICATION REQUIREMENTS

To meet the requirements of the Help America Vote Act of 2002, first time voters who have not provided driver's license or identification card information on their voter registration cards may be required to provide identification prior to being issued a ballot.

How Will I Know If The Voter Should Be Asked To Provide Identification?

Check the voter's printed name on the roster. If the phrase "ID required" appears in the signature box next to the voter's name, ask the voter for appropriate identification.

Once the voter has presented identification, write "ID verified" on the roster under the voter's printed name. Continue to process the voter as a regular voter.

Identification includes but is not limited to: a driver's license or identification from any state; a passport; an employee ID card; an ID card provided by a commercial establishment; a credit or debit card; a military ID card, a student ID card; a health club ID card; any insurance plan ID card; a utility bill; a bank statement; a government check or paycheck; a document issued by a governmental agency; a sample ballot; a voter notification card; a public housing ID card; a lease or rental statement or agreement; a tuition statement or bill; tax return; property tax statement.

If the voter does not have any identification, refer the voter to the Provisional Table for additional assistance.

NAME CHANGE

A voter, who has legally changed his /her name, will vote in the usual manner, except that you will ask the voter to sign both his/her former and current names in the signature box on the roster. Additionally, you will also give the voter a registration card to register under the new name for future elections. If the voter completes the card at the polls, place it in Envelope #3.

MISTAKES IN VOTING – SPOILED BALLOT

Sometimes, a voter makes a mistake marking the ballot. This is called “Spoiled Ballot”. Voters may make various mistakes or damage their ballot. If this happens, you will issue another ballot to the voter. *The voter can receive a total of three ballots.*

1. At the Ballot Station, accept the spoiled ballot (*both pages*) from the voter. In view of the voter, fold the ballot up and write “SPOILED” on the face of the ballot. Place the ballot in Envelope #1.
2. Issue another ballot (*both pages*) to the voter as outlined in the *Issuing a Ballot to a Voter* section of this guidebook. Be sure to explain to the voter how to mark the ballot.
3. To track the number of ballots you have issued to the voter, write the letter “S” next to the voter’s name in the Roster for each additional ballot you issue to the voter. *If a voter spoils a total of two ballots they should have two S’s by their name in the Roster.*
4. If a ballot is accidentally damaged by a poll worker follow this procedure, write “SPOILED” on the damaged ballot and place the ballot in Envelope #1. Make a note of the damaged ballot on the last page of the Roster, so that inspector can account for it when completing the Ballot Statement.

You will have to count the spoiled ballots at the close of the polls. Hi-lighting the “S” in the roster will help account for the spoiled ballots and make it easier to balance the Ballot Statement at the close of polls.

CHALLENGING A VOTER

On Election Day a voter may be orally challenged within the polling place only by a member of the precinct board in collaboration with the County Clerk upon any or all of the following grounds:

1. The voter is not the person whose name appears on the Roster.
2. The voter is not a resident of the precinct.
3. The voter is not a U S citizen.
4. The voter has already voted that day.

If you have personal knowledge or receive information in writing on Election Day that a voter is not eligible to vote for the above reasons, contact the Clerk’s Office for instructions on how to handle the situation.

HOURLY RESPONSIBILITIES

UPDATING INDEXES

California Election law requires that the copy of the Index be updated every hour until 6:00 pm by identifying those voters who have voted.

To update the indexes, bring the yellow copy of the index to the Ballot Station.

- ✓ Using the Ballot Station table's copy of the index (WHITE) as your guide, in the YELLOW copy of the index, draw a line through the name of each voter who has voted in the past hour.
- ✓ As you line through the voter's name in the YELLOW copy, place a check mark next to that voter's name in the WHITE copy, so that you can keep track of voter names that you have already marked off in the yellow copy of the index.
- ✓ Return the YELLOW copy of the index to its location near the entrance of the polling place.

INSPECT VOTING BOOTHS

Inspect the booths to make sure that only official signs, voting materials and pens are in the booths. Remove anything a voter leaves behind. Remove the booth from use if there is anything written in the booth that cannot be removed.

VOTED VOTE-BY-MAIL (VBM) BALLOT DELIVERED TO THE POLLS

Accepting Vote-By-Mail Ballots

A voted VBM ballot issued within the state can be delivered to any polling place in Siskiyou County on Election Day. Ballots can be delivered either in person by the voter or by a third party. The ballot must be sealed in the Ballot Return Envelope for you to accept it.

Accepting signed VBM envelope:

Accept the envelope and remove the tab covering the signature to check that the envelope is signed.

- a. If the envelope is signed, deposit it in the ballot box and give the person an "I Voted" sticker.

If envelope is not signed:

- a. Ask if the envelope belongs to the person returning it. If it does, have the person sign the envelope. Once the envelope is signed by the voter, deposit it in the ballot box and give the person an "I Voted" sticker.
- b. If the envelope belongs to someone other than the person delivering the ballot, provide that person the "Unsigned Ballot Envelope Statement" form, and ask them to give the form to the voter. Explain that the voter has until November 16th to complete and return the form to the County Clerk's Office.

No Envelope?

Sometimes a voter will bring in a VBM ballot without an envelope. If the person delivering the ballot is the voter, give the voter an empty envelope. Instruct the voter to sign it and complete the address information on the envelope and to seal the voted ballot in the return envelope. You can then accept the ballot.

If the person delivering the ballot is a third party (not the voter), and does not have a return envelope, provide an empty envelope to the person and explain that the voter must personally sign and complete the envelope.

Unsigned Ballot Envelope Statement

You may have a voter who has been instructed by the County Clerk's Office to complete and sign the "Unsigned Ballot Envelope Statement" form. If so, provide the form to the voter. When the voter has completed the form, accept it, fold it in half and place it in the ballot box.

Under no circumstances is a sealed Ballot Return Envelope to be opened by poll workers.

CLOSING PROCEDURES

The following procedures have been prepared as a step-by-step guide to assist poll workers in closing the polls and must be followed in the order listed to properly close the polling place.

Some inspectors have found it useful to review the contents of the “Closing Envelope” and lay out the contents on a table (away from the voting area) prior to closing the polls.

All indoor and outdoor postings, privacy booths and any other precinct supplies must remain in place until ALL voters have left the polling place.

Anyone who wants to observe closing procedures is welcome, however, he/she cannot assist or interfere with any of the closing procedures.

All Poll Workers must help with the closing procedures as directed by the Inspector and remain on site until the ballots and supplies are ready to be returned to the Clerk’s Office, unless otherwise instructed.

The Polls close at 8:00 p.m., at which time the Inspector shall announce out loud, “The polls are now closed.” Only those voters who are inside the polling place or in line shall be allowed to vote. If there are voters waiting in line, the inspector is to assign a clerk to stand at the end of the line, with instructions not to allow any more voters to join the line.

Do not close out the ICE until all voters have fed their ballots into the unit.

After insuring that all voters inside the polling place have voted, you are ready to begin closing the polling place.

CLOSING THE POLLS AT 8 P.M.

IF YOU HAVE NOT ALREADY DONE SO, REMOVE THE “CLOSING” ENVELOPE FROM THE PRECINCT KIT - All forms and envelopes you need to close the polls are packed in this envelope.

1. POLLING PLACE RESULTS

Before performing this step of the closing procedures, make sure that all voters inside the polling place by 8:00 p.m. have voted and inserted their ballots into the ICE and that all precincts in the polling place are ready to close.

- A.** Remove the *ICE Closing* instructions from the Closing Envelope. With two workers – one to read the instructions out loud and one to perform each step – follow the step-by-step instructions for closing down the voting unit. **Stop when you get to the step of removing ballots from the ballot bin.**

- B. Complete and sign the *Certificate of Performance* form. Separate the form and post the original (white copy) at the polling place, along with the Election Results tape from the ICE and the “*Write-In Vote Information*” form.

2. **INSPECTORS - COMPLETING THE BALLOT STATEMENT**

At least one worker should be prepared to help the inspector with the activities associated with completing the ballot statement. There are several things that the other poll workers can do while the inspector is completing the Ballot Statement - take down the outside and inside postings and place them in their original bags, pack up the Welcome Center contents and place them in their original bags, remove pens from Voting Booths and put them back into the boxes they came in, and fold and box up the Voting Booths. Additionally, the Vote-By-Mail Clerk should close out the Vote-By-Mail Station (see instructions included with the Vote-By-Mail Station supplies).

Use the calculator included in the supply kit to determine totals.

- a. Remove the *Ballot Statement* from the “Closing Envelope”. This form is used to account for the ballots received by the inspector and ballots used on Election Day. *It is recommended that the Inspector complete this form and direct workers to perform the necessary tasks as outlined below.*
- b. Remove Envelopes #1 and #2, from the “Closing Envelope”. (You may have already removed Envelope #1 if you had spoiled ballots during the day.)
- c. You will need access to Envelope #3, which is on the Ballot Station.
- d. **Ballot Statement Line 1:** This line will be completed by the Clerk’s Office.
- e. **Statement Line 2:** Determine the number of UNUSED ballots remaining at the Ballot Station.
 1. Remove all unused ballots from the Ballot Container(s) and place them in numerical order by each card - Card A and Card B.
 2. Subtract the first ballot number remaining on the pad from the last ballot number on the pad(s) for each card. Add one (+ 1) to the total (this will be the number of unused ballots).
 3. Enter the total number for each card on Line 2 of the Ballot Statement where indicated. For the grand total, add the total number of each card together and enter it into the box labeled Grand Total.
- f. **UNUSED BALLOTS** - Place all the unused ballots into the Ballot Container. Use as many ballot containers as necessary. Leave the Ballot Container(s) open for later use.

- g. **BALLOT STUBS FROM USED BALLOTS** – Place the ballot stubs from the Used Ballots into the Ballot Container.
- h. You are now ready to seal the Ballot Container(s) by closing the box(es). Have all poll workers sign the red and white seal for Unused Ballots and Used Ballot Stubs. Remove the backing from the seal and place the seal over the end of the box that opens and press the seal securely in place.
- i. If you have spoiled and surrendered ballots in Envelope #1, remove them and set them out on the table.
- j. Return the *surrendered ballots* back into Envelope #1.
- k. **Ballot Statement Line 3: SPOILED BALLOTS** - Count the number of Spoiled Ballots that you removed from Envelope #1 by ballot card. Enter the total for each card on Line 3 of the Ballot Statement. Add the total number for each card together and enter this figure in the Grand Total. Return the Spoiled Ballots to Envelope #1.
- l. **SEAL ENVELOPE #1** – *Before sealing the envelope, confirm that you have the spoiled ballots and surrendered ballots in the envelope.* You are now ready to seal the envelope, by removing the facing strip from the adhesive flap on the bag and sealing the bag securely.

The unused ballots and ballot stubs must be sealed in the Ballot Container(s) and surrendered ballots and spoiled ballots must be sealed in Envelope #1 before removing the voted ballots from the ballot box.

3. COUNTING PROVISIONAL BALLOT ENVELOPES

To complete this step, you will need Envelope #3, and the provisional ballot envelopes from Envelope #3

- a. **Ballot Statement Line 4: PROVISIONAL BALLOTS** –
 - a. Count the provisional ballot envelopes in Envelope #3 and enter the total on Line 4 of the Ballot Statement and on the label on Envelope #3.
 - b. After counting the envelopes, place the provisional ballot envelopes into Envelope #3, along with any completed voter registration forms. Seal envelope #3.

You are now ready to remove the voted ballots from the ballot box. You will need the brass key on the lanyard, the voted ballots and Envelope # 2.

REMOVE VOTED BALLOTS FROM THE BALLOT BOX-

Remember - If multiple precincts are sharing a ballot box, the ballots will need to be separated by precinct.

- a. Break the YELLOW seal on the Main Ballot bin. Place the broken seal in the “Broken Seals” baggie. Unlock the door using the brass key on the lanyard and remove ballots from the main ballot bin and inspect the bin to make sure you have retrieved all the ballots (*use flashlight if necessary*). Close and relock the main ballot bin door. Place the voted ballots on a table and separate by precinct if necessary. Once separated, place the voted ballots for your precinct in Envelope #2.

COMPLETING THE BALLOT STATEMENT FORM

You will need Envelope # 4 from the Vote-By-Mail Clerk and the postage-paid envelope to complete this step.

- a. **Ballot Statement Line 5:** Record the total number of signatures from the **COMBINED ROSTER AND INDEX**. *Include in the total, any signatures from the back page of the roster and the signed “Curbside Voter Forms”.*
- b. **Ballot Statement Line 6: Record the total number of Returned Vote-by-Mail ballots from Envelope #4.** *The Vote-by-Mail Clerk will provide the inspector with the Cardboard ballot box containing the returned Vote-by-Mail ballots. The inspector or designee must count the number of ballots stored in Envelope 4 and record that figure on Line 6 of the Ballot Statement. (Only one precinct in each polling place will have to do this. If Line 6 of the Ballot Statement has “N/A” preprinted on it, then you do not complete this step.)*
- c. **SIGN THE BALLOT STATEMENT** on the signature line and separate the form.
 1. **BALLOT STATEMENT – WHITE COPY-** Place the white copy in Envelope #2. Set aside Envelope #2 for later use.
 2. **BALLOT STATEMENT- YELLOW COPY -** Place the yellow copy of the Ballot Statement in the postage-paid envelope addressed to the County Clerk’s Office (located in the closing envelope). This must be dropped in the mail on election night. The inspector may designate someone to complete this task.

NEXT STEPS IN CLOSING THE POLLS:

COMBINED ROSTER AND INDEX OF VOTERS –

- a. Confirm that all poll workers have signed the Oath located inside the front cover of the roster.
- b. Complete CERTIFICATE A, located on the back cover of the Roster of Voters

Place the Roster of Voters in Envelope #2 for return to the County Clerk's Office.

PLACE THE COVER ON THE ICE UNIT AND LOCK INTO PLACE

After all ballots have been removed from the ICE unit, you are ready to secure the unit:

- i. Remove the two BLUE Seals from the "Closing Seals" baggie and record their numbers on the Seals Log and initial.
- ii. Place the lid on the ICE unit (match the colored dot on the lid to the colored dot on the unit). Using the brass key on the lanyard, lock both locks (one on each side) of the lid. Seal each end of the lid and unit with a BLUE Seal.

STORE LANYARD AND SEALS

Place the ICE Seals/Lanyard Baggie with contents and the Lanyard in Envelope #2. Set aside Envelope #2 for use later.

COMPLETE COUNTY CLAIM FORM (payroll form, printed on green paper) AND POLL WORKER SUGGESTION FORM

Each worker is to complete these two forms. When everyone has completed them, place them into Envelope #2. You are now ready to seal Envelope #2 by removing the facing strip from the adhesive flap on the bag. Press the flap onto the bag to seal it securely.

BALLOT MARKING PENS – Collect the pens from the voting booths and replace the caps. Place the pens in the box they came in and place them in the outside pouch of the red supply bag.

VOTING BOOTHS- Fold up voting booths and pack them in their delivery boxes. Set the boxes next to the ICE unit.

ITEMS POSTED OUTSIDE – Take down all signs posted outside the polling place and pack them in the "Post Outside" supply envelope. **PLACE THE "POST OUTSIDE" BAG IN THE WHITE SUPPLY KIT BOX.**

ITEMS POSTED INSIDE AND DISPLAYED AT THE WELCOME CENTER– Take down all items posted inside the polling place and displayed at the Welcome Center and pack them in the "WELCOME CENTER" supply envelope. **PLACE THE "WELCOME CENTER" BAG IN THE WHITE SUPPLY KIT BOX.**

BALLOT STATION –Pack any remaining items on the Ballot Station in the "Ballot Station" envelope; place the envelope inside the white precinct supply box.

PROVISIONAL BALLOT STATION – Pack any remaining items on the Provisional Ballot Station in the Provisional Ballot Station envelope; place the envelope inside the wide precinct supply box.

CARDBOARD BALLOT BOX WITH RETURNED VOTED VOTE-BY-MAIL BALLOTS -
Return to the County Clerk's Office with red supply bag.

PARKING LOT ACCESSIBILITY EQUIPMENT/EXTERIOR ACCESSIBILITY EQUIPMENT – If the polling place was modified for accessibility by the use of any equipment or signs retrieve the item(s) from the parking area and set the item(s) next to the ICE unit.

PACKING SUPPLIES FOR RETURN TO THE COUNTY CLERK'S OFFICE

CLOSING CHECK-OFF LIST

This form is in the "Closing" Envelope. It is for your use as a double-check that you have all supplies/forms accounted for and to assist you packing up your supplies for return to the Clerk's Office.

WHAT CONDITION IS YOUR POLLING PLACE IN? Leave the polling place clean and tidy.

RETURN OF BALLOTS/SUPPLIES TO THE COUNTY CLERK'S OFFICE

Information about returning supplies and ballots to the Clerk's Office will be provided to each Inspector. Each polling location must have no less than two workers remain with the supplies and ballots until they are picked up.

THANK YOU!

REFERENCE GUIDE

USE OF PERSONAL CELL PHONE FOR BUSINESS ON ELECTION DAY

The Clerk's Office anticipates that inspectors will use their personal cell phones for use on Election Day for business purposes. You can be reimbursed for your Election Day phone expenses by submitting your original billing statement to the Clerk's Office.

ELECTIONEERING, POLL WATCHER GUIDELINES, OBSERVER PANEL MEMBER GUIDELINES, EXIT POLLS & THE MEDIA

ELECTIONEERING

No electioneering shall take place on Election Day within 100 feet of the polls (the distance from any edge of the room or rooms in which voters are signing the roster and casting their ballots).

Electioneering includes, but is not limited to:

1. Circulation of an initiative, referendum, recall, nomination petition or any other petition.
2. Solicitation of a vote, or speaking to a voter on the subject of marking his/her ballot.
3. Placing a sign relating to a candidate's qualifications, or speaking to a voter on the subject of his or her qualifications.
4. Photographing, videotaping, or otherwise recording a voter entering or exiting a polling place.
5. Displaying a political button or wearing clothing with political statements specific to the election.

Be polite but firm when dealing with a violation of this rule. If the offender continues to be a problem, call the County Clerk's office at 842-8084 for assistance.

POLL WATCHER GUIDELINES

A poll watcher is someone who wants to observe the operation of the polling place and should check in with the Inspector.

Poll watchers can be positioned in a location where they can plainly see and hear what is done within the polling place but may not interfere in any way. They may not sit at any station in the polling place or at the ballot box.

Poll watchers may converse with the precinct board and look at the Roster/Index only if it doesn't interfere with the voting process.

Poll watchers may not ask procedural/policy questions of the precinct board or inspector. All such questions are to be directed to County Clerk Colleen Setzer, who can be reached on Election Day at 842-8084.

In the polling place or within 100 feet of the entry of the site as applicable, poll watchers MAY NOT:

- Campaign or wear buttons or clothing containing campaign information
- Solicit votes for or against any person, political party or ballot question position
- Maintain an "office or communication center"
- Interfere with a voter's free access to the polling place
- Interfere with the official actions of the precinct board
- Disrupt the administration of the polling place
- Touch any election supplies
- Attempt to control the legal actions of voters or the precinct board
- Use a cell phone which distracts precinct workers or voters
- Look into an occupied voting booth
- Disobey a lawful command of a poll worker
- Cause a disturbance or breach of peace
- Engage in disorderly conduct such as threatening behavior or making unreasonable noise
- Advocate for or against a voter as the voter interacts with precinct board

The telephone at the polling place is for the use of the precinct board. Poll watchers MAY NOT use the polling place telephone designated for the precinct board.

ELECTION OBSERVER PANEL MEMBER GUIDELINES

Members of the Election Observer Panel differ from poll watchers, as panel members are recruited and trained by the Clerk's Office.

Purpose of the Election Observer Panel:

- ✓ To provide an avenue for public observation of and input into the election process.
- ✓ Assist in ensuring the integrity of the election process by assuring the public that Siskiyou County elections are an open process and thereby building voter confidence in the election process.

Panel Member Guidelines:

Observers may:

- ✓ Observe the proceedings at the polls, including the opening and closing procedures.
- ✓ Obtain information from the precinct index that is posted near the entrance.
- ✓ Make notes and watch all procedures.
- ✓ View all activities at the central counting site on Election Day, if adequate room is available.
- ✓ View the canvass of the vote activities following the election.
- ✓ Ask questions of the staff at the polls.
- ✓ Ask questions of the County Clerk or Assistant County Clerk at the central counting site.

Observers are responsible for:

- ✓ Checking in at each site, whether polling place or the County Clerk's Office.
- ✓ Wearing an identification badge and/or presenting a letter of introduction.
- ✓ Maintaining a professional manner while observing the election processes.
- ✓ Insuring they do not interfere with election processes.

Observers may not:

- ✓ Interfere in any way with the conduct of the election.
- ✓ Touch any voting materials or equipment or sit at the official work tables.
- ✓ Converse with voters (within 100 feet of the entrance to a polling place) regarding the casting of a vote, or speak to a voter regarding his or her qualifications to vote.
- ✓ Display any election material or wear campaign badges, buttons or apparel; wear the uniform of a peace officer, a private guard, or security personnel.
- ✓ Use phones, pagers, or two-way radios inside the polling place and/or within 100 feet of the entrance to the polling place.
- ✓ Talk to central count workers while they are processing ballots.
- ✓ Use the telephones, computers or other polling place facilities at polling places or the central counting site.
- ✓ Touch election personnel.
- ✓ Eat or drink in the polls or the central counting site.
- ✓ Assist in operations at any polling place.

EXIT POLLS

Media and persons conducting exit polls may interview voters regarding the election outside of the polling place, and must be at least 25 feet from the room in which the voting takes place.

NEWS MEDIA PICTURES OR FILMING

Members of the media may not take pictures or film at the polls unless they are at least 100 feet away from the entrance to the polling place.

VOTING SYSTEM PROBLEMS

Any problems with the voting systems must be documented on the Voting System Incident Log. If a problem is encountered in which you are unsure of the solution, call the County Clerk's Office at 842-8084 for assistance.

EMERGENCY EVACUATION PLAN

Bomb Threat, Fire, Flood

In preparation of an emergency – have an emergency plan!

- ✓ Inspector - assign each worker an item to remove from the polling place in case of an emergency (but only if there is time to safely do so!).
- ✓ Your first priority is your safety and the safety of your board and the voters.
- ✓ Immediately call 9-1-1 and leave the building, as instructed by emergency authorities.

If the emergency is not immediate or if you are able to remove items when you leave without jeopardizing your safety, take the following:

- ✓ ICE Unit
- ✓ Roster of Voters
- ✓ Index (white copy)
- ✓ Unused Ballots
- ✓ Cardboard Ballot Box with vote-by-mail ballots

If you are unable to take anything out of the building and voters show up to vote, take their names, addresses, and phone number so that the County Clerk's Office can contact them about voting.

- ✓ Once emergency call is made and everyone is safe, call the County Clerk's Office.
- ✓ The County Clerk's Office will work with the police department and/or fire department to remove the remaining precinct supplies and prepare to set up the precinct at another location.

BORDERING COUNTIES

The following is a list of phone numbers for the counties that border Siskiyou County, for use on Election Day, as needed:

Shasta County- (530) 225-5730

Trinity County- (530) 623-1220

Modoc County- (530) 233-6205

Del Norte County- (707) 464-7216

PUBLIC RELATIONS – IMPORTANT REMINDERS

- ✓ The voters are your number one priority. Keep personal visiting and conversation to a minimum. It is critical to maintain a quiet and professional atmosphere while there are voters in your polling place.
- ✓ Poll Workers are representatives of Siskiyou County and must follow instructions given in the training class and this guide.
- ✓ Polling Place Etiquette – voters are entitled to privacy and quiet surroundings when voting. Poll Workers should keep their voices down when voters are present.
- ✓ If any Poll Worker takes any action that threatens the voting process or infringes on the rights of the voters, they will be asked to leave and will not be allowed to return and work in future elections.
- ✓ If a child under the age of 18 is under a parent's care, that voting parent has a right to take their child(ren) with them into the voting booth (EC Section 14222).
- ✓ A voter may contest an election based on misconduct by a poll worker. It is very important that your duties on Election Day are properly performed. Misconduct includes discriminating against voters based on race, ethnicity, party affiliation, literacy, or disability; denying eligible voters the right to cast a ballot; intentionally misinforming voters of their status; and coercing or intimidating voters.
- ✓ Voters have the right to report any illegal or fraudulent activity at or near the polls to a local elections official or to the Secretary of State's Office. A Poll Worker should further inform a voter that he or she may also file a written complaint based on a violation of either federal or state laws.
- ✓ No food or drinks are allowed at any of the stations in the polling place. Keep all food and beverages in the kitchen, if your polling place has one. If not, designate an out-of-the-way area of your polling place for food/drinks.

RIGHTS OF VOTERS

The mission of the Poll Worker is to assist every voter to cast a ballot and to insure that each ballot is safely secured until it is counted. A large part of this role is to provide a positive voting experience for all and to insure that the rights of everyone seeking to vote are protected and insured. Poll workers should process and assist all voters with a customer service mentality in order to make their experience as positive as possible. To

fulfill that role, Poll Workers must become familiar with the rights of voters, cultural sensitivity and know how and when to assist voters with disabilities or other specific needs, and know your responsibilities and the limits relating to them. We must insure that the rights of voters are protected, respected and valued.

General Rights

- ✓ Every registered voter has a right to cast a ballot.
- ✓ Voters have the right to cast a secret ballot free from intimidation. Poll Workers must watch for and address any intimidation – even subtle intimidation or electioneering. You must also be sure to provide voters with disabilities, or any voter requiring assistance, the same opportunity for privacy when marking their ballots as all other voters are provided.
- ✓ Voters have the right to cast a ballot if they are present and in line at the polling place prior to the close of the polls. Voters who are in line at the polling place at the time polls are set to close are entitled to vote and must be entitled to exercise that right.

Right to a Provisional Ballot

- ✓ If a voter requests a provisional ballot, or believes he or she should be listed on the voter roll but whose name does not appear thereon, the voter has a right to cast a provisional ballot and to be told how to determine whether the vote was ultimately counted, or if not, why not.
- ✓ Poll Workers must give the voters the benefit of the doubt when voters claim they are properly registered and are at their correct polling place.
- ✓ Because a legally registered voter who is denied the right to vote may later contest the election outcome, poll workers must be reminded of their duty to offer a provisional ballot whose names do not appear on the voter rolls. It is ultimately the duty of the Elections Official to determine the eligibility of voters and appropriateness to count provisional ballots.

Right to Replace a Spoiled Ballot

- ✓ Voters may not be aware that they have the right to receive a new ballot if prior to casting their ballot they make a mistake marking their votes. Vote-by-mail voters may also request and receive a new ballot if they return their spoiled vote-by-mail ballot to an elections official prior to the closing of the polls on Election Day. The law restricts voters to receiving a maximum of two replacement ballots so poll workers should alert voters who spoil their first ballot that they are only entitled to a total of three ballots, so to exercise caution when casting a replacement ballot. Poll Workers should tactfully offer training with how to properly cast a vote when a voter has spoiled their first ballot.

Voter's Right to Report Fraud or Illegal Activity

- ✓ Voters have the right to report any illegal or fraudulent activity at or near the polls to a local elections official or to the Secretary of State's Office (EC Sec. 2300). If

a Poll Worker is asked how to report such activity, he or she should provide the voter with a telephone card, listing the contact information for the County Clerk's Office.

Rights of All Voters to Receive Assistance at Polls

- ✓ Voters who are unable for any reason to vote without assistance have the right to receive assistance in casting their ballots. This means that voters can have up to two people assist them, or they may request assistance from a Poll Worker. Poll Workers must know what to do and what not to do if they are asked to assist. It is a violation of state and federal law to disclose how another person votes.

Rights of Voters with Disabilities

- ✓ Voters with disabilities have a right to an accessible polling place and every effort must be made to provide disabled voters with a way to independently and privately cast a ballot. Poll Workers must be prepared to facilitate curbside voting if needed by the voter.
- ✓ Voters with disabilities have the right to vote privately and independently and to reasonable modifications or removal of barriers to the voting process and provision of auxiliary aids and services.
- ✓ All eligible citizens have the right to register to vote unless judicially determined to be incompetent or otherwise ineligible because of felony conviction. It is not up to the Poll Workers to determine a person's registration qualification or competence to vote. Sometimes Poll Workers, upon seeing a voter who is disabled, may question the person's competence to vote. If the individual is properly registered, the voter must be treated in the same way as all other voters. No voter, including a voter with psychiatric disabilities, is required to show any ID or to prove their competence to receive or cast a ballot.
- ✓ Voters with disabilities should not be asked to fill out their ballots at the table where poll workers are checking in voters, even if the voter has requested assistance in filling out their ballot.

PROVISIONAL BALLOT PROCEDURES

Supplies Provided:

Provisional Ballot Information forms
Provisional Envelopes
Inactive Voter List
Street List
Polling Place Locations
VNC Card example
Sample Ballot back page example
Straight Edge
Telephone Cards
Pens
Note paper

If, using the resources available to you at the polling place, you are unable to determine if issuing a provisional ballot is appropriate, call the County Clerk's Office at 842-8084. When you call the Clerk's Office, be ready to provide the voter's name, date of birth, and residence address.

Background:

A provisional ballot can be issued to a voter at the polls if the voter's qualification or entitlement to vote cannot immediately be established. Some of the reasons include:

- Voter's name is not on the Roster.
- Voter has moved and has not re-registered to vote.
- Voter is in the wrong precinct and does not want to go to his/her correct precinct.
- Voter's signature does not match the signature in the roster.
- Voter is listed in the roster as a new voter, but does not have identification.
- Voter wants to vote a party ballot he/she is not entitled to vote (Presidential Primary Elections Only).

Is a Provisional Ballot Necessary?

Establish why the voter is at your station. Voters may come up to your station on their own or be escorted by another poll worker. If escorted by a poll worker, the poll worker will explain why the voter is at your station.

General questions to ask the voter to help you decide if a Provisional Ballot is necessary. (Not all these questions may fit the situation or be necessary for every voter.)

Are you registered to vote in Siskiyou County? If so, what is your name and residence (physical) address?

Have you recently moved? Did you re-register to vote after you moved?

Have you changed your name? What is your current name? What is your former name?

VOTER'S NAME IS NOT ON THE ROSTER

Are you registered to vote in Siskiyou County? If voter answers yes, then, using the street list and polling place locations form, determine if the voter is in his/her correct polling place.

Is the voter at his/her correct polling place? Using the Street List and Polling Place Locations list, establish if the voter is in his/her correct polling place. If the voter is not in his/her correct precinct, provide this information to the voter and ask if they want to go to the correct precinct or if he/she wants to vote at your polling place. *The benefit of going to the correct precinct is that the voter will receive their specific ballot with the contests they are eligible to vote and will not vote a provisional ballot.* If the answer is yes, provide the voter with the name and address of their polling location. If the answer is no, then you will proceed with issuing a provisional ballot.

VOTER HAS MOVED

Within Siskiyou County? A voter who has moved from one address to another within Siskiyou County and who has not reregistered to vote at the new address may, at his or her option, vote on the day of the election at the polling place at which he or she is entitled to vote based on his or her current residence address, or at the County Clerk's Office. The voter shall be reregistered at the place of voting for future election. Voters casting ballots under this section shall be required to vote by provisional ballot. Using the street list and polling place locations form, determine the correct precinct for the voter based on his/her current residence address. If the precinct is located within your precinct, be sure to issue the provisional ballot from the voter's precinct. If the voter is not at the correct polling place, issue a provisional ballot from any precinct at your polling place.

Outside of Siskiyou County? A voter who has moved to Siskiyou County from another location outside of the county and has not registered to vote will vote a provisional ballot.

Issuing a Provisional Ballot:

Upon determining that a voter will vote a provisional ballot, provide the voter with the Provisional Ballot Information form to read. While the voter is reading this form:

1. On Side 2 of the Provisional Ballot Envelope select the appropriate reason for issuing the voter a provisional ballot by filling in the bubble. If you choose “Other” as the reason, write out the very specific reason that the provisional ballot is being issued.
2. Print your name in this area of the envelope.
3. On Side 1 of the Provisional Ballot Envelope, fill in the precinct number on the line provided for this purpose, using the Polling Place list if necessary.
4. Provide the envelope to the voter and ask the voter to read “Voter Instructions” on Side 1 of the envelope and to then complete the Voter’s Affirmation section. (Ask the voter to print the information legibly.)
5. Provide the completed Provisional Ballot Envelope that the voter has completed all of the information in the Voter’s Affirmation and signed the envelope. Give the completed envelope to the voter and direct the voter to the ballot station to receive a ballot, and that upon receiving the ballot to step into a voting booth:
 - A. To vote his/her ballot.
 - B. Upon completion of voting it, place the voted ballot inside the provisional envelope.
 - C. Remove and keep the numbered portion of the provisional envelope flap.
 - D. Seal the gummed flap.
 - E. Return the provisional envelope to the Ballot Station.
6. Upon voter’s return, double-check the envelope to ensure that all information is complete and that the voter has removed and retained the numbered portion of the envelope flap.
7. Upon determining that all the information is complete on the provisional ballot envelope, put it in Envelope #3.

Under no circumstances is the provisional ballot envelope to be opened by the poll workers.

DISABILITY SENSITIVITY AT THE POLLS

CALIFORNIA SECRETARY OF STATE

The rules of etiquette and good manners apply when working with every voter who enters a polling place. In addition, the following guidance may be helpful when working with people with disabilities.

Meeting a Person With a Disability

- **Do not assume a person does or does not have a disability.** Disabilities can be physical, psychiatric, intellectual, developmental, etc.
- **Greet everyone with a smile, eye contact, and a spoken greeting.** Some people are uncomfortable with handshaking or physical contact. Be respectful of personal boundaries. Likewise, if someone offers you a handshake, feel free to accept it.
- **Speak directly to a person with a disability,** not just to others accompanying a person.
- **Offer assistance, but do not insist on providing it.** It is best to ask all voters if they need assistance or would like to use an accessible voting system, instead of assuming who may or may not have a disability. Always ask how you may best assist before acting, wait until the offer is accepted, and then listen or ask for instructions. For example, it may be unsafe to grab a walker, white cane, or other aid used by a person who has a disability.
- **Don't ask about or mention a person's disability** unless he or she talks about it or it is relevant to the conversation. Don't praise someone with a disability for having "overcome" the disability. All voters are equal. Don't patronize or talk down to someone with a disability.
- **Keep your communications simple.** Use plain language (i.e., "May I help you?" rather than "May I assist you?"). Keep sentences short, and rephrase or repeat your comments if the voter is not understanding you. Focus on one topic at a time and be sure to allow time for the person to respond. Also, pay attention to the person while you're speaking with them, as they may be using body language to communicate.

Interacting With a Person Who Uses a Mobility Device (e.g., Wheelchair, Scooter, Cane, etc.)

- **Provide personal space.** Do not push, lean on, or hold onto a person's mobility device unless the person asks. Remember, the mobility device is part of his or her personal space.
- **Clear the path.** Make sure that the path of travel to the check-in tables and voting booths are clear before the polls open and remain clear throughout the day.
- **When giving direction to someone using a mobility device,** consider the distance, weather, and physical obstacles such as curbs and stairs the person will encounter. Know where the accessible pathways, restrooms, and water fountains are both in and outside of the building.

Meeting Someone With a Disability That Affects Speech

- **Pay attention, be patient, and wait** for the person to complete a thought and do not try to finish it for them. Ask the person to repeat the thought if you do not understand what they are trying to say.
- **Understand a person may use assistive technology** such as an alphabet board or computer to communicate.

DISABILITY SENSITIVITY AT THE POLLS

CALIFORNIA SECRETARY OF STATE

Meeting Someone Who Has a Visual Impairment

- **Guiding.** If asked to be a sighted guide, let the person know when you are placing your hand against their hand, or close enough that they can easily find it. Never push or pull someone, always point out obstacles along the way, and discuss where you are going.
- **Greetings.** Identify yourself and introduce anyone else who may be with you. Also, don't leave the person without saying you are leaving.
- **Guide and service animals.** Do not pet or distract a guide or service animal. The animal is responsible for the owner's safety and is working. People with visual impairments often use guide or service animals. However, be aware that people with other disabilities may use guide or service animals as well.

Communicating With Someone Who Is Deaf or Uses an Assistive Hearing Device

- **Let the person take the lead** in establishing which communication method he or she prefers to use (e.g., assistive technology, writing on a piece of paper).
- **Talk directly to the person** even if a sign language interpreter is present. If the person lip reads, face him or her directly and speak at a moderate pace. For some people, it also may help to simplify sentences and use more body expressions.

Use Appropriate Language

- Instead of disabled person, handicapped, or crippled, say **person with a disability**
- Instead of an able-bodied person, say **person without a disability**
- Instead of mentally retarded, retard, slow, or special, say **person with an intellectual or developmental disability**
- Instead of the blind, say **person who is blind or visually impaired**
- Instead of hearing-impaired, deaf, dumb, or mute, say **person who is hard of hearing or a person who is deaf**
- Instead of a victim of, suffers from, or afflicted with (a condition), say **person who has a disability, uses a wheelchair, is blind, or is deaf, etc.**
- Instead of epileptic, say **person with epilepsy**
- Instead of a Down's person or Mongoloid, say **person with Down Syndrome**