

## Poll Worker Reference Guide

City Clerk's Office (608) 266-4220

Immediate danger? Call 911

### Accessibility

If...	Do this...
Voter needs assistance marking ballot.	The voter may choose anyone to help them mark their ballot, as long as the assistant is not their employer or union representative.
Voter is unable to sign or make their mark on the poll book.	Voters who are unable to sign the poll book due to a disability are exempt from this requirement. Write "Exempt by Order of Inspectors" in the signature box.
Voter is unable to announce name, address.	Voter may have someone else (perhaps a poll worker) announce their name and address on their behalf.
Voter needs an interpreter.	A card at the greeter table provides phone number for interpretation services. The ExpressVote translates the ballot into Spanish.
Voter with visual impairment.	Greet voter by letting them know who and where you are. If voter requests assistance walking, allow them to take your arm. Let them know as you approach inclines or turns.
Voter with hearing impairment.	Maintain eye contact with voter. Do not yell, shout, or speak in voter's ear. Try communicating with pen and paper.
Voter with speech impairment.	Provide unhurried attention. Do not try to complete voter's sentences. Do not interrupt. Ask for clarification if needed.
Voter has a guide dog.	Do not pet or interact with the animal. The animal is working and shouldn't be interrupted.
Voter may have dementia.	Make eye contact. Reduce distractions. Speak slowly & clearly. Pause between sentences. Simplify choices. Give voter time to respond.

### Checking in Voters

If...	Do this...
You cannot find voter in the poll book.	<ol style="list-style-type: none"> <li>1. Check the supplemental poll list in the back of the poll book.</li> <li>2. Check Reverse Directory to see if name is misspelled on poll book.</li> <li>3. Verify voter is at correct polling place.</li> <li>4. Call the Clerk's Office.</li> </ol>
Watermark under voter signature box says, "Have you moved?"	<ol style="list-style-type: none"> <li>1. Ask the voter if they certify address on poll book is still their home address.</li> <li>2. If yes, proceed as usual.</li> <li>3. If no, send to voter registration station.</li> </ol>
Voter answers yes when asked if they returned absentee.	<ol style="list-style-type: none"> <li>1. Write Y in margin by voter's name.</li> <li>2. Voter may not cast a ballot at the polls without committing a felony.</li> </ol>
Voter answers no when asked if they returned absentee.	<ol style="list-style-type: none"> <li>1. Write N in margin by voter's name.</li> <li>2. Proceed as usual.</li> </ol>
Voter moved after October 11.	May only vote today at the polling place for their old address.
Voter does not have an acceptable form of Voter ID.	Offer a provisional ballot. Voter will have until 4 p.m. Friday to get a copy of an acceptable form of Voter ID to the Clerk's Office.

## Absentee Ballot Delivery

If...	Do this...
Someone delivers an absentee ballot to the polling place.	We may ask, "Are you the voter?" We may not ask for ID. If the voter is delivering their own ballot, check that certificate is complete (voter signature, witness signature, witness address), and that envelope is sealed.
Someone delivers another voter's absentee ballot to the polling place.	We may ask, "Are you delivering the voter's ballot because the voter has determined that they require assistance returning their ballot due to their disability?"  If yes, then: "Are you someone other than the voter's employer, an agent of that employer, or an officer or agent of the voter's union?" If yes, accept ballot.

## Safety and Security

If...	Do this...
Voter is frustrated.	<ul style="list-style-type: none"> <li>● <b>Remain calm.</b> Slowly inhale for four seconds, hold that breath for four seconds, slowly exhale for four seconds, hold the space between breaths for four seconds.</li> <li>● <b>Reassure</b> voter, if possible.</li> <li>● <b>Slow down.</b> Slowly repeat what you heard, or ask voter to repeat themselves.</li> <li>● <b>Check in</b> with Chief for advice or support.</li> <li>● <b>Ask for help</b> if you're unsure of what to do.</li> </ul>
You see intimidating behavior.	Intimidation involves causing fear or emotional distress in order to change someone's behavior. If you see intimidation, notify the Chief Inspector right away.
<b>If there is physical danger, call 911</b>	

## Equipment and Supplies

If...	Do this...
Tabulator will not accept ballots.	<ol style="list-style-type: none"> <li>1. Read the screen.</li> <li>2. Check the tabulator's back window to see if you can see that a ballot is stuck.</li> <li>3. Hold the handles on sides of tabulator and gently shimmy to get ballot to drop.</li> <li>4. If it is necessary to open ballot box to pull ballot through, announce and document.</li> <li>5. If unable to resolve, call Clerk's Office.</li> </ol>
Running low on ballots.	In the morning, place a Post-It note 50 ballots from the bottom of your stack of ballots for each ballot style. Immediately call Clerk's Office when you reach that Post-It.

## End of the Day

If...	Do this...
Voters still in line when the polls close.	Chief announces closing of the polls. The End-of-Line Officer stands behind the last voter at 8 p.m. to ensure they can vote.
Polling place still has absentees to process at 8 p.m.	Notify the Clerk's Office so they can send you additional help. Keep processing absentees until all ballots have been counted. Triple-check that all ballots are counted before you run the results.
More voter slips issued than ballots counted.	Make sure there are no absentees that still need to be processed or remade, and that there are no ballots in emergency bin.
More ballots counted than voter slips issued.	Make sure registrations and absentees were all assigned voter numbers. Count number of people recorded in poll book as having voted, and add to number of registrations.