

## 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 the 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 that 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 the address on the poll book is still their home address.</li> <li>2. If voter answers yes, proceed as usual.</li> <li>3. If voter answers no, send voter to the voter registration station.</li> </ol>
When asked if they returned an absentee, voter says Yes.	<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>
When asked if they returned an absentee, voter says No.	<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 6.	<ol style="list-style-type: none"> <li>1. If moved within Wisconsin, need to vote at polling place for old address.</li> <li>2. If moved from outside WI, ask Chief about the Presidential Ballot process.</li> </ol>

## Safety and Security

If...	Do this...
Voter is frustrated	<ul style="list-style-type: none"> <li>● <b>Remain calm.</b> Use the square breathing technique: slowly inhale for four seconds, hold that breath for four seconds, slowly exhale for four seconds, hold that 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 Inspector for advice or support.</li> <li>● <b>Ask for help</b> if you feel unsafe or unsure of what to do.</li> </ul>
Electioneering within 100 feet of the polling place entrance	<ul style="list-style-type: none"> <li>● Politely ask person to leave the <i>No Electioneering Zone</i>.</li> <li>● Notify the Chief inspector.</li> <li>● If problem continues, call the Clerk's Office.</li> </ul>
You see intimidating behavior	<p>Intimidation means causing fear or emotional distress in order to change someone's behavior.</p> <p>If you see intimidation, notify the Chief Inspector right away.</p>
Someone wants to be a poll watcher, observer, or challenger	<ul style="list-style-type: none"> <li>● Have the person register with the Chief Inspector.</li> <li>● If the observer is electioneering or interfering with the process of the election, notify the Chief Inspector.</li> </ul>
Observer refuses to wear a mask	<ul style="list-style-type: none"> <li>● Notify the Chief Inspector. The observer will be given one warning. If they refuse to comply, the Chief will give them an order to leave the polling location.</li> </ul>
<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 the sides of the tabulator and gently dance with the machine to get the ballot to drop.</li> <li>4. If it is necessary to open the ballot box to pull the ballot through, announce and document what you are doing.</li> <li>5. If unable to resolve ballot jam, call the Clerk's Office.</li> </ol>
Running low on ballots	In the morning, you should put a Post-It note 50 ballots from the bottom of each ballot style stack at your polling place. Immediately call the Clerk's Office when you reach that Post-It note.

## End of the Day

If...	Do this...
Voters are 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.
Cars are lined up for curbside voting at 8 p.m.	A poll worker stands beside the last car in line to ensure that the voters in the vehicle are able to 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.