

PARAQUAD



Election Worker Training Guide

August 7

2012

This material is based upon work supported by the U.S. Election Assistance Commission (EAC). Opinions or points of view expressed in this document are those of the authors and do not necessarily reflect the official position of, or a position that is endorsed by, EAC or the Federal government.

PARAQUAD



Sample
PowerPoint
Slides and
Speaking Notes

August 7

2012

Election Judge Meeting

Insert
County
Information
or County
Seal Here

August 7, 2012

State Primary Election

*Model Poll Worker Training PowerPoint Presentation.
Slides and materials developed using Cape Girardeau
County, Missouri, Election Worker Training.*

1

WE DEPEND ON YOU TO:

- Protect the rights of voters eligible to vote
- Provide courteous service
- Make sure all voters get the correct ballot
- Provide for the security of the election process
- Assist voters as needed
- Keep a careful accounting of the balloting process by following all checklists
- Keep the polling place clean and free of clutter

2

(Instead of voters with special needs or disabilities, change the language to all voters. In our experience, we've learned that poll workers or others providing services get overwhelmed and nervous when they feel like they are providing "special" services to a small group of people. They also might feel bitter about having to do something "special" for someone. This will also eliminate the problem of poll workers attempting to identify someone with a disability and assess whether or not they "qualify" for a certain kind of accommodation, which ultimately would lead to some people being denied access to the services or supports they need to confidently and independently vote.)

(Adding "keep the polling place clean and free of clutter" will help poll workers think about accessibility on Election Day. If they feel that their duty is to keep the polling place clutter free, they will be more likely to avoid accessibility issues that are caused when unnecessary materials are left on the floor or in walk ways.)

ELECTION DAY

All Election Judges should arrive no later than 5:00 a.m.

The polls must open promptly at 6:00 a.m.

The polls close at 7:00 p.m.

**If the building is not accessible,
call the County Clerk's Office at 123.456.7890**

ELECTION JUDGES

- No Election Judge shall be absent for more than 1 hour during Election Day.
- No Election Judge shall be absent from the polls before 9:00 a.m. or after 5:00 p.m. on Election Day.
- No more than one Judge from the same political party shall be absent from the polls at the same time.
- Election Judges may vote an absentee ballot prior to an election.
- Bring your Lunch.
- Please do not park in the front spaces at the polling location.
- Please clean up after yourself before you leave.
- Please remember we are guests at the Polling Location. Do not expect them to wait on us. If you need something ask kindly and be respectful.
- Turn off all lights and lock all doors you are responsible for.

SUPERVISORY JUDGES RESPONSIBILITIES

Missouri State Law provides for One Supervisory Judge from each major political party at each location.

- The general supervision and conduct of the election in their polling place.
- Opening and closing the polling place.
- Assignment of specific duties for the Election Judges.
- Ensure the final counting of ballots and preparation for return to the counting center.
- Responsible for the return of the ballots and other supplies after the close of the polls.

ELECTION DAY TOOL KIT



Trainer: I know there are a lot of duties and responsibilities that you need to think about on Election Day, and we really are depending on you to carry out a very important function of our democracy. I want you to be aware though, that there will be tools at your polling place on Election Day that you can use to help insure that you are successful at your job and able to help *all* voters.

First, there will be an "Election Day Picture Guide" at each polling place for your convenience. This guide will show you step-by-step how to use a voting machine, carry out curbside voting, and set up the polling place, among other things.

Next, each polling place will have an "Election Day Tool Kit" complete with materials and aids that all voters can use to make their voting experience successful. This will include:

- 1 ruler to help those who need assistance signing their name on documents
- 1 magnifying glass for those who need larger print or have troubles seeing small print
- Pencil grips for those who have trouble firmly holding writing utensils
- A pad of paper to communicate with voters who have troubles hearing or talking
- Each voting place should also have extra chairs or tables that can be used if a voter requests a place to sit, or wants more time filling out a ballot and doesn't mind sitting at an extra table

ACTIVITY: Set up table in corner of room with Election Day Tools on it. Invite participants to visit table to become familiar with tools.

SETTING UP THE POLLS

Before any official action is taken

Election Judges should take the oath and sign the sheet containing the oath.

Remember to:

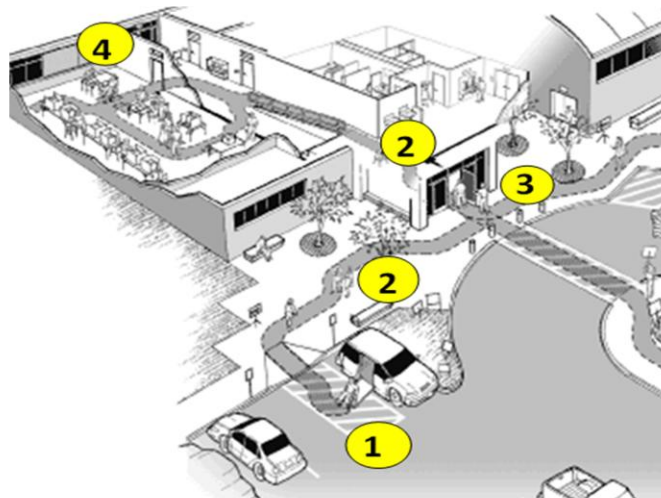
- 1. Follow your Checklist**
- 2. Post all Signs**
- 3. Post Sample Ballots**

7

Activities: Setting Up the Polls

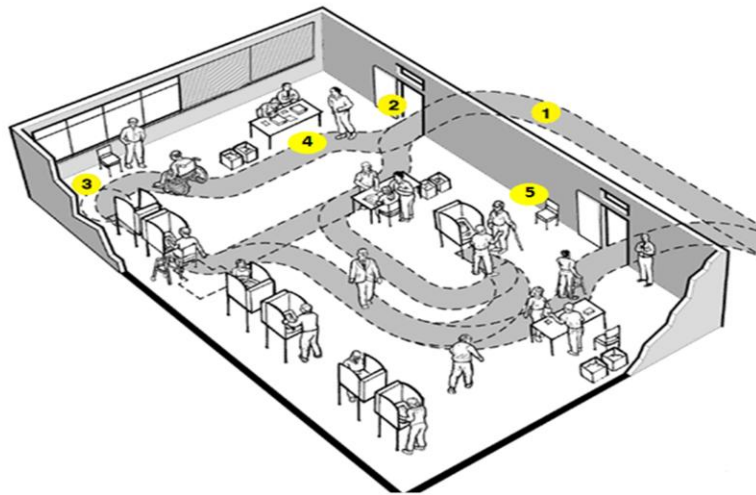
1. Set the training room up to look like an ideal polling place would on Election Day. Run through Polling Place Set-Up Checklist with poll workers while physically showing them each feature of the room.
2. Include the Polling Place Set-Up Map in take home materials for poll workers to look over. Have poll workers look at map as you read through the Polling place Set-Up checklist.

IDEAL POLLING PLACE SET-UP



- When setting up your polling place, there are 4 main areas that you as a poll worker should be concerned about. These areas are the parts of the polling place that voters will most often use. These are also the major areas that can cause accessibility issues for voters who are elderly, who use wheelchairs or mobility equipment, or who are pushing strollers with children.
- The first area to consider is parking:
 - Accessible parking should be clearly marked. Parking spots should be reasonably level and an access aisle should be present. Parking spots can be made with cones if accessible parking is not available.
- The next area to consider is pathways leading to, and inside of, the building. This includes sidewalks, walkways, and hallways:
 - Pathways and walkways should be reasonably level, clean, and free of debris. The route leading to an accessible entrance should be marked. If there is a curb, locate the curb cut. The route should not contain steps.
- Next, think about the doorways leading inside of the building and to the actual voting room:
 - The entrance/doorway should be marked as the polling place entrance. The door should be wide enough for all voters to enter, including strollers and wheelchairs, (at least 36”) and not too heavy. If you feel the door is narrow or too heavy, prop it open to make it easier for voters.
- Finally, as a poll worker, you need to consider the layout of the voting room:
 - The voting room will be covered on the next slide.

IDEAL POLLING PLACE SET-UP: INSIDE



Once inside the voting room, there are 5 major areas to consider when setting up the room.

1. Pathways: Just like pathways leading into the building, make sure the paths leading to and around the voting room are clean and free of clutter and debris. This will insure that all voters will be able to easily navigate around the room.
2. Doorways: Make sure the doorways are wide enough for all voters to enter, and not too heavy. If you think the door is too heavy or narrow, prop the door open to make it easier for voters to enter.
3. Voting machines: When setting up the voting machines, make sure there is enough space behind the machines for all voters to comfortably maneuver in, especially voters who use wheelchairs or who are pushing a stroller.
4. Sign-In Table: Make sure there is enough room in front of the sign in table for voters to maneuver in without being in the way of other people or traffic.
5. Locate extra chairs or tables that voters who need them can use.

SETTING UP THE POLLS: BALLOTS

Initial Here

JUDGES INITIALS

INSTRUCTIONS TO VOTERS
Using blue or black ink, completely fill in
If you tear, deface, or make a mistake a

- Count the ballots. Ballots are in sealed packages of 100.
- Only open and initial what you need. Packages will be marked if less than 100.
- Compare your total ballots count to the total recorded on the top of the Certificate of Ballots form.
- If different, double check the count. If still different change ballot's received number.
- Initial the front of the Ballot with an ink pen only.
- One Election Judge from each Political Party must initial each ballot card before issuing the ballot to the voter.

10

Module: Using Accessible Voting Machines

1. Consider either entering “Using Voting Machines” slides here, or having a separate Voting Machine ppt presentation following this presentation.

2. Activities:

1. PowerPoint Presentation Demo: Run through PPT slides on voting machines. As you are going over slide, have a staff member beside you demonstrating each task on the real voting machine
2. Small Group Demo: Break class up into groups of 4-6 people. Give each group a Voting Machine Features Checklist. Demonstrate to the groups how to do each item on the checklist, and have each group practice doing it with you on their group machine
3. Individual Demo: Assign each participant to their own voting machine. Give each individual a Voting Machine Features Checklist. Demonstrate to the class how to do each item on the checklist, and have each person practice doing it with you on their machine.
4. Voluntary Practice Day: Set up voting machines at elections office and invite poll workers to come at their own convenience to practice using them. Provide the Checklist to workers as they come in so they know which items to run through. Give workers opportunity to ask questions if they do not know how to perform a specific task

POWER OUTAGES & EQUIPMENT FAILURE



- If there is trouble with the Optical Scan OVO, there is an emergency slot on the back of the black box to slide ballots into until the equipment is running properly.
- Once Equipment is working a judge from each political party must open the back compartment of the black box and retrieve the ballots.
- A judge from each party must then insert the ballots through the OVO, so ballots will be counted.
- There are flashlights in the supply boxes in case of power outage.

11

Consider adding the slides from the “Using Accessible Voting Equipment” Slide into this part of the PPT

NUMBERED STICKERS

Numbered stickers are printed as shown with 75 stickers per sheet

One Judge from each party must still initial the stickers.

1 J _ _ J _ _	2 J _ _ J _ _	3 J _ _ J _ _	4 J _ _ J _ _	5 J _ _ J _ _
6 J _ _ J _ _	7 J _ _ J _ _	8 J _ _ J _ _	9 J _ _ J _ _	10 J _ _ J _ _
11 J _ _ J _ _	12 J _ _ J _ _	13 J _ _ J _ _	14 J _ _ J _ _	15 J _ _ J _ _
16 J _ _ J _ _	17 J _ _ J _ _	18 J _ _ J _ _	19 J _ _ J _ _	20 J _ _ J _ _
21 J _ _ J _ _	22 J _ _ J _ _	23 J _ _ J _ _	24 J _ _ J _ _	25 J _ _ J _ _
26 J _ _ J _ _	27 J _ _ J _ _	28 J _ _ J _ _	29 J _ _ J _ _	30 J _ _ J _ _
31 J _ _ J _ _	32 J _ _ J _ _	33 J _ _ J _ _	34 J _ _ J _ _	35 J _ _ J _ _
36 J _ _ J _ _	37 J _ _ J _ _	38 J _ _ J _ _	39 J _ _ J _ _	40 J _ _ J _ _
41 J _ _ J _ _	42 J _ _ J _ _	43 J _ _ J _ _	44 J _ _ J _ _	45 J _ _ J _ _
46 J _ _ J _ _	47 J _ _ J _ _	48 J _ _ J _ _	49 J _ _ J _ _	50 J _ _ J _ _
51 J _ _ J _ _	52 J _ _ J _ _	53 J _ _ J _ _	54 J _ _ J _ _	55 J _ _ J _ _
56 J _ _ J _ _	57 J _ _ J _ _	58 J _ _ J _ _	59 J _ _ J _ _	60 J _ _ J _ _
61 J _ _ J _ _	62 J _ _ J _ _	63 J _ _ J _ _	64 J _ _ J _ _	65 J _ _ J _ _
66 J _ _ J _ _	67 J _ _ J _ _	68 J _ _ J _ _	69 J _ _ J _ _	70 J _ _ J _ _
71 J _ _ J _ _	72 J _ _ J _ _	73 J _ _ J _ _	74 J _ _ J _ _	75 J _ _ J _ _

SIGN-IN ROSTER

Voter Status Voter Name Voter Initials Voter Signature Ballot Style Numbered Sticker

County: [REDACTED] Polling Place: [REDACTED]		Printer: [REDACTED] Printed Date: 01/18/2012 15:02:11.8547 PM		Date: 01/18/2012		
<p>VOTER'S IDENTIFICATION CERTIFICATE. Warning: It is against the law for anyone to vote, or attempt to vote, without having a lawful right to vote.</p> <p>Location: OAK RIDGE SCHOOL, LOCATION #1 OAK RIDGE, SECTION: PRESIDENTIAL PREFERENTIAL PRIMARY, TYPE: PRESIDENTIAL PRIMARY, DATE: 2/7/2012</p> <p>I hereby certify that I am qualified to vote at this election by signing my name and verifying my address by signing my initials next to my address.</p>						
Voter ID Number	Voter Name	Voter's Initials	Voter Signature	Ballot Style	Judge's Initials	Seq. No.
39572276	[REDACTED]	[REDACTED]	[REDACTED]	CL01.L1.R1		
Active	924721845	Voter's Name Voter's Address		OAK RIDGE #PRECINCT/09		

Voter Status

Active: Check ID and verify Address is correct.

Inactive: Check ID and verify address. If address is incorrect, fill out a change of address and send voter to the correct precinct to vote.

Active ID Verification: Check ID and verify address is correct.

Each voter must receive the correct ballot style.

Verifying my address by signing my initials next to my address.

Voter Signature	Ballot Style Precinct/Split	Judge's Initials	Seq No
X _____	C1.D1.L1.R1 OAK RIDGE PRECINCT/09		
X _____	C1.D1.L1.R1 OAK RIDGE PRECINCT/09		
X _____	C1.D1.L1.R1 OAK RIDGE PRECINCT/09		
	C1.D1.L1.R1		

Ballot Styles

In the Presidential Preference Primary, you must ask each voter which Political Party Ballot they would like to receive.

For this Election the Choices are Democratic, Republican, Libertarian & Constitution. In Jackson City an Issue Only ballot is available.

It is of the utmost importance each voter receives the correct ballot. The election judge working the sign in roster is responsible to check each voter to ensure they are receiving the correct ballot style.

14

Disregard the Precinct/Split. Look Only at the Ballot Style.

BALLOT STYLES

THESE ARE USED TO ENSURE EACH VOTER GETS THE CORRECT BALLOT FOR HIS OR HER RESIDENCE

- Voting district lines are set for voter convenience and size.
- Multiple jurisdictions cross through voting districts.
- The voter is eligible to vote for candidates and issues in the jurisdictions where he or she resides.
- We create ballot styles for the different combination of jurisdictions within a precinct to make sure each voter gets only the issues he or she is eligible to vote on.

MISSOURI VOTER ID REQUIREMENTS

Registered voters will need **ONLY ONE** of the following acceptable forms of identification to vote:



1. Identification issued by the state of Missouri, an agency of the state, or a local election authority of the state.
2. Identification issued by the United States government or agency thereof.
3. Identification issued by an institution of higher education, including a university, college, vocational and technical school, located within the state of Missouri.
4. A copy of a current utility bill, bank statement, paycheck, government check or other government document that contains the name and address of the voter.
5. Driver's license or state identification card issued by another state.

16

If you do not possess any of these forms of identification, you may still cast a ballot if two supervising election judges, one from each major political party, attest they know you.

STRESS: THE ID DOES NOT HAVE TO BE A PHOTO ID

VOTER DOES NOT HAVE IDENTIFICATION


If two supervisory Judges know the person, they may be allowed to vote. Complete the Voter's Identification Affidavit. The voter and the two supervisor election judges sign the affidavit.

VOTER'S IDENTIFICATION AFFIDAVIT	
WARNING: It is against the law for anyone to vote, or attempt to vote, without having a lawful right to vote.	
Print name of voter _____	Signature of voter _____
STATEMENT OF SUPERVISORY JUDGES	
Now comes before us _____ who does not have proper form of identification as required under Section 115.427.1. We the undersigned hereby certify that we have personal knowledge of the voter.	
Supervisor's Signature (Democrat) _____	Date _____
Supervisor's Signature (Republican) _____	Date _____

If the voter is not known by two supervisory election judges, he must get a valid form of ID before he may vote.

Absentee Voters

Call the office if ABSENTEE RECEIVED or ABSENTEE SENT is printed under Voter Signature and the voter has shown up to vote.

County: ██████████ Polling Place: 0011		Printed Date: 04/01/2009 Processed Date: 4/1/2009 10:07:28 AM				
<p>VOTER'S IDENTIFICATION CERTIFICATE. Warning: It is against the law for anyone to vote, or attempt to vote, without having a lawful right to vote. Location: HICKENDREE METHODIST-COX ANNEX, ALTERNATE CODE: ... ELECTION: MUNICIPAL ELECTION 2009, TYPE: MUNICIPAL GENERAL, DATE: 4/7/2009</p> <p>I hereby certify that I am qualified to vote at this election by signing my name and verifying my address by signing my initials next to my address.</p>						
Voter ID Status Reason	Voter Name Residential Mailing Address	Voter's Initials	Voter Signature	Precinct/Split Ballot Style	Judge's Initials	Seq No
750260762 Active	 857746123	<div style="border: 1px solid black; padding: 2px;"> Voter's Name Voter's Address </div>	ABSENTEE RECEIVED	BYRD 2 PRECINCT/01 4		61

**APPLICATION FOR ADDRESS CHANGE
OF A REGISTERED VOTER**

To [REDACTED] County Clerk
[REDACTED], Missouri

I, the undersigned registered voter of [REDACTED] hereby request that my registration be changed as follows:

Name in full: _____

If Name Change-Previous Name: _____

Address at which registered: _____ Precinct: _____

New Address: _____ Precinct: _____

Phone Number at new address: (573) _____

Date of Birth: _____ S.S.#: _____

Signature: _____ Date: _____

Signature of Election Official: _____

Approved by: _____ from County Clerks Office
(This copy stays at the old precinct)

****VERIFICATION FROM PRECINCT OF NEW ADDRESS****

Signature: _____ Date: _____

Signature of Election Official: _____

Precinct: _____

(PLACE NUMBERED ID STICKER HERE)

(This copy goes to and stays with the new precinct)

County: Cape Girardeau		Address Rule				Date: 06/27/2007	
User Name: LoMedico, Sherril						Report No.: AL-001	
Precinct: PRECINCT 1,PRECINCT 2,PRECINCT 4,PRECINCT 6,PRECINCT 7,PRECINCT 8,PRECINCT 9,PRECINCT 12,PRECINCT 13,PRECINCT 14,PRECINCT 15,PRECINCT 16,PRECINCT 17,PRECINCT 18 City: A8							
House Number	Type	Street	Unit	City	Zip	Precinct	
2906-2922	A	PARK WEST HEIGHTS DR		CAPE GIRARDEAU	63703	17.07	
1402-1437	A	PARKHOR DR		CAPE GIRARDEAU	63701	2.02	
1501-1502	A	PARKSITE DR		CAPE GIRARDEAU	63701	2.03	
1480-1510	A	PARKVIEW DR		CAPE GIRARDEAU	63701	6.01	
2709-2727	A	PARTRIDGE CT		CAPE GIRARDEAU	63701	16.01	
1050-1122	A	PATRICIA ST		CAPE GIRARDEAU	63701	17.02	
3010-3064	A	PATRIOT DR		CAPE GIRARDEAU	63701	15.03	
1705-1805	A	PAUL REVERE DR		CAPE GIRARDEAU	63701	15.03	
2500-2552	E	PEACH TREE ST		CAPE GIRARDEAU	63701	13.03	
2501-2553	O	PEACH TREE ST		CAPE GIRARDEAU	63701	13.01	
2700-2726	E	PEACH TREE ST		CAPE GIRARDEAU	63701	15.01	
2701-2727	O	PEACH TREE ST		CAPE GIRARDEAU	63701	15.03	
2037-2087	A	PEAR TREE CT		CAPE GIRARDEAU	63701	17.04	
130-428	A	PEARL ST		CAPE GIRARDEAU	63701	8.01	
118-275	A	PEBBLE LN		CAPE GIRARDEAU	63701	17.08	
604-617	A	PEIRONNET DR		CAPE GIRARDEAU	63701	1.01	
1403-1764	A	PENISCOT ST		CAPE GIRARDEAU	63701	6.01	
600-899	A	PENNY AVE		CAPE GIRARDEAU	63701	6.01	
900-925	A	PENNY AVE		CAPE GIRARDEAU	63701	6.01	
403-414	A	PERRIS PL		CAPE GIRARDEAU	63701	14.01	
600-899	A	PERRY AVE		CAPE GIRARDEAU	63703	18.02	
900-998	E	PERRY AVE		CAPE GIRARDEAU	63701	6.01	
901-999	O	PERRY AVE		CAPE GIRARDEAU	63701	2.06	
1000-1198	E	PERRY AVE		CAPE GIRARDEAU	63701	14.01	
1003-1199	O	PERRY AVE		CAPE GIRARDEAU	63701	2.01	
1200-1398	E	PERRY AVE		CAPE GIRARDEAU	63701	14.01	
1201-1399	O	PERRY AVE		CAPE GIRARDEAU	63701	2.01	
1400-1444	A	PERRY AVE		CAPE GIRARDEAU	63701	2.03	
1200-2000	E	PERRYVILLE RD		CAPE GIRARDEAU	63701	2.03	
1201-1699	O	PERRYVILLE RD		CAPE GIRARDEAU	63701	14.01	

Missouri Central Registration

Under type on the address rule:

A= All Street Numbers

O= Odd Street Numbers

E=Even Street Numbers

VOTER HAS A NEW ADDRESS & NEEDS TO GO TO A DIFFERENT PRECINCT

- When a voter notifies you that he has a new address, a Change of Address form is used.
- Use your street guide to locate which precinct the new address is located
- Send the voter to the new precinct with the Yellow copy. Write the name of the new precinct and address on the yellow copy.
- When the voter has arrived at the correct polling location, place the numbered sticker on the Change of Address form and give the voter the correct ballot.
- Place the Change of Address form with the numbered sticker in the Registration Changes Envelope.

A Voter Arrives at your Precinct & Is Not in the Roster Book

- Call the County Clerk's Office before any action is taken.
- If the voter is already in the correct precinct, **DO NOT** send them back to their old precinct. The voter may have called the County Clerk's office to determine their new voting location.
- Complete a change of address form, place the numbered sticker on the yellow portion, and keep the entire form at your precinct in the Registration Changes envelope.

PROVISIONAL BALLOTS

Any voter claiming to be properly registered and eligible to vote in the jurisdiction of the election authority and provides a form of personal identification required by 115.427, but whose eligibility cannot be immediately established.

- There will be provisional ballots for this election.
- The provisional ballots will be in a provisional ballot envelope on BLUE paper stamped PROVISIONAL in the top corner.
- Provisional ballots are used when a voter can not be found in the sign-in roster book and the county clerk's office has been called verifying the voter could not be found anywhere.
- You must talk to someone from the Jackson or Cape Office before you issue a provisional ballot. Document on the provisional ballot envelope who you spoke to.**
- Voted provisional ballots must be returned on election night.**
- Provisional ballots must be reported to the state and counted on election night.

Roster Book Sign-in Tasks

After voter is identified:

1. Find the voter's name in the precinct roster book.
2. Ask the voter to check the address and initial that it is correct.
3. Instruct the voter to sign in ink on the voter's signature line on the same line as his or her name.
4. You should have numbered labels that you have previously initialed. After the voter signs the roster, place the numbered labels on the same line of this voter.
5. If the voter's name is not in the precinct register, you will need to determine if they are a registered voter by contacting the County Clerk's Office.

23

Remember, this is a *key* area when you may need to use items in your Election Day Tool Kit to help people with signing documents, gripping pens, communicating, or making text readable.

BALLOT DISTRIBUTION TASKS

- Be sure each ballot is initialed by two judges of opposite party.
- **The sign in roster tells you which numbered ballot style the voter can receive.**
- The election judge must HAND the ballot to the voter
- Direct the voter to the voting booth.
- Remind the voter to read directions and point out the instructions in each booth.
- Be sure that the voter does not fold the ballot.
- Make sure the voters are not having any problems and are not being disturbed.
- Ask the voter only once if they would like an I Voted Sticker, some people do not want one.

SPOILED BALLOTS

A second ballot may be issued if a voter mistakenly marks or damages the first ballot while in the poll.

Never issue another ballot without obtaining the first ballot.
Do not give them another voter number in the precinct roster.

The voter returns the ballot to the judges and the judges write spoiled on the ballot.

Place the spoiled ballot in the RED lettered Spoiled Ballot Envelope.

The judges will issue a new ballot of the same type to the voter. If necessary, give a demonstration before sending the voter back to the booth.

HENRY M. ADKINS & SON, INC.
279 South Main - P.O. Box 104 - Clinton, MO 64731 - 816-633-5500

FAMOUS NAMES DEMONSTRATION BALLOT

Completely fill in the oval opposite the name of each candidate you wish to vote for as shown

PRESIDENT
(Vote For One)

THOMAS JEFFERSON
 ABRAHAM LINCOLN
 JOHN F. KENNEDY
 DWIGHT D. EISENHOWER
 FRANKLIN D. ROOSEVELT

COMMISSIONERS FOR NATIONAL FASTTIMES
(Vote For Three)

JIM THORPE
 BILL IRVING
 JOE DIMAGGIO
 PEGGY FLEMING

Spoiled

HENRY M. ADKINS & SON, INC.

VOTER INTERACTION

- Greet every voter first by saying hello. Tell every voter to let any poll worker know if they need any assistance voting.
- The Election Judges should make sure the voter knows how to use the OVO. If a voter is standing by the ballot box and asks for additional help, the judges can assist. When assisting voters, take them away to a quiet area for privacy.
- Two Election Judges of different parties shall give the additional instructions or voting help. The judges should take all measures to ensure the voter still votes in secrecy.
- If any voter declares under oath that they cannot read or write, is blind or has any other physical disability and cannot vote, that voter may be assisted by the Election Judges or by any person the voter chooses. If the voter asks for the assistance of the Election Judges, two judges of different political parties shall go to the voting booth and cast the vote as directed by the voter.
- If the voter asks for the assistance of someone other than the Election Judges, the assistant shall go to the voting booth with the voter and cast the vote as directed by the voter. No person, other than Election Judges and members of the voter's immediate family, shall assist more than one voter.

26

(Changed voter assistance to interaction, as interaction is a more inclusive word and makes the poll worker think of a more relational task and not something special they have to do for certain voters)

1. Greet every voter first by saying hello. Tell every voter to let any poll worker know if they need any assistance voting. By telling everyone this, you as the poll worker, will not need to guess who does or does not need help. You are also giving the voter the option to request help which will prevent any potentially embarrassing or uncomfortable interactions in the future, for instance, if you try to give a voter help that does not want any help.
4. Can have assistance from ANY person they choose (doesn't have to be family, registered voter, or even adult..anyone the voter chooses is allowed to help the voter in the polling place)

VOTER INTERACTION

- Always remember, a voter is a person first. Treat all people with dignity and respect. **BE PATIENT**
- Always ask first before providing assistance to any voter.
- If you notice a voter struggling in line, offer to get them a chair and help them however you can.
- Do not stand around the black voted ballot box. Give the voters privacy.
- When working with voters with a disability:
 - Talk directly to the voter, not the voter's attendant or family member.
 - Do not touch a voter or their assistive equipment (wheelchair, service animal) without permission
 - Do not be afraid to ask the voter how you can best assist them. The voter can give you the best idea of what assistance they need to have a successful voting experience.

27

Some important things to consider regarding voter interaction:

Voters are ALWAYS people first. Treat all people with dignity and respect. We never know where a voter just came from, what their day has been like, or what they are dealing with in their own personal life. Be patient with everyone and give them the respect and courtesy you would want on your worst day.

Always ask first before you provide assistance to someone. If you notice someone struggling in line, ask first “Would you like me to bring you a chair” and then bring the chair. Or, if you see a voter using a wheelchair is having trouble maneuvering, ask first if they need help before you start pushing them.

When working with voters with disabilities specifically:

1. Talk directly to the VOTER, not other people that may be with the voter. The voter is always the expert on their own information.
2. Do not touch a voter's assistive equipment, this includes wheelchairs or service animals, without permission.
3. If you are unsure how to best help someone, do not be afraid to ask the voter how you can help. The voter will be able to give you the BEST idea of what assistance they need to have a successful voting experience.

VOTING ACCOMMODATIONS

- Voting Accommodation:
 - Modification or adjustment which allows all voters to have equal access to their right to vote
- Examples of Accommodations
 - Setting chairs out
 - Providing pencil grips, rulers, and magnifying glasses
 - Using pen and paper to communicate with voter who is deaf
 - Adjusting the height and tilt of voting machines or tables
 - Moving tables out of the way to make more room for maneuvering
 - Offering to assist in whatever way the voter chooses

When interacting with voters, some voters might need extra help or a different option to help them successfully and independently vote. Voters do not always know what is available for them to use, and we, as poll workers, don't always know what each individual voter needs. Since everyone has different needs on any given day, there are certain accommodations that are provided at polling places that voters can use if they need them.

An “accommodation” is really just a modification or adjustment that allows a voter to perform some task, like voting.

For example: We all know that sometimes lines can get very long on Election Day. A voter might have troubles standing for a long period of time in line, whether its because they have sore joints from an accident or are weak from illness or old age. Setting chairs out for voters to use is an “accommodation” that gives these voters the opportunity to vote despite their inability to stand in line for a long time.

Other accommodations include:

- Pencil grips, rulers, and magnifying glasses we discussed earlier
- Using a pen and paper to communicate with anyone who can't hear you or is having trouble hearing over the noise at the polling place
- Adjusting the height and tilt of voting machines or tables depending on the voter's size, height, or needs
- Moving tables or clutter out of the way for voters having difficulty maneuvering through pathways
- Offering to assist in whatever way the voter chooses

Activities: Skits

1. Trainers perform skits in front of group
2. Trainers call on a few audience members to perform skits in front of group
3. Break up into small groups and have groups act out skits together

CURBSIDE VOTING
VOTER'S IDENTIFICATION CERTIFICATE
(TO BE COMPLETED BEFORE VOTER RECEIVES BALLOT)

Election, Date _____
 Precinct / _____ Twp. / _____

I HEREBY CERTIFY THAT I AM QUALIFIED TO VOTE AT THIS ELECTION

VOTER'S SIGNATURE _____ MARK
 ADDRESS _____

Warning: IT IS AGAINST THE LAW FOR ANYONE TO VOTE, OR ATTEMPT TO VOTE WITHOUT HAVING A LAWFUL RIGHT TO VOTE.
 WITNESS TO MARK: _____

TO BE FILLED IN BY ELECTION JUDGES ONLY	
Voter's Number _____	
Judge's Initials _____	
Judge's Initials _____ <small>(Initials of two (2) Judges from different Political Parties)</small>	

1. Two Election Judges of different political parties verify the registration of the person.
2. The two Election Judges take a blank curbside voting form, marker, and the correct ballot enclosed in a secrecy sleeve out to the car.
3. After the voter fills out and signs the curbside voting form, hand the voter his or her ballot.
4. When the voter has finished voting, have them place the voted ballot in the secrecy sleeve. Retrieve the materials and return inside the poll.
5. Deposit the ballot into the OVO Optical Scanner.
6. Record in the precinct sign-in roster on the voter's signature line, curbside voted.
7. Place the initialed numbered sticker on the curbside voting form on the voter's Number Line
8. Place the signed, curbside voting form in the Registration Changes envelope.

Curbside Voting is another accommodation that voter's have a right to access on Election Day. It can sometimes be overwhelming for poll workers, so I wanted to go over the process with you all and show you how it's done.

Activities:

1. **Demonstration:** As you are reading through the steps, have staff demonstrate each step of the process to the audience
2. **Role Play:** As you are reading through the steps, have volunteers from audience come to front of room to demonstrate to the rest of the class how to do curbside voting
3. **Small Group Role Play:** Run through PPT slides. Break class up into small groups of at least 3 people. Have each group practice curbside voting process.

Also, remember that there will be a Picture Guide located at each polling place for your convenience. Step-by-step picture instructions on the curbside voting process will be included in this guide.

CURBSIDE VOTING: THINGS TO REMEMBER

- Curbside voting is a required accommodation for Missouri voters with disabilities.
- A person does not have to “prove” they qualify to vote curbside.
- A voter does not have to send someone to wait in line for them.
- Respond to the voter in a reasonable amount of time.
- Voters have a right to vote curbside until the polls close. Curbside voting does not end earlier than regular voting.

In Missouri, we are *required* to offer curbside voting for voters who, for whatever reason, cannot come inside the polling place. This is a right that voters have.

We are not allowed to ask someone to prove that they qualify for curbside voting. If a person states that they need to vote curbside, we must grant them that right.

When someone requests to vote curbside, two poll workers need to respond to that person within a reasonable amount of time. They do *not* have to send someone to wait in line for them. You do not have to go out right away either, this is something you should use your judgment on. Don't make someone wait for 2 hours until there is no one in line, but don't feel like you have to drop everything at that moment to do a curbside vote either.

Also, curbside voting ends when the polls close, no sooner, no later. If there is someone in line to curbside vote at 7pm, that person is still allowed to vote curbside. If someone shows up at 7:10 and wants to vote curbside, then you can tell them no.

CLOSING THE POLLS

1. At 7:00 p.m. after the last voter has left the building, the Election Judges should start securing the poll. Follow Closing Instructions for the OVO and OVI voting equipment.
2. Remove all signs and the tape from those signs.
3. All supplies from the Large White Envelopes should be placed back in the Large White Envelopes. Make sure the Payroll Sheet is signed and the W-9 is filled out.
4. All supplies from the cardboard box should be placed back in the cardboard supply box.
5. All stand-alone signs should be carefully stored in the blue storage box.
6. The 2 Supervisory Judges should ride together to the counting center. Park in the parking lot on the Southeast section of the County Administration Building. At [REDACTED] There will be help available to carry the supplies into the building. The Counting Center Team will be waiting there for you. The Lower parking lot will be blocked off for you. Please identify yourself to the parking attendant.

ELECTIONEERING

- **It is against state law for anyone to pass out literature, talk to voters or try to influence voters within 25 feet of the outside entrance to the poll.**
- **Anyone disobeying this electioneering law should be told that they are violating a section of the State Election Law. If they persist in doing so, call the County Clerk's office immediately.**
- **No one is allowed inside the poll to electioneer.**
- **Poll workers should not discuss issues, candidates, or politics while working the polls.**

AUTHORIZED PERSONS ALLOWED IN POLLS

Only authorized people are allowed in the poll on Election Day.

This includes Election Judges, voters in the act of voting, individuals assisting voter at voter's request, watchers or challengers with proper credentials, media personnel, County Clerk personnel and Law Enforcement Officers who are requested by the Election Authority.

CHALLENGERS

- The challenger must show credentials signed by the county chair of the political party
- The credentials will identify the polling place location.
- The challenger and the Election Judges must sign the oath for challengers or watchers found in the supply box.
- Only one challenger from each political party is allowed in a poll.
- The State Law says: Challenges may only be made when the challenger believes the Election Laws of this State have been or will be violated, and each challenger shall report any such belief to the Election Judges, or to the Election Authority if not satisfied with the decision of the Election Judges.
- Prior to the close of the poll the challengers may list and give out the names of those who have voted. The Election Judges are not to directly give these names to the challengers. The challengers must leave when the last voter leaves the poll.

OATH OF CHALLENGER OR WATCHER

State of Missouri }
 County of _____ } ss. _____
 Voting Precinct Name or Number

I, _____ do solemnly swear that I will make no statement nor give any information of any kind tending in any way to show the state of the count prior to the close of the polls on election day.

 Challenger - Watcher

Subscribed and sworn to before me this _____ day of _____

 Judge of Election

 Precinct

AUTHORITY

Sec. 118.068. 1. The chairman of the county committee of each political party named on the ballot shall have the right to designate a challenger for each polling place, who may be present during the hours of voting, and a challenger for each location at which absentee ballots are counted, who may be present when the ballots are being prepared for mailing and counted. The designating chairman may substitute challengers in his discretion during such hours.

2. Challenges may only be made when the challenger believes the election laws of this state have been or will be violated, and each challenger shall report any such belief to the election judges, or to the election authority if not satisfied with the decision of the election judges.

3. Prior to the close of the polls, challengers may list and give out the names of those who have voted. The listing and giving out of names of those who have voted by a challenger shall not be considered giving information tending to show the state of the count.

Sec. 118.069. 1. At every election, the chairman of the county committee of each political party named on the ballot shall have the right to designate a watcher for each place votes are counted.

2. No person may be chosen the counting of the votes and present any complaint of irregularity or law violation to the election judges, or to the election authority if not satisfied with the decision of the election judges, the watcher may be substituted for another on election day.

3. The watcher shall report to anyone the name of any person who has or has not voted.

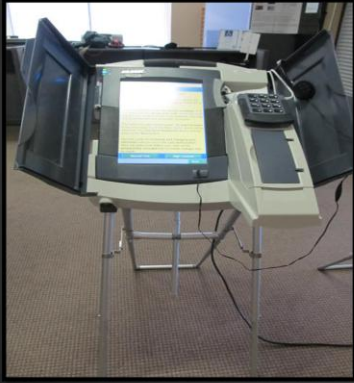
Sec. 118.111. If any watcher or challenger interferes with the orderly process of voting, or is guilty of misconduct or any law violation, the election judges shall ask the number of challengers to leave the polling place or cease their interference. If the interference continues, the election judges shall notify the election authority, who shall take such action as it deems necessary. It shall be the duty of the parties, if requested by the election authority or judge of election, to exclude any watcher or challenger from the polling place or the place where votes are being counted. If any challenge to an elected candidate may be qualified by the designating committee chairman.

IMPORTANT THINGS TO REMEMBER

- Do not forget the TM-Memory Stick and Printed Tape from OVO.
- Bring Voted Provisional Ballots on election night.
- Make sure the voter is given the correct ballot style.
- Do not issue a provisional ballot until the County Clerk's office is contacted.
- Always ask the voter for identification.
- Always hand the ballot to the voter.
- Do not forget white envelope contents on election night.
- Do not put away essentials like roster books or ballots until the polls have closed.
- Please clean up after yourself and lock the doors when you leave.
- Use your Election Day Tool Kits and Picture Guides for support.
- If you have questions, please call us at 123.456.7890.

Using Voting Equipment

AccuVote



Technical Support

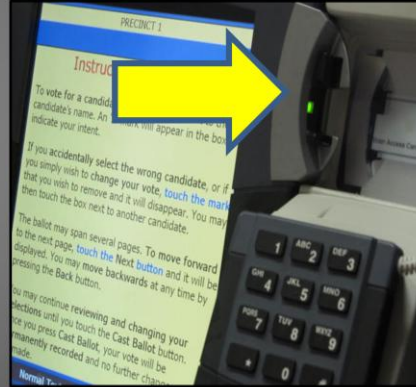
- Enter Tech Support Information

Using Voting Equipment

Accessibility Equipment



Starting the Voting Process

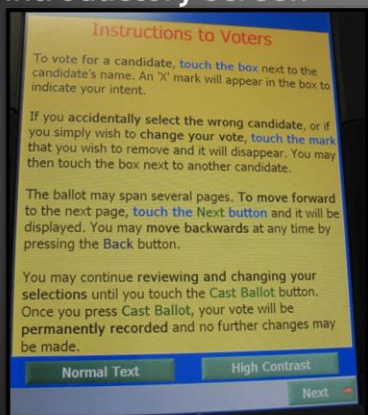


The AccuVote will come with head sets and a key pad similar to that of a telephone

To initiate ballot, insert _____

Using Voting Equipment

Introductory Screen



Adjusting the Screen Position

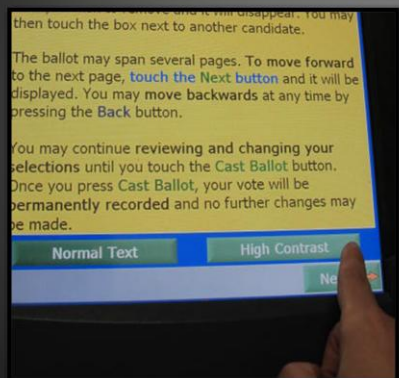


The voter will see the introductory screen immediately. Notice the various options on the introductory screen. Text can be made larger, and contrast can be changed for voters with different visual needs. Voter will press “Next” to advance to the ballot.

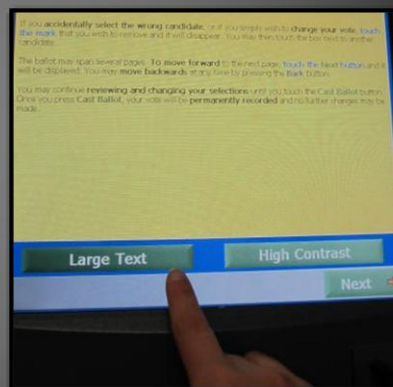
Some voters might benefit from a different screen tilt—for example, voters using wheelchairs or at a shorter height might have troubles seeing the screen because of the glare at the regular tilt. To change the screen tilt, put the button located in the middle of the bar on the back side of the screen (as shown with orange circle) and lift the machine to a more upright position.

Using Voting Equipment

Changing Screen Contrast



Changing Text Size

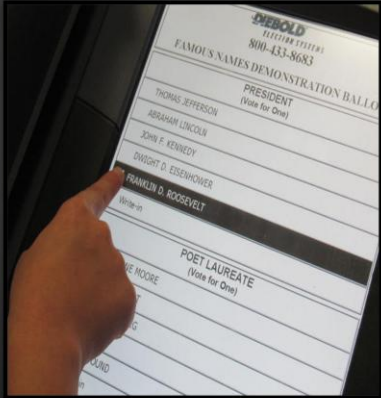


Pushing “high contrast” will make the screen colors black and white. This can help some voters with low vision.

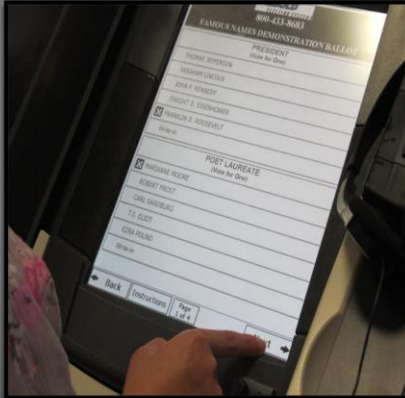
Pushing “large text” will make the text significantly larger. This could help many voters who cannot read the smaller text on the screen.

Using Voting Equipment

Selecting Contests and Candidates



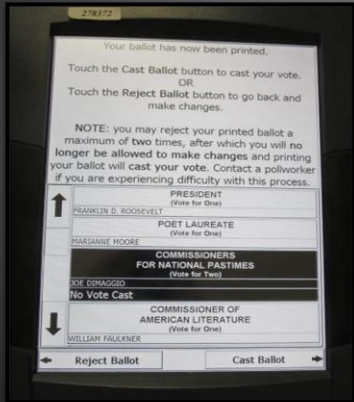
Moving Through the Ballot



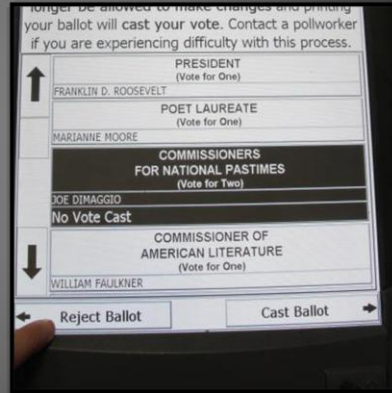
To select a candidate in a contest, touch the name of the candidate you wish to vote for. To move to the next contest, touch “next”

Using Voting Equipment

Reviewing the Ballot



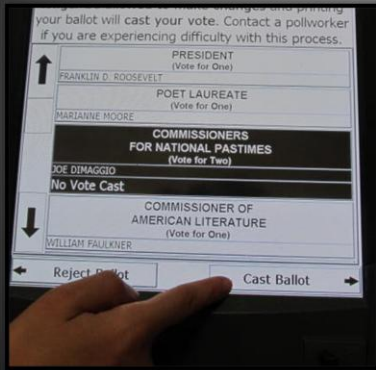
Changing a Vote



After the voter has moved through the entire ballot, they will see a Summary Screen. Voters will use the arrows to scroll through their ballot. If a voter wishes to change a vote in a particular contest, they will press "Reject Ballot". This will take them to the beginning of their ballot. Their original votes will still be selected, they only need to revote in the contests they wish to change their choice in.

Using Voting Equipment

Casting a Vote



Questions?



If a voter is satisfied with the selections they have made in each contest, they can press “Cast Ballot”

Note: If a person over-votes or under-votes in any contest, the machine will inform them before they are allowed to cast their vote. They will be given the option to fix their over- or under-vote.

Questions?

Using Voting Equipment

Using an Audio Ballot



Moving Through and Selecting Contests and Candidates

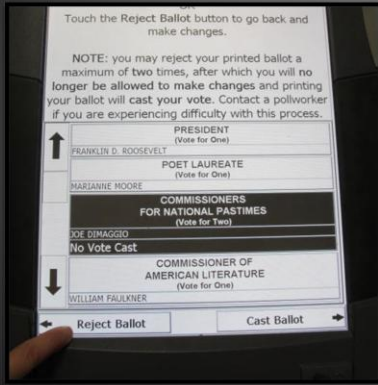


If a person requests to use an audio ballot, they will move through the ballot using a keypad, similar to a telephone keypad. Notice the numbers and letters on each key. For specific functions of each key, check the Election Day Picture Guide located at your polling place on Election Day.

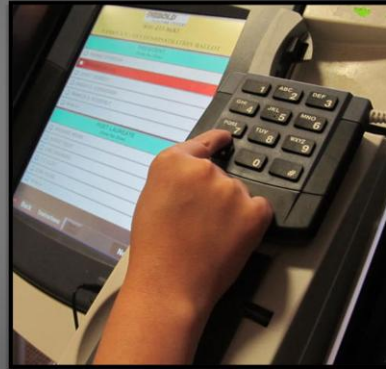
As a person is maneuvering through the ballot, they will hear everything on the screen read to them through the headphones. The audio will also instruct the voter on which button on the keypad to push to select their candidate and move to the next contest.

Using Voting Equipment

Reviewing the Ballot



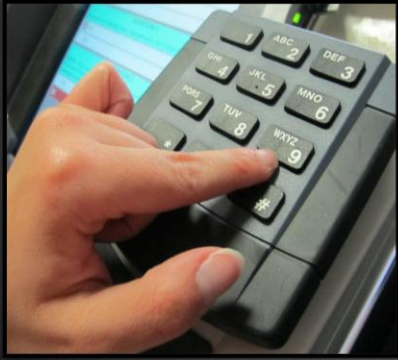
Changing a Vote



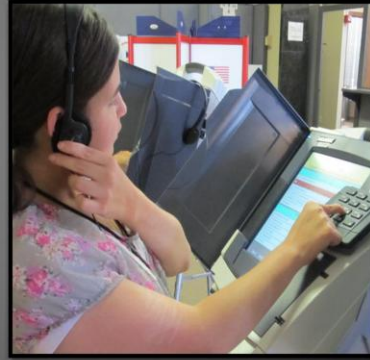
After the person has voted in each contest, they will be taken to a summary screen. They will hear each of the contests and their vote for each contest read to them. The audio will instruct them on what to push if they want to reject the ballot and change a vote. The process is the same as a non-audio ballot, the only difference is the use of the keypad instead of the touchscreen.

Using Voting Equipment

Casting the Vote



Repeating Instructions

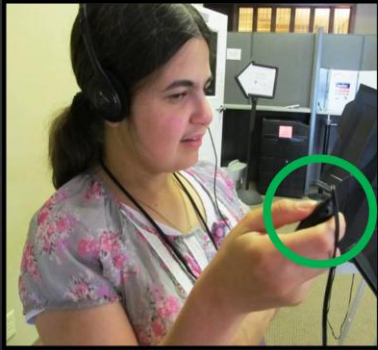


If a voter is satisfied with their choices in each contest, they can cast their vote by pressing the “9” while on the summary screen. The machine will inform the voter that they have cast their ballot. The machine will also warn the voter if they have over- or under-voted in any contest and give the voter the opportunity to fix this.

If a voter needs instructions repeated, they just have to wait and listen and the instructions will repeat as long as the voter is on the same screen.

Using Voting Equipment

Controlling Audio Volume



Questions?



To control the audio volume, use the volume control located on the headphones.

Questions?

PARAQUAD



Election Worker Training Modules

August 7

2012

Election Worker Training Modules

Module: Poll Worker's Expectations and Responsibilities

Purpose: To familiarize poll workers about their expectations and responsibilities on Election Day

Supplies:

1. Responsibilities and Expectations PowerPoint (attached)
2. List of Election Day Tools (attached)
3. Actual "tools" that will be available Election Day (magnifying glass, pencil grips, rulers, pads of paper, Election Day Picture Guide)

Goals:

1. Participants will understand their expectations and responsibilities as a judge.
2. Participants will become familiar with tools available to help them carry out their responsibilities effectively

Activities to choose from:

1. Responsibilities and Expectations PowerPoint (attached)
 - a. Go over the PowerPoint slides with participants.
 - b. Show slide of Election Day Tools and explain how each tool can help participants fulfill their duties on Election Day.
 - c. As you show slides, have assistant model to group how to use the materials.
2. Hands on practice with Election Day Tools
 - a. Go over PowerPoint slides with participants and show them Election Day Tools.
 - b. Set up table in corner of room.
 - c. Place Election Day Tools on table and invite participants to visit table following the training to become familiar with equipment.

Questions for Dialogue:

1. What are your responsibilities as a poll worker? What do you feel is the most important responsibility? Why?
2. How can you make sure that you are able to fulfill these responsibilities on Election Day?
3. Do you foresee having any difficulties carrying out any of these responsibilities? Which ones? Why? What would help you feel more comfortable?

ELECTION DAY TOOLKIT: CONTENTS

RULER: Signature guide. Use to assist voters with low vision when they have to sign documents.

MAGNIFYING GLASS: Voters can use it to see small print better.

PENCIL GRIPS: Offer to voters who have difficulty holding a writing utensil.

PAD OF PAPER: Use to write notes to communicate with someone who is deaf or hard of hearing.

CHAIRS: Set out for voters who have difficulty standing for long periods of time.

EXTRA TABLE: Provide when someone needs extra time to vote and requests seating.

BRAILLE INSTRUCTIONS/Large Print: For voters who are blind or have low vision.

Election Worker Training Modules

Module: Polling Place Set-Up

Purpose: To show poll workers how to effectively set up a polling place, with attention to needs of all potential voters.

Supplies:

1. Polling Place Set-Up PowerPoint (attached)
2. Polling Place Set-Up Guide and Checklist (attached)
3. Polling Place Set-Up Map (attached)

Goals:

1. Participants will be able to set up an accessible polling place.
2. Participants will become familiar with some physical accommodations some voters may need to use.

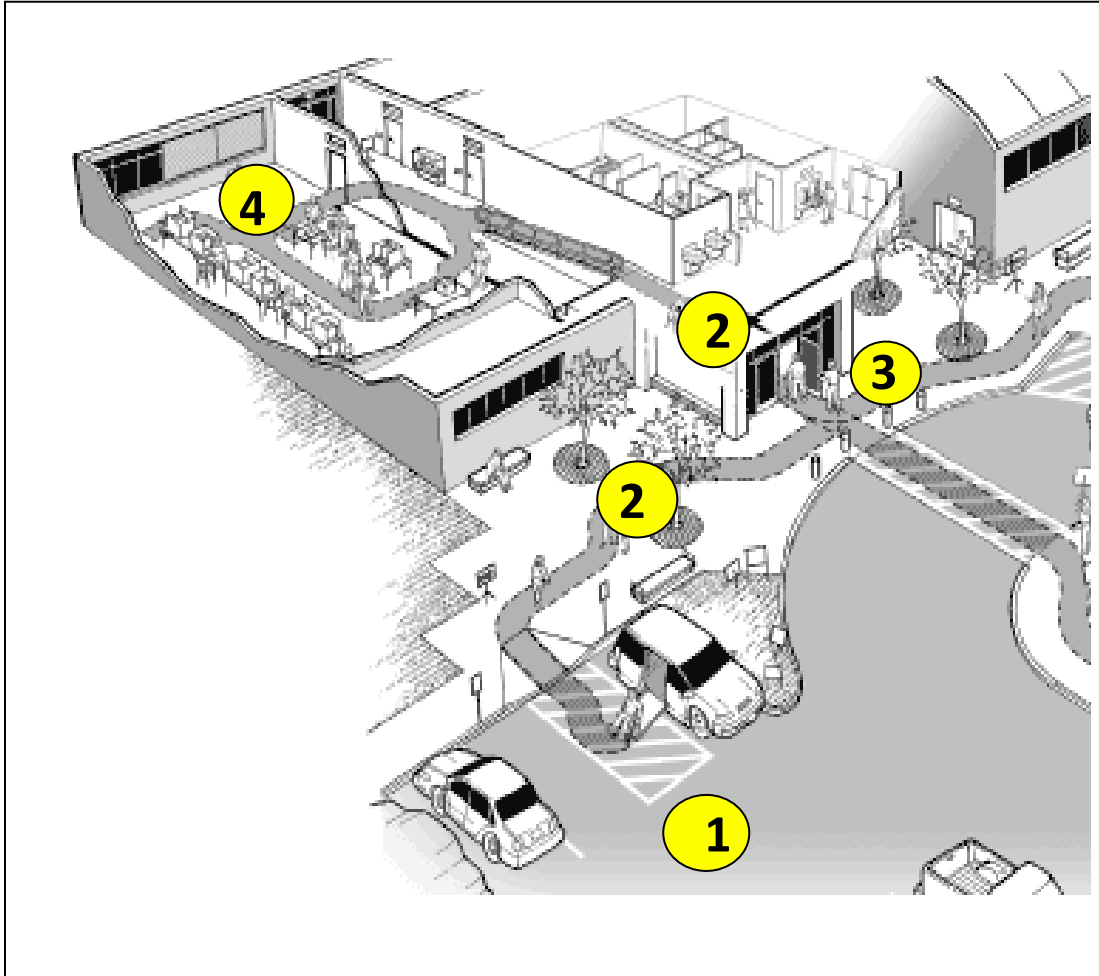
Activities to choose from:

1. PowerPoint Presentation
 - a. Run through Polling Place Set-Up PowerPoint presentation.
2. Polling Place Simulation
 - a. Set the training room up to look like an ideal polling place would on Election Day (i.e. sign-in tables, voting machines set up, etc.).
 - b. Run through Polling Place Set-Up Checklist with poll workers while physically showing them each feature of the room.
 - c. *Example: When setting up the voting machines, make sure there is enough room between the machines and any walls so that all voters can easily maneuver around the machines, especially voters who use a wheelchair. – Show poll workers machines set up with proper spacing.*
3. Polling Place Set-Up Map
 - a. Include the Polling Place Set-Up Map in take home materials for poll workers to look over.
 - b. Have poll workers look at map as you read through the Polling Place Set-Up Checklist.

Questions for Dialogue:

1. Where are the key areas at a polling place where voters may experience accessibility issues?
2. What can poll workers do to insure that all voters are able to access their polling place?

Ideal Polling Place Map



1. Parking

- Accessible parking is clearly marked
- Access aisle next to accessible parking is 8 feet wide (van) or 5 feet wide (car)
- Parking spots are reasonably level
- Parking can be created using cones

2. Accessible Route

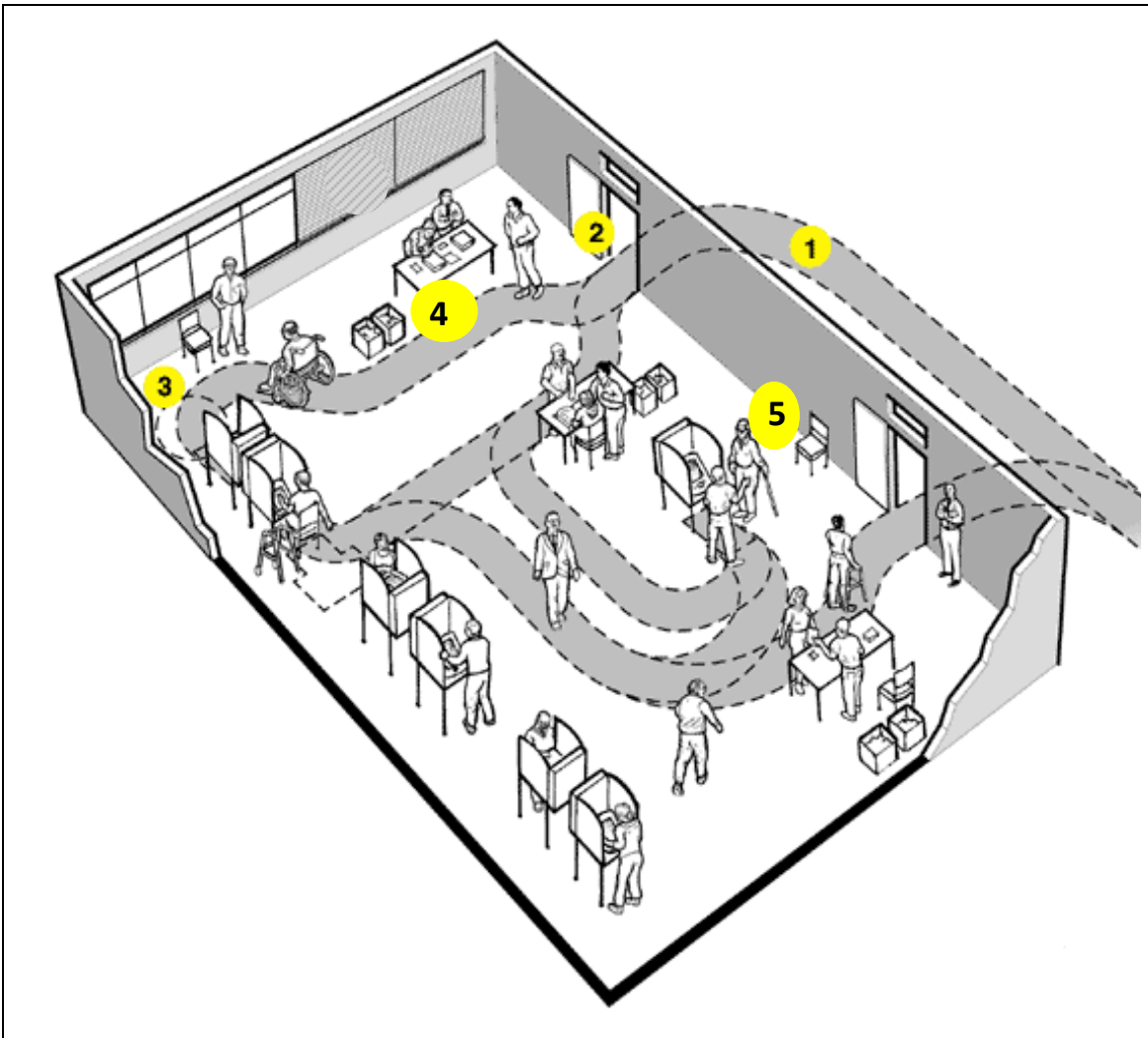
- Accessible routes located and marked with signage
- Route does not contain steps
- Curb cut located if curb present
- Routes are free of debris and clutter

3. Entrances and Doorways

- Accessible Entrance located and marked
- Doorway at least 36" in width (If no, prop open)
- Doorway has handle that is easily opened with closed fist and not excessively heavy (If no, prop open)

4. Voting Area (On Back)

Ideal Polling Place Map



1. Pathways

- a. Clear and free of debris and clutter
- b. At least 36" wide

2. Entrances and Doorways

- a. Doors that are heavy or narrow are propped open

3. Voting Machine Set-Up

- a. There is enough space between machines and walls for maneuverability (especially wheelchair maneuvering)
- b. At least one accessible voting station is set up (lower than other voting stations)

4. Sign-In Tables

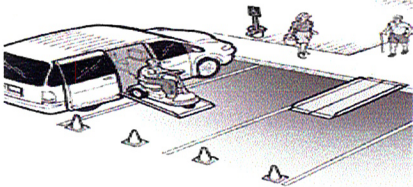
- a. Ample space in front of table for maneuverability
- b. Height of table is 28-34 inches

5. Tables and Chairs

- a. There is an extra table and chairs available for voters who request them

Polling Place Set Up

Parking Spaces



Make sure accessible spaces have access aisle. If no aisle present create one using cones.

1



Make sure accessible parking is marked with signage.

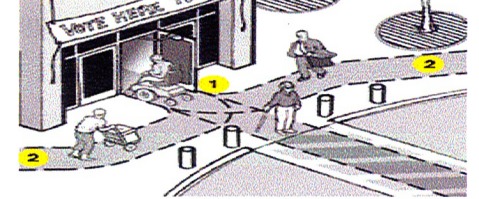
2

Path to Building



Make sure accessible parking leads to an accessible entrance. Use signage to help voters.

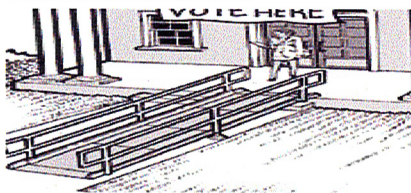
1



Make sure route from parking to building entrance is free of steps and obstacles

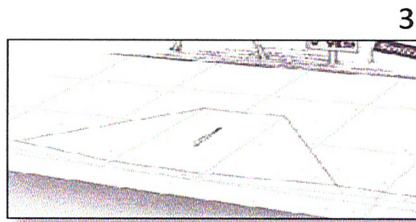
2

Building Entrance



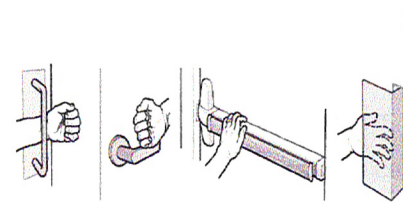
Locate an accessible entrance and mark it. Doorway should be 36" wide.

1



If there is a curb, locate the curb cut for accessible use.

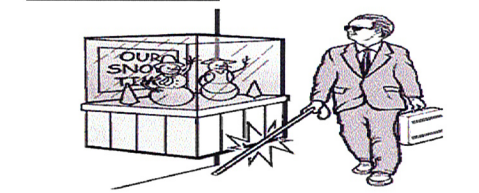
3



Make sure doors have accessible handles. If no accessible handle, prop door open for voters.

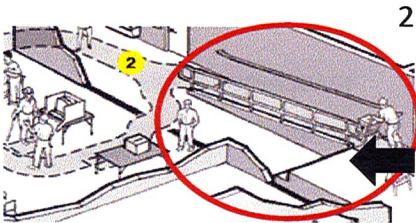
2

Path to Voting



Make sure there are no hazards or protruding objects between entrance and voting area.

1



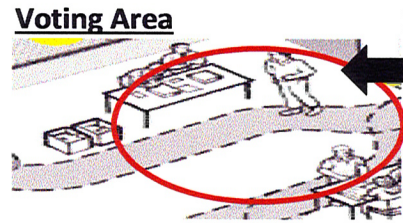
Make sure there are no steps leading to voting area. If steps, locate alternative path.

2



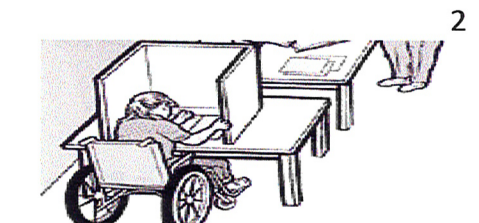
If no alternative path, set up curbside voting sign in parking area.

3



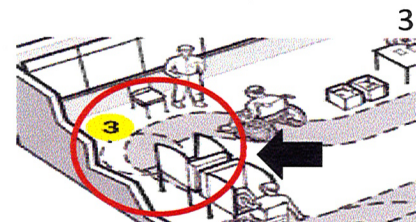
Make sure path to and in front of sign in tables is wide enough for a wheelchair

1



Make sure at least one accessible voting station is set up.

2



Make sure the voting area of a machine is not too close to the wall for wheelchair access.

3



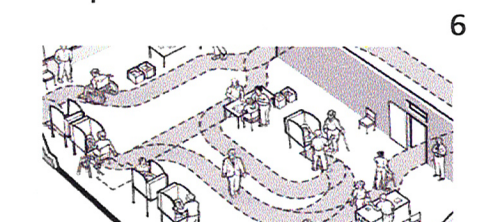
Make sure chairs are available for voters who have difficulties standing for long periods of time.

4



Identify alternative table for voter to use if they take longer to vote and request space to sit.

5



Make sure path around voting area is free of obstructions and easily navigated.

6

Parking

- Accessible parking clearly marked.
- 1 Accessible spot per every 25 spots.
- Access aisle next to accessible parking spot is 8 feet wide (van) or 5 feet wide (car)
- Parking spots are reasonably level
- If no parking provided at polling place, accessible parking can be created by using cones and temporary signs

Entrances

- Accessible entrance located and marked
- Doorway at least 36" in width (If no, prop open)
- Doorway has handle that is easily opened with closed fist and not excessively heavy (If no, prop open)

Accessible Route

- Accessible route between parking and building entrance located and marked with signage
- Accessible route does not contain steps
- Curb cut located if curb present
- Route is 36" wide or more
- Accessible route is free of debris clutter, and protrusions

Voting Area

- There is ample space in front of the sign-in table for maneuverability
- Sign-in table is low enough for small person or person in wheelchair to access (between 28-34 inches)
- Pathway through voting area is clear of debris and obstacles
- Pathway through voting area is at least 36" wide
- Voting booths are set up with enough space between them and the wall for a wheelchair to fit behind
- Tables can be raised or lowered
- Chairs are available for voters waiting in line
- Extra table is available for voters who need more time and request seating
- At least 1 accessible voting machine is set up

Election Worker Training Modules

Module: Using Accessible Voting Machines

Purpose: To familiarize poll workers with electronic voting machines and show them how to use the different features of the machine.

Supplies:

- At least one voting machine to use for demonstration
 - Preferably one per person or one per small group of 4-6 people
- Voting Machine Features Checklist (attached)
- Voting Machine PowerPoint Presentation (attached)

Goals:

1. Participants will be able to confidently set up an accessible voting machine.
2. Participants will be able to run through a ballot in regular screen mode.
3. Participants will be able to run through a ballot in audio mode.
4. Participants will know how to change the contrast and text size on the voting machine.
5. Participants will be able to tilt the screen.

Activities to choose from:

1. Voting Machine PowerPoint Presentation
 - a. Run through the PowerPoint Slides on Accessible Voting Machines.
 - b. As you are going over slide, have a staff member beside you demonstrating each task on the real voting machine.
2. Small Group Demonstration
 - a. Break your class up into groups of 4-6 people. Give each group a Voting Machine Features Checklist.
 - b. Demonstrate to the groups how to do each item on the checklist, and have each group practice doing it with you on their group machine.
3. Individual Demonstration
 - a. Assign each participant to their own voting machine. Give each individual a Voting Machine Features Checklist.
 - b. Demonstrate to the class how to do each item on the checklist, and have each person practice doing it with you on their machine.
4. Voluntary Practice Day
 - a. Set up voting machines at elections office and invite poll workers to come at their own convenience to practice using them
 - b. Provide the checklist to workers as they come in so they know which items to run through.
 - c. Give workers opportunity to ask questions if they do not know how to perform a specific task

Questions for Dialogue:

1. What accessible features are available on voting machines?
2. What about using the machines do you think will still be challenging for you? Why?

Voting Machine Features Checklist

Perform the following items to confirm that poll workers are properly trained in the operation of accessible voting technology and to assure that each poll worker is prepared to provide quality assistance to voters.

- Show poll worker what the accessible machine looks like.
- Show poll worker where they can find technical support information in case of malfunction.
- Show poll worker accessibility equipment that can be used with the machine (headphones, keypads, buttons, etc)
 - Explain how this equipment is used (headphones for audio ballot, function of each key on the keypad)
 - Show poll worker where to plug headphones in.
- Show poll worker how to start the machine and initiate a ballot.
- Show poll worker introductory screen and review options on initial screen.
 - Instructions
 - High Contrast
 - Large Print
- Show poll worker how to run through a full ballot in regular voting mode.
 - Move through contests
 - Select contest
 - Move through candidates
 - Select candidate
 - Review/summary of ballot
 - Change a vote
 - Cast vote
- Show poll worker how to run through a full ballot in audio mode.
 - Move through contests
 - Select contest
 - Move through candidates
 - Select candidate
 - Review/summary of ballot
 - Change a vote
 - Cast vote
 - Control audio pace
 - Control audio volume
 - Repeat instructions
- Show poll worker how to tilt/adjust position of screen.
- Show poll worker how to reset the voting machine if it is abandoned during the voting process.

Election Worker Training Modules

Module: Voter Interaction and Accommodations

Purpose: To show poll workers how to effectively interact with a voter. To train poll workers on how to effectively interact with voters who have various needs.

Supplies:

- Voter Interaction and Accommodations PowerPoint (attached)
- Disability Etiquette (attached)
- Voter Interaction and Accommodations Role Plays (attached)

Activities to choose from:

1. Voter Interaction and Accommodations PowerPoint
 - a. Review PowerPoint slides with participants. Allow participants to comment or ask questions.
2. Voter Interaction Demonstration
 - a. Review Voter Interaction PowerPoint.
 - b. After going through PowerPoint, demonstrate the attached Role Plays with other training staff (or call a few members of the class come demonstrate with you).
 - c. Have audience critique the Role Play (*What did the poll worker do well? What could have been improved? What would you have done differently? Etc.*)
3. Voter Interaction Role Plays
 - a. Review Voter Interaction PowerPoint.
 - b. After going through PowerPoint, break the class up into groups of 4-6 people. Give each group the attached Role Plays and have the group members take turns acting out the role plays and answering the discussion questions.
 - c. Have groups share their experiences or what they learned or took away from the activity.
4. Disability Etiquette
 - a. Distribute the Disability Etiquette handouts to poll workers to take home.

Questions for Dialogue

1. What is an example of an ideal interaction with a voter?
2. What did you learn from this activity?
3. Did anything surprise you?
4. Is there anything about appropriate interaction with voters that you find challenging? What? What would make you feel more comfortable?

SKITS INCLUDED IN THIS GUIDE

Skit 1

Use to teach poll workers how important it is to know what accommodations are available. Also, use it to make the point that accommodations aren't a choice, they are a right that voter's have. This skit is an example of how *not* to interact with a voter.

Skit 2

Use to teach poll workers how important it is to know what accommodations are available. This skit will show them that knowing accommodations will save time and embarrassment. Also, this skit makes an example of *asking first* before providing help.

Skit 3

Use to teach poll workers about accommodations for people with visual impairments. This is an example of how *not* to interact with a voter.

Skit 4

Use to teach poll workers about accommodations for people with visual impairments. This skit will show them that knowing accommodations will save time and embarrassment. Also, this skit makes an example out of listening to what the voter needs and suggests for help.

Skit 5

Use this to teach poll workers that all voters should be treated as people first. The voter is always the expert on their own information.

Skit 6

Use to teach poll workers how to interact with someone who is deaf or hard of hearing. This is an example of how *not* to interact with a voter.

Skit 7

Use to teach poll workers how to interact with someone who has an intellectual disability. This teaches poll workers that the voter is a person first, and all voters should be treated the same.

WORDS WITH DIGNITY

When you use Words with Dignity, you encourage equality for everyone. If you're in doubt, use people first language (e.g., "a person with a disability"; not "a disabled person").

USE: Person with a disability, disabled

NOT: Cripple, handicapped, handicap, invalid (literally means "not valid")

USE: Person who has, person with (e.g., person who has cerebral palsy)

NOT: Victim, afflicted with (e.g., victim of cerebral palsy)

USE: Uses a wheelchair

NOT: Restricted or confined to a wheelchair, wheelchair bound

USE: Nondisabled or able-bodied

NOT: Normal (referring to nondisabled persons as "normal" insinuates that people with disabilities are abnormal)

USE: Deaf, Hard of Hearing

NOT: Deaf-mute, Deaf and dumb

USE: Disabled since birth, born with

NOT: Birth defect

USE: Psychiatric history, psychiatric disability, emotional disorder, mental illness, consumer of mental health services

NOT: Crazy, insane, mental patient, wacko, a lunatic, a psychotic, a schizophrenic

USE: Epilepsy, seizures

NOT: Fits

USE: Learning disability, intellectual disability, developmental disability, cognitive disability, ADD/ADHD

NOT: Mental retardation, slow, retarded, lazy, stupid, underachiever

Other terms that should be avoided because they have negative connotations and tend to evoke pity and fear:

abnormal

burden

condition

deformed

differently abled

disfigured

handicapable

incapacitated

imbecile

manic

maimed

madman

moron

palsied

pathetic

physically challenged

pitiful

retard

spastic

stricken with

suffer

tragedy

unfortunate

victim

Preferred terms to use when discussing disabilities

Blind (no visual capability)

Legally blind, low vision (some visual capability)

Hearing loss, Hard of Hearing (some hearing capability)

Hemiplegia (paralysis of one side of the body)

Paraplegia (loss of function in the lower body only)

Quadriplegia (paralysis of both arms and legs)

Residual limb (post-amputation of a limb)

To learn more about disability awareness or to schedule a guest speaker, visit www.paraquad.org.



5240 Oakland Avenue | Saint Louis, MO 63110 | (314) 289-4200 | www.paraquad.org



DISABILITY ETIQUETTE

Basic guidelines

Make reference to the person first, then the disability. Say “a person with a disability” rather than “a disabled person.”

Avoid the word “handicapped” in any use. The word comes from the image of a person standing on the corner with a cap in hand begging for money. People with disabilities do not want to be the recipients of charity or pity. They want to participate equally with the rest of the community. A disability is a functional limitation that interferes with a person’s ability to walk, hear, talk, learn, etc.

If the disability isn’t relevant to the story or conversation, don’t mention it.

Remember: A person who has a disability isn’t necessarily chronically sick or unhealthy. He or she is often just disabled.

A person is not a condition, so avoid describing a person as such. Don’t present someone as “an epileptic” or “a post-polio.” Instead, say “a person with epilepsy” or “a person who has had polio.”

Common courtesies

Don’t feel obligated to act as a caregiver to people with disabilities. Ask if help is needed, but always wait until your offer is accepted. Listen to any instructions the person may have.

Leaning on a person’s wheelchair is similar to leaning or hanging on a person. It is considered annoying and rude. The chair is part of a person’s personal body space. Don’t hang on it.

Share the same social courtesies with people with disabilities that you would share with someone else. If you shake hands with people you meet, offer your hand to everyone you meet, regardless of disability. If the person is unable to shake your hand, he or she will tell you.

When offering assistance to a person with a visual impairment, allow that person to take your arm. This will enable you to guide, rather than propel or lead the person. Use specific directions, such as “left in 100 feet” or “right in two yards” when directing a person with a visual impairment.

When planning events that involve persons with disabilities, consider their needs before choosing a location. Even if people with disabilities will not attend, select an accessible spot. You wouldn’t think of holding an event where other minorities could not attend, so don’t exclude people with disabilities.

Conversation

When speaking about people with disabilities, emphasize achievements, abilities and individual qualities. Portray them as they are in real life: parents, employees, business owners, etc.

When talking to a person who has a physical disability or a developmental disability, speak directly to that person. Don’t speak to that person through a companion or refer to him or her in the third person while in his or her presence. For people who communicate through sign language, speak to them, not to the interpreter.

Relax. Don’t be embarrassed if you use common expressions such as “see you later” or “gotta run.”

To get the attention of a person who has a hearing loss, tap them on the shoulder or wave. Look directly at the person and speak clearly, slowly and expressively to establish if they read lips. Not all people with hearing loss can read lips. Those who do rely on facial expressions and body language for understanding. Stay in the light and keep food, hands and other objects away from your mouth. Shouting won’t help; written notes will. Use an interpreter if possible.

When talking to a person in a wheelchair for more than a few minutes, place yourself at eye level with that person. This will spare both of you a sore neck.

When greeting a person with a severe loss of vision, always identify yourself and others. For example, say, “On my right is John Smith.” Remember to identify persons to whom you are speaking. Speak in a normal tone of voice and indicate when the conversation is over. Let them know when you move from one place to another.

Skit 1

Scene: A voter who uses a wheelchair enters a polling place to vote. He goes to the table to register and realizes that the table is too low and he cannot reach it. He asks the person behind the table for assistance.

Poll worker: Hi, how are you? What can I help you with?

Voter: Excuse me, could someone please help me? I can't really reach the table.

Poll worker: What would be the best way to help you?

Voter: Well, is there any way you could you lower the table, please?"

Poll worker: uh... uh.... We can do that here? It's pretty busy. That might take too much time.

Voter: Well, I would like to vote. I don't know how I can if I can't reach the table.

Poll worker: Um.... Let me check with my boss to see if we can do that. I don't know how.

Questions:

What do you think about that interaction? Was it good or bad?

What was (good/bad)?

What could have made it better?

Observations:

Poll worker should know what accommodations are available to help people out, including clip boards and alternative voting options.

Poll worker should not tell voters they cannot make accommodation because "it would take too long". They should insure that everyone who is registered to vote has the opportunity to vote.

Skit 2

Scene: A voter who uses a wheelchair enters a polling place to vote. He goes to the table to register and realizes that the table is too low and he cannot reach it. He asks the person behind the table for assistance.

Poll worker: Hi, how are you? What can I help you with?

Voter: Excuse me, could someone please help me? I can't really reach the table.

Poll worker: What would be the best way to help you?

Voter: Well, is there any way you could you lower the table, please?"

Poll worker: I don't think our tables lower, but I can offer you a clip board to write on instead of the table. Would that be alright?

Voter: That would be great! Thanks.

Questions:

What do you think about that interaction? Was it good or bad?

What was (good/bad)?

What could have made it better?

Observations:

Poll worker knew what accommodations were available and was able to help the voter.

Poll worker asked first if their suggestion to help was alright instead of forcing the voter to use the clipboard.

Skit 3

Scene: A voter with a visual impairment comes into a polling place to vote. The poll worker hands her the ballot and asks her to sign some paperwork. The voter is struggling to read the print materials.

Election worker: (says nothing)

Voter: Do you have a magnifying glass or another copy of this in large print?

Poll worker: Large print? What's that?

Voter: Well I'm having a hard time reading this. Can I have it in large print?

Poll worker: We don't offer that here. You'll just have to try your best.

Questions:

What do you think about that interaction? Was it good or bad?

What was (good/bad)?

What could have made it better?

Observations:

Poll worker should know what accommodations are available to help people out, including magnifying glasses and alternative voting options.

Poll worker should ask the voter if there is something else that would help them.

Skit 4

Scene: A voter with a visual impairment comes into a polling place to vote. The poll worker hands her the ballot and asks her to sign some paperwork. The voter is struggling to read the print materials.

Election official: Hi, how are you? What can I help you with today?

Voter: I'm having troubles reading this form. Do you have a magnifying glass or large print?

Election worker: Yes, we do. Let me get the magnifying glass for you.

Questions:

What do you think about that interaction? Was it good or bad?

What was (good/bad)?

What could have made it better?

Observations:

Poll worker knew what accommodations were available and was able to help the voter.

Poll worker used the suggestion from the voter to use a magnifying glass.

Skit 5

Scene: A voter using a wheelchair comes into a polling place to vote. The election official only speaks to the voter's attendant and does not greet the voter

Election worker (to attendant): Hi, how are you? What can I help you with?

Voter: I would like to cast a ballot, please.

Poll worker (to interpreter): And what's his name?

Voter: My name is Robert Smith.

Poll worker (to attendant): Alright, and what is Robert's address? Does he have any sort of identification with him?

Voter: Yes, I have identification. Please speak to me, I will answer your questions for myself.

Poll worker (embarrassed, unable to make eye contact) Oh, really? I'm so sorry! Okay.... Here's the ballot.

Questions:

What do you think about that interaction? Was it good or bad?

What was (good/bad)?

What could have made it better?

Observations:

Poll Worker should always talk to the voter, remember that the voter is the expert on their own information. Always talk to the voter first and wait for them to tell you if it's alright to talk to their attendant or family member.

Skit 6

Scenario: Voter walks into the polling place and goes to the sign-in table.

Poll Worker: Hello, name please?

Voter: (motions to poll worker that she cannot hear/is deaf)

Poll Worker (yelling, in a slow, exaggerated tone): HELLO. YOUR NAME PLEASE

Voter: (motions to poll worker that she cannot hear, makes hand gestures to request writing pen/paper for communication)

Poll Worker (yelling, in a slow, exaggerated tone): YES. YOU NEED TO SIGN YOUR NAME IN THE ROSTER BOOK RIGHT HERE.

Voter (pulls out a pad of paper and writes, please don't yell. I am deaf. I can't hear you. Let's communicate like this instead).

Poll Worker: (Reads the note out loud for audience to hear. Looks embarrassed and apologizes without making eye contact).

Questions:

What do you think about that interaction? Was it good or bad?

What was (good/bad)?

What could have made it better?

Observations:

If someone is having troubles hearing, especially if they are deaf, do not yell at them. This will not help and will only bring unnecessary attention to the voter and worker.

Also, poll worker should not have talked slower or in a way that inferred that the voter might be of lesser intelligence.

Poll worker could have used the pad of paper right away.

Skit 7

Voter: Hi, I'm here to vote today.

Election official: Oh, sweetie. Are you sure your're allowed to vote? You have to register first and qualify. Then you can vote.

Voter: (look confused) I have my voter registration card.

Election official (confused): Oh, okay. Well, can I see some form of identification please?

Voter: (look confused) Identification?

Election official: Yes. You need to have identification. Please show me your form of identification so we can authorize your registration status.

Voter: Identification?Registration status?

Election official: What is so hard to understand about that? I said, show me your identification. Just show me the identification and I'll authorize you do vote here.

Voter: Looks frustrated and confused and leaves the table.

Questions:

What do you think about that interaction? Was it good or bad?

What was (good/bad)?

What could have made it better?

Observations:

Poll workers should treat every voter the same. Should not question one person's eligibility to vote because of a perceived intellectual disability.

If a voter is having troubles understanding something, do not repeat the information again because the voter still will not understand. Try rephrasing the information, like, "Do you have a driver's license or a paycheck stub"

Election Worker Training Module

Module: Curbside Voting

Purpose: To prepare poll workers to effectively implement curbside voting

Goal:

1. Participants will be familiar with the process of curbside voting.
2. Participants will be able to implement curbside voting process with little to no assistance.

Supplies:

- Curbside Voting PowerPoint Presentation (attached)
- Sample ballots
- Secrecy Sleeve
- Curbside Voting Forms

Activities to choose from:

1. Curbside Voting PowerPoint Presentation
 - a. Run through PowerPoint slides with participants. Allow participants to ask questions.
 - b. As you go through slides, have staff demonstrate each step of the process to audience.
2. Curbside Voting Role Play.
 - a. Run through PowerPoint slides with participants.
 - b. Have volunteers from audience come to front of room to demonstrate to the rest of the class how to do curbside voting.
3. Curbside Voting Small Group Role Play
 - a. Run through PowerPoint slides with participants.
 - b. Break class up into small groups of at least 3 people.
 - c. Have each group practice curbside voting process.

Questions for Dialogue:

1. What do you find challenging about curbside voting?
2. What would make you feel more comfortable?
3. What did you learn from this activity? Was anything interesting? Surprising?