

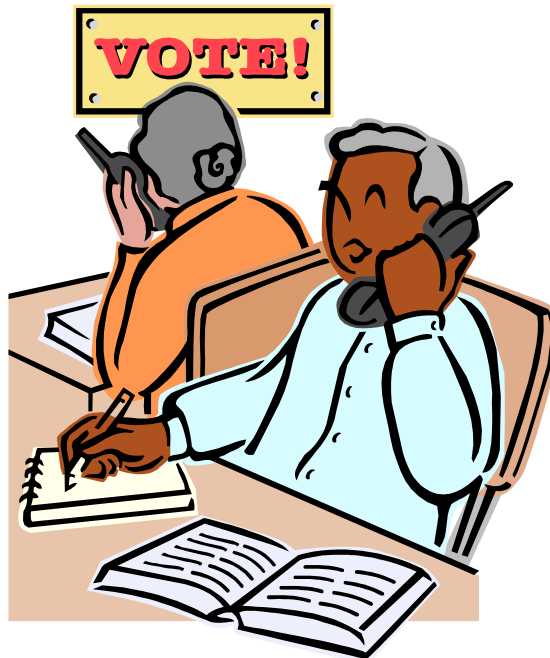
# New Poll Worker Orientation Manual



**Mark Earley**  
**Supervisor of Elections**  
**Leon County**

## Table of Contents

<b><i>The Election Team</i></b>	<b>1</b>
Terminology	1
Poll Worker Descriptions	1-2
<b>The Polling Place</b>	<b>4</b>
Who IS allowed in the polling room?	4
Who IS NOT allowed in the polling room?	4
Solicitation Restrictions	5
The Election team	5
Poll Watchers	5
Voters	6
<b>Interacting with Voters</b>	<b>6-9</b>
<b>Voter's Bill of Rights and Responsibilities</b>	<b>10</b>



## General Poll Worker Information

### The Election Team

The Election Team consists of the Election Board and the deputy.

The election board, which includes clerks and inspectors, focuses on election issues inside the polling room.

The deputy organizes the process outside the polling room during the early voting period and on Election Day.

The Election Team must arrive at its assigned polling place no later than 6 a.m. in order to set up the room and have everything ready when the polls open at 7 a.m.



### Poll Worker Positions

The **Clerk** is a very important position within the Election team of the Supervisor of Elections Office. It is the duty of the Clerk to supervise both the precinct staff and elections process at their assigned polling location. The Supervisor of Elections depends on the Clerks to preserve the standard of excellence that Leon County voters have come to expect.

The duties of the Clerk include:

- Contact and recruit poll workers and assign them to their specific position.
- Responsible for the management and operations of a precinct on Election Day
- Provide and maintain quality customer service to the voters
- Complete required paperwork
- Transmit Election results to Elections Office
- Pick-up and Drop-off Precinct Supplies and Ballots

### *Terminology*

**Early Voting Area:** This is the area designated by the supervisor of elections at the early voting site where early voting activities occur including, but not limited to: lines of voters waiting to be processed; the area where voters check in and are processed; and the area where voters cast their ballots.

**Early Voting Site:** The location and building where early voting occurs.

**Polling Place:** The building where the polling room is located.

**Polling Room:** The room in which ballots are cast on Election Day and during early voting.

**Poll Workers:** We classify clerks and inspectors under the general category of poll workers.

## General Poll Worker Information

### **Required Clerk Training**

#### **New Clerk and New Assistant Clerk Training and Certification Class**

This is a 2 hour class that is held in the Supervisor of Elections Voting Operations Center for the purpose of providing a hands-on training session for new Clerks and Assistant Clerks. Topics include Getting Ready, Managing Ballots, Closing the Election, Forms and Reports, Supplies, Procedures for Check-in and Drop-off. All new clerks and assistant clerks are required to attend this class. Once you attend this class you are eligible to work all future elections as a clerk or assistant clerk.

#### **Clerk and Assistant Clerk Election Training**

This is a 3 hour class that is required by law for each Clerk and Assistant Clerk to attend before each Election they work. Approximately one hour of the training is devoted to Sensitivity Training for the purpose of instructing poll workers on how to assist voters with special needs. The remaining two hours of training are focused on the details of the management of the Election. We cover a variety of voting topics, including the Voters' Rights and Responsibilities, ballot styles, forms and reports, roles of the other poll workers, communication with the Supervisor's office, and possible voter scenarios that require the Clerk's attention.

The **Assistant Clerk** provides assistance to the Clerk and be ready to take on the full responsibilities of the Clerk if the Clerk is unable to work on Election Day. This position is also tapped to fill in at other polling locations if both the Clerk and Assistant Clerk are unable to work on Election Day. The

Assistant Clerk is considered a Clerk In-Training.

### **Required Assistant Clerk Training**

#### **New Clerk and New Assistant Clerk Certification Class**

This is a 2 hour class that is held in the Supervisor of Elections Voting Operations Center for the purpose of providing a hands-on training session for new Clerks and Assistant Clerks. Topics include Getting Ready, Managing Ballots, Closing the Election, Forms and Reports, Supplies, Procedures for Check-in and Drop-off. All new clerks and assistant clerks are required to attend this class. Once you attend this class you are eligible to work all future elections as a clerk or assistant clerk.

#### **Clerk and Assistant Clerk Election Training**

This is a 3 hour class that is required by law for each Clerk and Assistant Clerk to attend before each Election they work. One hour of the training is devoted to Sensitivity Training for the purpose of instructing poll workers on how to assist voters with special needs. The remaining two hours of training are focused on the details of the management of the Election. We cover a variety of voting topics, including the Voters' Rights and Responsibilities, ballot styles, forms and reports, roles of the other poll workers, communication with the Supervisor's office, and possible voter scenarios that require the Clerk's attention.

**Inspectors** are responsible for properly processing voters, issuing ballots, set-up and break down of voter privacy booths and voter check-in area. Inspectors also assist the clerk and

## General Poll Worker Information

assistant clerk with preparing facility for voting, as well as cleaning up after polls close.

There are 2 types of Inspectors:

**E-Poll Book/Ballot Inspectors** – These individuals are responsible for helping the voter check in at the e-poll book station, providing the voter with their ballot and other materials, instructing voter how to properly mark the ballot and directing voter to the Privacy Booths.

**Machine Inspector** – This position is responsible for greeting the voters at the optical scan tabulating machine and instructing voters how to properly insert their ballot. The Machine Inspector also helps the voter if the voter wants to use the ADA session on our voting machine.

### **Required Inspector Training**

The Inspectors are required to attend a 2 ½ hour training class before each Election they are assigned to work. One hour of the training is devoted to Sensitivity Training for the purpose of instructing poll workers on how to assist voters with special needs. The remaining time is focused on the details of properly administering the Election process.

The **Deputy** is responsible for activities taking place outside the polling area. Duties include monitoring the parking area, posting Election signs, removing illegal campaign signs, assisting voters in locating the entrance and opening the door for voters

needing assistance and helping with the set-up and clean-up of the polling area.

### **Required Deputy Training**

The Deputies are required to attend a 2.5 hour training before each Election they are assigned to work. One hour of the training is devoted to Sensitivity Training for the purpose of instructing poll workers on how to assist voters with special needs. The remaining time is focused on the details of properly administering the Election process.

*NOTE: Election workers are employees. Therefore, income earned by these workers is subject to federal income tax. Wages of an election worker are not subject to federal income tax withholding. However, election workers earning \$600 or more for the calendar year will receive a W2 form*



### The Polling Place

#### *Who IS allowed in the polling room?*

While the polls are open, only the following persons are allowed in the polling room on Election Day or during the early voting period:

- Poll workers
- The supervisor of elections or deputy supervisor of elections
- Poll watchers approved by the supervisor of elections
- Voters
- A person in the care of a voter (for example, a child or an elderly person)
- Persons caring for a voter or assisting a voter (for example, someone assisting a voter who cannot read or does not speak English or assisting an elderly person or disabled person, but not someone accompanying a voter who is not caring for or assisting the voter)
- A person who is helping with or participating in a simulated election for minors which has been approved by the supervisor of elections (for example, the Kids Voting Program)
- Election observers appointed by the Department of State.

After the polls close and all voters have cast their ballots, anyone from the public is allowed to enter the polling room and watch the procedures.



#### *Who IS NOT allowed in the polling room?*

Law enforcement officers or emergency service personnel are not allowed in the polling room except to vote or except with permission of the supervisor (early voting), or the clerk or a majority of the inspectors.

Members of the media are not allowed in the polling room except to vote. No photography is allowed in the polling room or early voting area.

Candidates are not allowed in the polling room except to vote.

If the polling room is in a location commonly used by the public to gain access to businesses or homes (such as the lobby of a condominium) or in an area traditionally used as public area for discussion (such as a mall), there may be other people traveling through the polling area. However, care should be taken that these people do not interfere with the voting process.

Law enforcement officers, emergency service personnel, members of the media, and candidates are allowed in the polling room after the polls have closed.

### *Solicitation Restrictions*

The word “solicitation” includes such things as:

- asking someone for his or her vote;
- asking for someone’s opinion;
- asking for a contribution;
- distributing any political or campaign material or handout;
- conducting a poll;
- asking someone for his or her signature on a petition;
- selling any type of item.



No person or group may solicit voters inside the polling place or within 100 feet of the entrance to the polling place, early voting site, or an office of the supervisor of elections where absentee ballots are requested and printed on demand for the convenience of electors who appear in person to request them. Before the opening of the polling place or early voting site, the clerk or supervisor shall designate the no-solicitation zone and mark the boundaries.

The supervisor of elections or the clerk is authorized to take any reasonable action to ensure order at the polling place or early voting area, which includes having disruptive persons removed by law

enforcement officers from either the polling room or from the no-solicitation zone.

### *The Election Team*

Poll workers must remain nonpartisan on Election Day and during early voting. You must not discuss any candidate, issue, or any related topic with other poll workers, poll watchers, or voters. **DO NOT** wear campaign buttons, shirts, hats, or any other items that are politically oriented.

The use of electronic devices (laptops, tablets, cellphones, etc.) that are not provided by the supervisor of elections office are prohibited in the polling room. They may be used during breaks in areas designated by the Clerk.

### *Voters*

Voters may bring pre-marked sample ballots or campaign literature for their personal use. They may **NOT** use these for campaigning purposes.

Voters wearing campaign buttons, shirts, hats, or any other campaign items may enter the polling place to vote; however, they may not campaign there.

Poll workers must remove and discard any sample ballots or campaign materials left behind in the polling place.

A poll worker should be assigned to check the voting booths after each voter leaves to make sure the voter cast the ballot and that no literature or other materials have been left in the booth.

### Other Important Information

#### *Poll Watchers*

Political parties, candidates and some political committees are each allowed to have one watcher in each polling room during the early voting period and on Election Day. These watchers must be approved by the supervisor of elections prior to the election. The supervisor will provide the poll watchers with badges.

Poll watchers are allowed within the polling room to watch. They may observe the conduct of the election. They may not obstruct the orderly conduct of the election.

Poll watchers may observe the voter check-in process. They cannot come closer to the officials' table or the voting booths than is reasonably necessary to perform the poll watcher's functions.

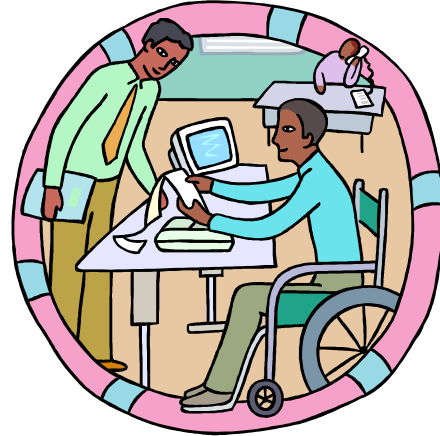
Poll watchers may enter challenges to voters. They may not interact with voters.

Poll watchers should pose any questions regarding polling place procedures to the clerk for resolution.

Poll watchers are not allowed to wear campaign buttons, shirts, hats, or other campaign items while they are in the polling room.

Poll watchers are not allowed to wear campaign buttons, shirts, hats, or other campaign items while they are in the polling room.

### Interacting with Voters



#### *Voters with Special Needs*

A large segment of the voting-age population has special needs—perhaps because of hearing, sight, or mobility impairment.

A significant portion of that group does not vote because they may be concerned that their special needs will not be met in the voting process.

#### *General*

Sensitivity toward people with special needs makes good sense whether in business or in public life. When you practice disability etiquette everyone wins—the person with the special need feels comfortable and you don't feel awkward interacting with him or her.

If unsure of what to do for a person with a special need, just ask him or her. This person will appreciate the interest in being helpful.

People who have a special need should



## General Poll Worker Information

be thought of as individuals—your friends, your family members or your neighbors. Do not use the amorphous group terms “they” or “them” for people with special needs. That term tends to separate rather than include.

Avoid politically correct euphemisms such as “differently able” or “physically challenged.” They sound just as contrived and are just as offensive to people with special needs as they are to anyone else.

People who happen to have special needs are people first and foremost. For example, a person who cannot see would rather not be called a blind person but a person who is blind.

People who cannot see at all usually prefer being described as being blind while those who have some vision prefer being described as being visually impaired.

People who communicate with sign language prefer being described as being deaf while people who have difficulty hearing but who use spoken language prefer being described as being hard of hearing.

Avoid outdated terms such as “handicapped” or “crippled.” The acceptable terms are “disabled” and “mobility impaired.”



Don't say that someone is “wheelchair bound” or “confined to a wheelchair” but

say the person is a “wheelchair user.” Remember that to a wheelchair user, the wheelchair is not confining but liberating.

Feel free to use idiomatic expressions when talking with people who have special needs. For example, don't be uncomfortable if a person who is blind says, “It was good to see you.”

If a companion accompanies a person with special needs, don't ask the companion what the person with special needs wants to do. Address questions directly to the person with special needs directly.

### *Mobility Impaired*

People who use wheelchairs may have varying abilities. Some can get out of them and walk a short distance. Some can use their hands and arms. Remember that wheelchair users are people and not equipment.



Don't lean across a wheelchair user to talk to someone else or to shake another person's hand.

Don't pull or touch a person's wheelchair. The chair is part of the user's personal space.

Make sure ramps provide the closest accessibility to the polling place. This is important not only for people who may be

## General Poll Worker Information

using wheelchairs but for people who may be using canes, crutches or walkers.

Make sure ramps are not obstructed so they can be used without difficulty.

Keep doorways clear of obstacles so wheelchairs can be maneuvered through them.

Make sure there is a clear path of travel in the polling area. Be aware of the reach limits of people in wheelchairs.

When talking with a person in a wheelchair, sit in a chair so you are at his or her level. If that isn't possible, stand at a slight distance so the person isn't straining his or her neck to make eye contact with you.

If your counter is too high for a wheelchair user to see over it, step around it to conduct your business with the person. Don't grab a cane or crutch. People who use them rely on them for balance.

If you offer a seat to a mobility-impaired person, remember that a chair with arms will be easier for him or her.

A person with respiratory or heart trouble may not appear to be mobility impaired, but he or she may need to sit down.

### *Blind or Visually Impaired*

A person who is blind or visually impaired may travel with a guide dog, a cane, a sighted guide or alone. He or she may have a visual impairment that is not obvious. Be prepared to offer assistance in orientation and reading.



Identify yourself before making contact with a person who is blind or visually impaired. Give your name and your role. For example, "I'm Mary Green, the precinct clerk."

Do not shout when speaking to a person who is blind or visually impaired.

Do not grab, push or pull a person who is blind or visually impaired. To guide a person, let him or her take your arm.

If the person is using a guide dog, walk on the person's right side--the side opposite the side the dog is on.

Do not touch the dog, its harness or its leash. Do not talk to the dog. These distractions could be dangerous to the person's safety.

Do not touch a person's cane. If the person puts down the cane in an unsafe place, do not move it. Tell the person to move it. That way, the person will know where the cane is.

Describe the setting including any partly open doors, steps or ramps.

Be specific with warnings. Hollering, "Look out!" will not work. The person will wonder if he or she should stop, swerve, duck or jump.

Be specific and non-visual with directions. Do not tell someone to turn left

## General Poll Worker Information

at the end of the desk. It would be better to say, "Take five steps and turn left."

If you leave a person who is blind, let him or her know.

Read informational signs that appear in print on the walls of the polling place.

Offer magnifying sheets for visually impaired voters.

Offer assistance in voting to a voter who is blind or visually impaired or allow him or her to be accompanied in the voting booth by someone of his or her choosing.

### *Deaf and Hearing Impaired*

Many people who are hard of hearing have not acknowledged as yet the hearing loss. You may have to be sensitive to this, especially dealing with older voters. Speak clearly with your face unobstructed. If you must communicate with a person who is deaf through an interpreter, remember to face the person who is deaf.



If you have difficulty understanding the speech of a person, let him or her know. You may find it helpful to communicate with gestures and/or in writing.

To get the attention of a person who is deaf or hard of hearing, tap the person on the shoulder.

A person who is hard of hearing, has a speech impediment, or has had a stroke, for example, may be hard to understand. Give the voter your full attention.

Do not finish sentences for the person. If you cannot understand what the person is saying, ask him or her to write it down.

### *Cognitive Disabilities*

A person with a cognitive disability has greater difficulty with one or more types of mental task.

Most cognitive disabilities have some sort of basis in the biology or physiology of the individual. They may face difficulty in memory, problem-solving, attention, reading, math or visual comprehension.

The common thread is how they receive and perceive information.

If you are assisting a voter with cognitive disabilities use a calm demeanor and try to limit distractions.

Use easy to understand words and short sentences. You may have to explain the voting process in steps and repeat the process to assist the voter. Be patient and understanding.

Most of all, allow the voter to take their own time to move through the voting process without feeling rushed.

## Voter's Bill of Rights and Responsibilities

A Voter's Bill of Rights and Responsibilities is posted at your polling place.

### Voter Rights

Each registered voter in this state has the right to:

- Vote and have her or his vote accurately counted.
- Cast a vote if she or he is in line at the official closing of the polls in that county.
- Ask for and receive assistance in voting.
- Receive up to two replacement ballots if he or she makes a mistake prior to the ballot being cast.
- An explanation if her or his registration or identity is in question.
- If her or his registration or identity is in question, cast a provisional ballot.
- Written instructions to use when voting, and, upon request, oral instructions in voting from election officers.
- Vote free from coercion or intimidation by election officers or any other person.

- Vote on a voting system that is in working condition and that will allow votes to be accurately cast.

### Voter Responsibilities

Each registered voter in this state should:

- Familiarize herself or himself with the candidates and issues.
- Know the location of his or her polling place and its hours of operation.
- Bring proper identification to the polling station.
- Familiarize herself or himself with the operation of the voting equipment in his or her precinct.
- Treat precinct workers with courtesy.
- Respect the privacy of others.
- Report any problems or violations of election laws to the supervisor of elections.
- Ask questions, if needed.
- Make sure that her or his completed ballot is correct before leaving the polling station.

Failure to perform any of these responsibilities does not prohibit a voter from voting.

