<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Election Team</td>
<td>1</td>
</tr>
<tr>
<td>Terminology</td>
<td>1</td>
</tr>
<tr>
<td>Polling Room Diagram</td>
<td>2</td>
</tr>
<tr>
<td>The Polling Place (Includes Early Voting)</td>
<td>3</td>
</tr>
<tr>
<td>Who IS allowed in the polling room?</td>
<td>3</td>
</tr>
<tr>
<td>Who IS NOT allowed in the polling room?</td>
<td>3</td>
</tr>
<tr>
<td>Solicitation Restrictions</td>
<td>4</td>
</tr>
<tr>
<td>The Election Team</td>
<td>4</td>
</tr>
<tr>
<td>Poll Watchers</td>
<td>4</td>
</tr>
<tr>
<td>Voters</td>
<td>4</td>
</tr>
<tr>
<td>The Voting Process</td>
<td>5</td>
</tr>
<tr>
<td>Determining if a voter is eligible</td>
<td>5</td>
</tr>
<tr>
<td>What if the voter's name is on the precinct register and the register indicates that the voter has received an absentee ballot but the voter still wants to vote at the polling place?</td>
<td>6</td>
</tr>
<tr>
<td>What if the voter's name is not on the precinct register?</td>
<td>6</td>
</tr>
<tr>
<td>Voter's Name Changes</td>
<td>7</td>
</tr>
<tr>
<td>Voter's Address Differs</td>
<td>7</td>
</tr>
<tr>
<td>Voter with No ID</td>
<td>8</td>
</tr>
<tr>
<td>Voter's Signature Differs</td>
<td>8</td>
</tr>
<tr>
<td>Provisional Ballots</td>
<td>8</td>
</tr>
<tr>
<td>Challenges</td>
<td>10</td>
</tr>
<tr>
<td>Voters Who Need Assistance</td>
<td>10</td>
</tr>
<tr>
<td>Voter Who Requests Assistance on How to Use the Voting Equipment</td>
<td>11</td>
</tr>
<tr>
<td>If a voter needs another ballot</td>
<td>11</td>
</tr>
<tr>
<td>If a voter leaves the booth without casting his or her ballot</td>
<td>12</td>
</tr>
<tr>
<td>Polling Place Procedures Manual Table of Contents</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>If a voter tries to take his or her ballot from the polling place</td>
<td>12</td>
</tr>
<tr>
<td>Primary Election</td>
<td>12</td>
</tr>
<tr>
<td><strong>Voting Systems Operation</strong></td>
<td>13</td>
</tr>
<tr>
<td>Optical Scan Voting Systems</td>
<td>13</td>
</tr>
<tr>
<td>Touch-screen Voting Systems</td>
<td>13</td>
</tr>
<tr>
<td>Closing the Polls</td>
<td>15</td>
</tr>
<tr>
<td><strong>Ballot Accounting</strong></td>
<td>16</td>
</tr>
<tr>
<td>In counties using optical scan voting systems</td>
<td>16</td>
</tr>
<tr>
<td>In counties using touch-screen voting systems</td>
<td>16</td>
</tr>
<tr>
<td>In counties using blended voting systems</td>
<td>17</td>
</tr>
<tr>
<td><strong>Other Important Information</strong></td>
<td>18</td>
</tr>
<tr>
<td>Poll Watchers</td>
<td>18</td>
</tr>
<tr>
<td>When the Unexpected Happens</td>
<td>19</td>
</tr>
<tr>
<td>Interacting with Voters</td>
<td>19</td>
</tr>
<tr>
<td>Voters with Special Needs</td>
<td>19</td>
</tr>
<tr>
<td>General</td>
<td>19</td>
</tr>
<tr>
<td>Mobility Impaired</td>
<td>20</td>
</tr>
<tr>
<td>Blind or Visually Impaired</td>
<td>20</td>
</tr>
<tr>
<td>Deaf and Hearing Impaired</td>
<td>21</td>
</tr>
<tr>
<td>Dealing with Irate Voters</td>
<td>22</td>
</tr>
<tr>
<td>Voter's Bill of Rights and Responsibilities</td>
<td>23</td>
</tr>
<tr>
<td><strong>Notes</strong></td>
<td>24</td>
</tr>
<tr>
<td><strong>Index</strong></td>
<td>25</td>
</tr>
</tbody>
</table>
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.

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.
Polling Room Diagram

The following diagram will assist you in setting up your polling room. We realize that all polling rooms are not designed such as the one pictured, but this will give you a general idea of the basic set-up. Set up the voting booths in such a manner that it is impossible for one voter to see another voter’s ballot.

1. Deputy
2. Check-in/inspector table
3. Clerk’s table
4. Provisional ballot booth, if applicable
5. Voting areas
6. Tabulator for optical scan counties
7. Disability voting equipment

TV displaying endless loop video of voting system operation/demonstration area

Voting Terminal/booth

ADA: Special needs terminal

Sample layout of polling room
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.
**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 or early voting site. 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. There are no exceptions to this rule. (Section 102.031, Florida Statutes)

**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.

**Poll Watchers**

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

**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.
The Voting Process

Determining if a voter is eligible

1. Ask the voter for a current and valid photo ID with signature. Both the signature and photo may be on one ID or they may be on two separate IDs. A driver’s license would be an example of one form of ID with both requirements.

Some voters will present two forms of identification, one with a photo on it and another with a signature. For example, a credit card with the voter’s signature, along with an employee badge showing the voter’s photograph, would be acceptable.

The following forms of photo identification are approved:

- Florida driver’s license
- Florida ID card issued by the Department of Highway Safety and Motor Vehicles
- U.S. Passport
- Employee badge or ID
- Buyer’s Club ID card (such as Costco, Sam’s Club or Price Club)
- Debit/credit card
- Military ID
- Student ID
- Retirement Center ID
- Neighborhood Association ID
- Public assistance ID (Social Security or other social services)

If the voter does not have the proper identification showing his or her photograph and signature, he or she must vote a provisional ballot. (Section 101.043, Florida Statutes) See Provisional Ballots on page 8.

2. Locate the voter’s name in the precinct register or on the electronic device, if using an electronic database. Be careful of multiple forms of one name. For example, you should look for “Mary Smith-Collins” under “Smith Collins,” “Smith-Collins” and “Collins.” Also be careful of voters who have titles on their names such as Sr., Jr., III, etc.

If the voter’s name is not on the precinct register, follow the procedures for What if the voter’s name is not on the precinct register? on page 6.

3. Ask the voter to give his or her legal residence address. If the voter has moved from the address listed on the precinct register, follow the procedure for Voter’s Address Differs on page 7.

It is illegal for a voter to vote in a precinct where he or she no longer lives.

4. Have the voter sign the precinct register or signature pad. Compare the signature of the voter to the signature on the identification and compare the photograph of the voter to the person who signed the precinct register or signature pad. If there is a discrepancy in the signatures or photo, follow the procedure for Voter’s Signature
5. If the voter is in the proper precinct, has the proper identification, and the inspector is satisfied that the person is entitled to vote, the voter may continue with the voting process.

the supervisor has not received the voter's absentee ballot.

If it is verified that the supervisor has not received the absentee ballot, the supervisor will authorize the voter to proceed with the voting process.

If the voter does not return the absentee ballot and the poll worker is unable to determine whether the voter's absentee ballot has been returned to the supervisor, the voter shall be allowed to vote a provisional ballot.

If the voter does not return the absentee ballot and the poll worker verifies with the supervisor that the absentee ballot has been returned but the voter maintains that he or she did not return the ballot, the voter shall be allowed to vote a provisional ballot. See Provisional Ballots on page 8.

What if the voter’s name is on the precinct register and the register indicates that the voter has received an absentee ballot but the voter still wants to vote at the polling place?

Occasionally a voter who has requested an absentee ballot will appear at the polling place to vote. The fact that the voter has requested and received an absentee ballot will be noted on the precinct register or electronic database.

If the voter returns the absentee ballot to the poll worker, whether the absentee ballot is voted or not, the voter shall be allowed to vote. The returned absentee ballot shall be marked “Canceled” by the poll worker on the certificate side of the ballot envelope and returned to the supervisor of elections after the polls close.

If the voter does not return the absentee ballot, the poll worker must confirm with the office of the supervisor of elections that

If a voter comes to the polling place to drop off a voted absentee ballot, and does not want to vote at the polling place, do not accept it. Instruct the voter to take the absentee ballot to the office of the supervisor before 7 p.m. In order for an absentee ballot to be counted, the ballot must be received by the supervisor of elections by 7 p.m. election day.

What if the voter’s name is not on the precinct register?

If the voter’s name is not on the precinct register or electronic database and the inspector has rechecked for name variations, the inspector should ask the voter if the voter’s name or address has changed.

If the voter’s name has changed, follow the procedure for Voter’s Name Changes
If the voter’s address has changed, follow the procedure for **Voter’s Address Differs** on page 7.

If the voter indicates no change of name or address, contact the supervisor’s office or, if available at the precinct, check the master list of registered voters in the county to determine if the voter is eligible to vote.

If the voter is eligible to vote in the election, but is registered in another precinct, direct the voter to the proper precinct.

If the voter is eligible to vote in the precinct, he or she may continue with the voting process.

If the supervisor or master list indicates the voter is not eligible but the voter believes he or she is eligible, or if you cannot get in contact with the supervisor’s office, the voter is allowed to vote a provisional ballot. See **Provisional Ballots** on page 8.

**Voter’s Name Changes**

If the voter’s former name appears in the precinct register or electronic database, the voter will need to complete a change of name affirmation or a voter registration application that indicates his or her name change. These forms should be in your election materials. Once the voter has completed either form, the voter is allowed to vote.

If the voter’s former name is not on the precinct register or electronic database, the voter will need to complete a change of name affirmation or a voter registration application that indicates his or her name change. The clerk or other designated person will then call the supervisor of elections or access a master list of registered voters to determine if the person is eligible to vote in the precinct. If it is determined that the person is eligible, the voter is allowed to vote.

Please note that Florida is NOT a same day registration state. Completion of a voter registration application at the polls is solely for the purpose of updating a currently registered voter’s information.

**Voter’s Address Differs**

If the voter’s name appears on the precinct register or electronic database but the voter indicates a different address than the address listed, the voter must complete a change of address affirmation or a voter registration application that indicates the address change. These forms should be in your election materials. Once the voter has completed the form and the voter’s new address is determined to be in the same precinct, the voter is allowed to vote.
If you have determined that the voter is registered in another precinct, advise the voter and direct the voter to the proper precinct. Inform the voter that in order for a ballot to count, that he or she must be in the correct precinct. If the voter insists that he or she is in the proper precinct, allow the voter to vote a provisional ballot. See Provisional Ballots on page 8.

Voter’s Signature Differs

After comparing the signature of the voter on the precinct register or signature pad with that on the identification provided by the voter, if the inspector doubts the identity of the voter, the voter is required to file an affidavit as provided by law and included in your election materials.

This affidavit serves as a statement from the voter affirmiting that the voter is who the voter says he or she is. It is a sworn, legal document and falsifying this document is punishable by law. Once completed and filed with the clerk or inspector, the voter is allowed to vote.

If the person does not complete the affidavit, he or she must vote a provisional ballot. See Provisional Ballots on page 8.

Provisional Ballots

The following people are entitled to vote a provisional ballot:

- A person whose name is not on the precinct register or electronic database and the poll worker is unable to verify whether or not the person is a registered voter of the state.
- A person whose name is not on the precinct register or electronic database and the poll worker verifies that the person is not registered in the state, but the person maintains that he or she is entitled to vote.
- A voter whose name is on the precinct register or electronic database with an indication that he or she has received an absentee ballot.
and the poll worker is unable to verify whether the absentee ballot has been returned to the supervisor of elections.

- A voter whose name is on the precinct register or electronic database with an indication that he or she has received an absentee ballot and the poll worker confirms that the supervisor has received the voted absentee ballot, but the voter maintains that he or she has not returned the absentee ballot.

- A voter whose name is on the precinct register or electronic database with an indication that he or she voted early but the voter maintains he or she has not already voted in this election.

- A person whose name is not on the precinct register or electronic database but who has completed either the change of name or change of residence affirmation and the poll worker is unable to verify whether the person is a registered voter of the state.

- A voter who does not produce a current and valid photo ID with signature.

- A person whose name is on the precinct register or electronic database with an indication that his or her driver’s license number, Florida identification card number, or the last 4 digits of the social security number has not been verified by the Department of State.

- A person whose signature differs from that on the identification presented and the person refuses to complete the affidavit.

- A challenged voter.

- A voter who votes on or after the normal poll closing time pursuant to a court or other order extending the polling hours.

If, in any case, you are unable to get through to the supervisor’s office to determine whether or not a person is eligible to vote, allow the person to vote a provisional ballot.

For optical scan voting the voter must complete and sign in front of the poll worker the Provisional Ballot Voter’s Certificate and Affirmation. The poll worker must indicate why the voter is voting a provisional ballot on the same form and sign the form. The voter must place the voted provisional ballot into the secrecy envelope, place the secrecy envelope in the provisional ballot envelope and seal the envelope. The completed form must be affixed to the envelope. The voter must then place the provisional ballot envelope into a ballot box. All provisional ballots must remain sealed in their envelopes and must be returned to the supervisor of elections at the close of the polls.

Do not allow the voter to put the provisional ballot through the tabulating equipment.
For touch screen voting the voter must complete and sign in front of the poll worker the Provisional Ballot Voter’s Certificate and Affirmation. The poll worker must indicate the reason why the voter is voting a provisional ballot on the same form and then sign the form. After the poll worker assigns a unique provisional ballot number and indicates the number on the certificate, the voter is allowed to vote the provisional ballot on the touch screen machine using procedures for the specific voting system.

You must provide each person who votes a provisional ballot written instructions included in your election materials that tells the voter about the free access system and the right to present written evidence supporting his/her eligibility to vote to the supervisor of elections by not later than 5 p.m. on the third day following the election. The free access system will allow a person who votes a provisional ballot to find out if that ballot was counted and if not, why. A person who votes a provisional ballot because he or she did not have the proper identification is not required to present written evidence to the Supervisor of Elections. In such cases, the ballot will be counted if the signature on the Provisional Ballot Voter’s Certification and Affirmation matches the signature in the person’s voter registration record.

All provisional ballots voted as a result of the polling hours being extended must be kept separate from other provisional ballots cast during regular voting hours. (Section 101.048 and 101.049, Florida Statutes)

Challenges

Occasionally someone may challenge a voter’s right to vote. This challenge must be in writing.

There may be a notation on the precinct register or electronic database that the voter has been challenged, or a person may be challenged at the polling place. If challenged at the polling place, the challenger must complete the Oath of Person Entering Challenge form included in your election materials.

In either event, the voter being challenged must vote a provisional ballot. See Provisional Ballots on page 8. (Section 101.111, Florida Statutes)

Voters Who Need Assistance

A voter who needs assistance in voting because of blindness, disability, or inability to read or write is allowed to receive assistance in voting.

If there is a notation on the precinct
register or electronic database that the person is eligible to receive assistance, the voter is not required to complete the "Declaration to Secure Assistance." If there is not a notation on the register or database, the voter is required to complete the "Declaration to Secure Assistance." This form should be included in your election materials.

If the voter is unable to fill out the declaration, the clerk or inspector should complete the declaration and have the voter sign it. After completing the form, the voter is allowed to vote with assistance.

The voter is allowed to receive the assistance of two election officials or some other person of the voter's choice (except the voter's employer, an agent of the voter's employer, or an officer or agent of the voter's union). If a person other than an election official provides assistance in voting, then the person providing assistance must sign the "Declaration to Provide Assistance." This form should be included in your election materials. Poll workers are not required to complete the "Declaration to Provide Assistance." (Section 101.051, Florida Statutes)

For voters with special needs due to a disability, see Voters with Special Needs, page 19.

**Voter Who Requests Assistance on How to Use the Voting Equipment**

If after entering the voting booth, a voter asks for assistance on how to use the voting equipment, two poll workers of different party affiliations, where possible, should provide the voter with information on how to use the voting equipment. Refer to the instructions in the Voting Systems Operations Manual as mentioned on page 13.

After the poll workers have provided the instruction to the voter, they must leave the voting booth so the voter can vote in secret.

**An election official shall not request, suggest or seek to persuade any voter to vote for any particular candidate or question.**

**If a Voter Needs Another Ballot**

In optical scan counties, if a voter makes a mistake on his or her ballot, the voter may receive another ballot. The ballot that has a mistake on it is referred to as a "spoiled ballot."

Place the voter's spoiled ballot in a
spoiled ballot envelope. If the voter spoils a second ballot, he or she may be issued another ballot. A voter is allowed up to three ballots total, including the original ballot.

A voter may **not** receive another ballot after the ballot has been counted by the tabulating equipment, even if the voter indicates he or she made a mistake on the ballot.

*If a voter tries to take his or her ballot from the polling room*

If a voter attempts to take his or her ballot from the polling room, advise the voter that this is against the law.

Explain to the voter that the ballot may be spoiled if the voter does not wish to have it counted. Make a notation on the Ballot Accounting Form if the voter insists on taking the ballot.

*Primary Election*

Make sure you give the voter the proper ballot based on his or her party affiliation.

No changes in party affiliation may be made at the polls. (Section 97.055, Florida Statutes)

Generally, in a primary election, a voter may only vote for candidates of the party in which he or she is registered. However, if only one party has candidates qualified for the office and there will be no general election opposition, all voters may vote in that primary election contest. Such contests will be labeled on the ballot as "Universal Primary Contest."
**Voting Systems Operation**

There are two general types of voting systems used in the state – optical scan and touch screen. The procedures for voting using these two types of systems are different. However, with all systems, the voter is required to check-in, present identification and sign the precinct register or signature pad to determine eligibility.

Some counties have “blended” systems where there are both optical scan and touch screen voting systems in each polling place.

**Optical Scan Voting Systems**

In a county using an optical scan voting system, the voter is given a paper ballot which he or she takes to the voting booth. After marking the ballot, the voter takes the ballot to the precinct tabulator and puts the ballot in the tabulator.

If there is a race on the ballot that is overvoted (the voter has marked more candidates than there are persons to be elected or has marked more than one issue choice) or if the tabulator reads the ballot as completely blank, the ballot will be rejected by the tabulator.

The tabulator will display a message to the inspector monitoring the tabulator. The inspector should inform the voter, without looking at the ballot, the likely cause of the ballot being rejected as indicated by the message displayed. The ballot should be spoiled by placing it in an envelope designated for ballots that contain mistakes or errors. The voter is to be given another ballot, with instructions on how to properly mark the ballot. See *If a Voter Needs Another Ballot*, page 11.

If the voter wishes to vote the rejected ballot, after being informed that his or her ballot may not be counted, the clerk or poll worker designated by the supervisor of elections should override the rejection mechanism and the tabulator will take the ballot. See specific instructions for overriding the rejection mechanism in the Voting Systems Operations Manual specific for your voting system.

The election official should never override the rejection mechanism without the voter specifically indicating that he or she wishes to vote the rejected ballot.

The supervisor of elections must provide each precinct with a Voting System Operations Manual indicating how the precinct tabulator is to be set up, instructions on how to operate the specific voting equipment used in the county, instructions for troubleshooting, instructions on how to lock the tabulator against further voting after the polls have closed, and instructions on how to relay vote totals, the ballots, and voting equipment back to the supervisor after the polls have closed.

**Touch Screen Voting Systems**

Touch screen voting systems do not use paper ballots. Touch screen voting systems allow many voters with disabilities to vote without assistance. The voter votes his or
her ballot on a screen similar to a computer screen.

Depending on the system used in the county, the voter will either receive a voter card or other device to bring up the correct ballot on the screen, or the poll worker will accompany the voter to the booth, place the device in the system, and then leave the voter once the display appears on the screen.

After the voter has completed voting the ballot and casting the ballot, the voter leaves the voting booth.

Touch screen voting systems do not allow a voter to overvote a ballot. However, a voter can undervote the ballot. When the selections are being reviewed by the voter, the system will alert the voter that a race or races have been undervoted, giving the voter the opportunity to select a choice, if he or she wishes to do so.

The supervisor of elections shall provide each precinct with a Voting System Operations Manual for the voting system used in that county. This manual should indicate how the voting system is to be set up in the polling place, instructions on how to operate the voting system, instructions for troubleshooting, instructions on how to lock the voting system against further voting after the polls have closed, and instructions on how to relay vote totals and voting equipment back to the supervisor after the polls have closed.
Closing the Polls

At 7 p.m. the clerk or other designated official shall announce that the polls are closed. All eligible voters standing in line at the polling place at 7 p.m. are allowed to vote. The deputy should stand in line behind the last person to establish a cut-off point.

No one is allowed to vote who was not in line at the time of the announcement. No Exceptions.

In the rare event that a court or other order extends the polling hours, the deputy shall stand behind the last person in line at 7 p.m. Any person voting after the last person in line at 7 p.m. must vote a provisional ballot. These provisional ballots voted after 7 p.m. must be kept separate from other provisional ballots cast during the regular voting hours.

Once all voters have voted, the election board must secure the voting device so that no more ballots may be cast. Then the election board shall follow the procedures outlined in Voting System Operation Manual for the voting system used in the county and the security procedures approved for the county.
Anyone in the public may watch the proceedings of the election board after all voters have finished voting and the polls are closed.

Do not allow anyone to pressure you for results, interfere in any manner, or touch any ballot or ballot container or interfere with the counting of the ballots.

Take your time because accuracy is extremely important in the completion of your duties.

In counties using optical scan voting systems

After the polls have closed, the election board will then verify the number of voted ballots, unused ballots, provisional ballots and spoiled ballots to make sure that the number of those ballots corresponds with the number of ballots issued by the supervisor of elections.

Next the election board shall verify that the number of voters as shown by the signatures on the precinct registers, the tally of voters who signed in, or the number of voter authority slips equals the number of ballots cast as indicated by the precinct ballot tabulator plus the number of provisional ballots voted, taking into consideration whether or not provisional voters signed in at a central point or just signed the Provisional Ballot Voter’s Certificate and Affirmation. If there is a difference, the election board shall recount the signatures of voters, the validated voter check-ins, or the authority slips and the certificates. If there is still a difference, the clerk shall report such differences in writing to the county canvassing board, with the reasons for the difference, if known.

In counties using touch screen voting systems

After the voting devices have been locked against further voting and the polls have closed, the election board will determine the number of ballots cast as recorded by the voting system and record this on a precinct report form. The board will then determine the number of voters as shown by the signatures on the precinct registers, the tally of voters who signed in, or the number or voter authority slips, taking into consideration those voters who did not sign the precinct register or signature pad but signed the Provisional Ballot Voter’s Certificate and Affirmation. The number of voters shall equal the number of ballots cast on the touch screen voting units. If there is a difference, the election board shall recount the signatures, the validated voter check-ins, or the authority slips and the certificates. If there is still a difference, the clerk shall report such difference in writing to the county canvassing board with the reasons for the difference, if known.
In counties using blended voting systems

The election board will verify the number of voted ballots, unused ballots, provisional ballots, and spoiled ballots to make sure that the number of those ballots corresponds with the number of ballots issued by the supervisor of elections.

Next, the election board will verify that the number of voters as shown by the signatures on the precinct registers, the tally of voters who signed in, or the number of voter authority slips equals the number of ballots cast as indicated by the precinct ballot tabulator and the touch screen machine(s) plus the number of provisional ballots voted, taking into consideration whether or not provisional voters signed in at a central point or just signed the Provisional Ballot Voter Certificate and Affirmation. If there is a difference, the election board shall recount the signatures, the validated voter check-ins, or the authority slips and certificates. If there is still a difference, the clerk shall report such differences in writing to the canvassing board, with the reasons for the difference, if known.
Polling Place Procedures Manual

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 you with a list of the names of persons and their approved times for being in your polling room.

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.

When The Unexpected Happens

In the event of a medical or other emergency requiring assistance from the Police, Fire Department or Medical Personnel, the poll worker should first call 911, then call the Supervisor of Elections to report the incident.

If there is a power outage, check your Voting System Operations Manual on how to deal with ballots cast during outage.
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 be thought of as individuals—your friends, your family members or your neighbors.

Don't 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 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 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.
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 him or her 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.

**Dealing with Irate Voters**

Voters who come to the polling place to vote and are told that they must go elsewhere or that their registration is in question may become frustrated. To deal with these voters there are some things that you should keep in mind.

- Stay calm.
- Watch your body language.
- Listen to what the voter is telling you.
- Let the voter know that you want to help him or her. Try to find a solution to the problem.
- Be polite. Treat the voter as you would like to be treated.
- If necessary, ask the clerk or deputy to assist you if the voter becomes very angry or is threatening you.
- Keep your voice down.
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 his or her vote accurately counted.
- Cast a vote if he or she 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 his or her registration or identity is in question.
- If his or her 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 himself or herself with the candidates and issues.
- Maintain with the office of the supervisor of elections a current address.
- Know the location of his or her polling place and its hours of operation.
- Bring proper identification to the polling station.
- Familiarize himself or herself 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 his or her completed ballot is correct before leaving the polling station.

Failure to perform any of these responsibilities does not prohibit a voter from voting.
Polling Place Procedures Index

Absentee Ballots
   Receipt by supervisor of elections, deadline, 6
   Returning voted ballot to polling place, 6
   Voting in person after requesting, 6
Address
   Differs from precinct register, 5, 7-8
Ballots
   Accounting, 16-17
   Provisional ballots, 5, 6, 7, 8-10
   Rejected, 13
   Removal from polling place, 12
   Spoiled, 11, 16
   Voter leaves without casting, 12
Bill of Rights and Responsibilities
   Voter's, 23
Campaign related clothing and items, 4
Candidates, presence in polling room, 3
Challenging voters, 10
Closing the polls, 15
Definitions, 1
Disabilities, persons with, 10-11, 19-22
Election Officials
   Arrival at polls, 1
   Assisting voters, 10-11
   Election board, members, 1
   Election team, 1
   Maintaining order at polls, 4
   Poll closing procedures, 15
   Rejected ballots, duties, 13
   Signature of prospective voter in question, 5, 8
Emergencies, 18
Identification required, 5
Interacting with voters, 19
Irate voters, 22
Polling places
   Candidates, presence, 3
   Closing procedure, 15
   Distributing political or campaign material near polls, 4
   Election board arrival at polls, 1
Law enforcement officers, presence, 3
Maintenance of order, 4
Media, presence, 3
Polling rooms, admission, 3
Soliciting votes, opinions, contributions, or petition signatures near polls, 4
Polling room
   Voting booth location, 2
   Who is allowed in, 3
Poll Watchers, 4, 18
Primary elections, 12
Provisional ballots, 5, 6, 7, 8-10
Solicitation restrictions, 4
Spoiled ballots, 11, 16
Voters
   Assistance in voting, 10-11, 19-22
   Challenge procedures, 10
   Change of address, 5, 7-8
   Change of name, 7
   Determining if eligible to vote, 5-6
   Disabilities, voter with, 10-11, 19-22
   Identification at polls, 5
   Irate, 22
   Must be in proper precinct, 5, 6-8
   Name not on precinct register, 6-7
   No identification, 5, 8
   Signature differs, 5, 8
   Special needs, 10-11, 19-22
Voter's Bill of Rights and Responsibilities, 23
Voting Process, 5
Voting Systems
   Optical scan, 13
   Touch screen, 13-14