

Missouri's Poll Worker Training

A Trainer's Manual



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These materials were developed by the University of Missouri under contract with the Missouri Secretary of State Elections Division, which is sole proprietor of all included herein.

Missouri Poll Worker Training
Web sites

***Information for county clerks and election authorities can be found at:
<http://communitydevelopment.missouri.edu/pollworkertrainers/index.htm>***

or

***Take the Missouri Poll Worker Training tutorial at:
<http://communitydevelopment.missouri.edu/pollworkertraining/>***



Guidelines for the Trainer

This publication covers information you will need for training poll workers. It includes training techniques, approaches and activities that you can use when you do your own training.

You have two separate manuals to help you. This *Trainer's Manual* is for your use as you conduct your training session for poll workers. A companion manual is the *Guide for Election Judges*, which is a reference for your poll workers to use during their training and at the polling place. You will receive as many copies of the *Guide for Election Judges* as precincts in your jurisdiction.

What is in the trainer's manual?

This is a trainer's manual to help you train the poll workers. Topic sections, or modules, divide it. Follow this manual as you train, and cover the points that you find in each of the following sections:

- Guidelines for the Trainer 1
- Polling Place Procedures, Ballot Handling and Security 7
- Provisional Voting 35
- Serving Voters With Disabilities and Special Needs 53
- Voter Service: Treating All Voters Equally and Respectfully 67
- Appendix I 83
- Appendix II: Reference Material 139

Support materials available: PowerPoint slides are included in this manual. Support materials such as an Election Jeopardy game, Election Bingo and role-plays are included in the Appendix. Master pages for photo-copying Election Bingo game boards and "What To Do If...?" cards, etc. are also included in the Appendix. You may mix and match any of the support materials, depending on your time frame and your group. Use the matrix in Appendix I to plan which materials you will use.

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Training aids

Each section includes training aids to make the training process easier and clearer for you and the poll worker. An icon representing each training aid readily identifies its purpose.



Guidelines:
Hints to PREPARE



Talking points:
What to SAY



Introduction:
How to OPEN the session



Time frame:
How LONG it will take



Goals:
WHAT the poll worker needs to know



Activity choices:
What to DO or SHOW



Slide:
What to SHOW



Aha!:
A NEW idea

You may decide how you will use this material based on the time, number of trainees, room arrangement or your own preferences.



Introductions

Guidelines

Trainer attitude and manner:

It is important as a trainer to be positive and interesting and to show that you care about the trainees. Stand in the front of the room, face the trainees, smile and look at the group. Be relaxed and speak clearly and loudly. Avoid reading from the manual. Introduce yourself by your first name to help make people feel more comfortable.

Trainees needs:

The adults in your training will like time to get to know each other, share their experiences and get comfortable with what is going to happen during the training. The introduction and the activities are designed to help create positive feelings as the training starts and to give participants a chance to meet each other.

Room arrangements:

Try to arrange the room in a comfortable setting with large enough chairs, tables to write on and space between chairs and people. Keep the room well lit and at a comfortable temperature.

Learning styles:

Everyone has a unique learning style, some preferring to learn by listening, and others by seeing or doing. Be aware of differences. Using different types of activities throughout the training will help everyone learn.

Learning activities:

You will have choices on a variety of learning activities and aids that you can use. You may choose to use flip charts, overhead projector, PowerPoint slides, games, role-plays, group activities or lecture. Use what you are the most comfortable with. Suggestions and examples are provided in the Appendix of your manual.



- *Be positive and interesting.*

- *Show that you care about the trainees.*

- *Face the trainees, smile and look at the group.*

- *Be relaxed.*

- *Speak clearly and loudly.*

- *Avoid reading from the manual.*

- *Introduce yourself by your first name.*

Avoid going longer than 30 minutes without a stretch break.

Breaks:

- Try to take a stretch break at the end of each section or every 30 minutes.
- Have the trainees stand up and stretch and move around for a few minutes. Some of them will want to visit the restrooms.
- If possible, have some sort of simple food refreshments that trainees can take back to their seats.

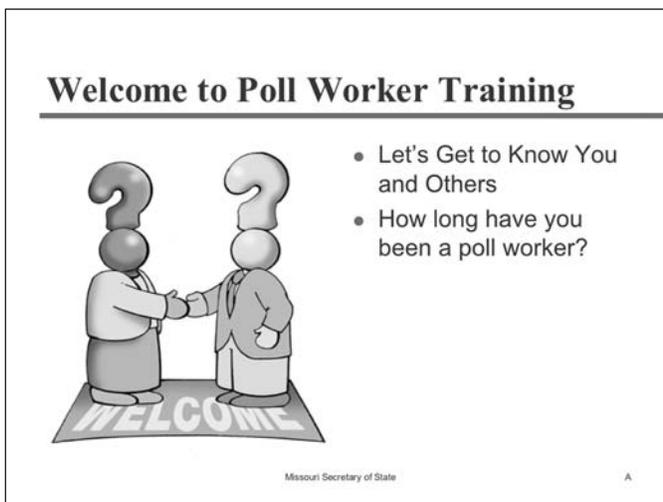


Goal

To meet each other and learn something unique about each person in the class or in the small group.



Slide A



Talking points

Welcome to poll worker training!

My name is _____. I am your trainer today and I am glad to be here.

Let's take time to meet each other and find out what kind of experience we have in the room today.



Activity choice (See Appendix I)



Goals of poll worker training

Guidelines

This section identifies the goals for the training session. Adults are more comfortable and feel less threatened when they know what they are going to be learning and why it is important to them. Emphasize that they will be using this information when they are at the polling place and that they will have the manual as a reference if they need to clarify a point. The trainees should know that the manual they are using in the training session is the same manual they will have at the polling place.



Slide B

Poll Worker Training Goals

- Adult learning
- Procedures, ballot handling & security
- Provisional voting
- Treating voters equally & respectfully
- Serving voters with disabilities

Missouri Secretary of State B



Goals

The objectives of this training program are to prepare the poll worker to conduct procedures accurately and effectively for:

1. Opening and closing the polls and processing the voter

-
2. Ballot handling and security
 3. Special procedures for spoiled ballots, write-ins and curbside voting
 4. Special procedures for provisional voting
 5. Serving all voters equally and respectfully
 6. Serving the voter with special needs

Module 1

Polling Place Procedures, Ballot Handling and Security



.....

Guidelines

.....

This module covers the step-by-step processes for the poll worker to use on Election Day from setup *before* the polls open until the polls are *closed*. Special steps for ballot handling and security are also included.



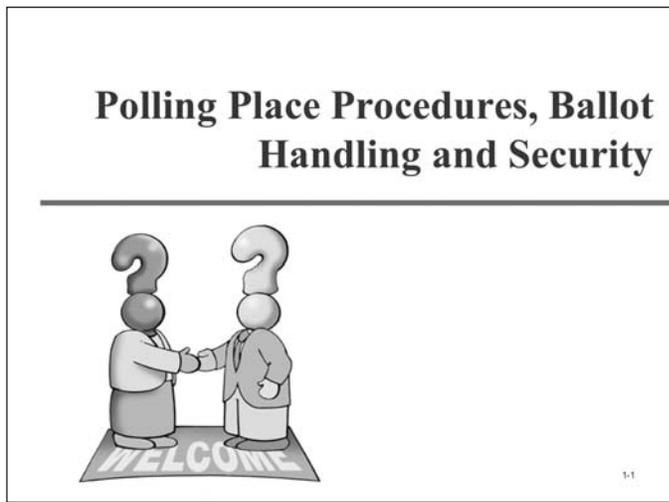
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Time frame:
1.25 hours

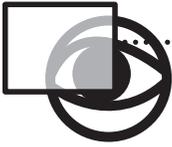


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Slide 1-1



Slide 1-2



Goals: Procedures and Security

- Setting up the polling place
- Regulations at the polling place
- Processing the voter
- Voter procedures and spoiled ballots
- Closing the polls

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1-2

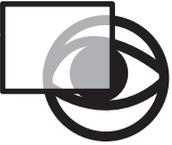


Talking points

This module covers the steps necessary for you to take on Election Day from *before* the polls open until they are closed. (Read slides 1-1 and 1-2.)

A. Setting up the polling place

Slide 1-3



First Things First

- Be on time
- Take your oath
- Unpack and check the supply box
- Check the Certificate of Ballots
- Check the equipment checklist
- Fill out the payroll time sheet



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1-3

Refer trainees to page 1 in the Poll Worker Guide.



Talking points

First things first (See checklist in the Appendix, p. 129.)

- Be on time to report to the polls

-
- Take and sign the “Oath of Judges”
 - Unpack and check the supply box
 - Check the Certificate of Ballots
 - Check the equipment checklist
 - Fill out the payroll time sheet

Slide 1-4



Ballot Box & Ballot Handling Procedures

- Delivery of transport packet contents
- Bipartisan judges & checking the ballot box
- Placement of ballot box and ballot total
- Ballot colors and styles
- Pre-counting procedures

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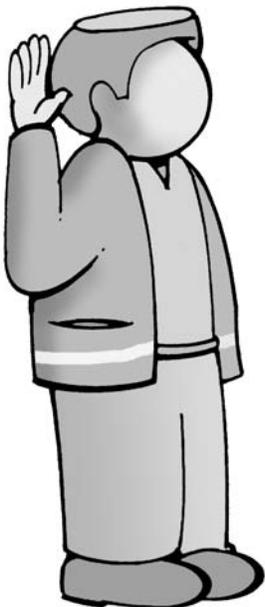
1-4

Talking points



Ballot count procedures (See checklist in the Appendix, p. 129.)

- A designee from the county clerk’s office will be responsible for the transport packet contents arriving at the polls on time for use on Election Day. A supervisory judge may do so if directed by the election authority.
- Bipartisan judges or supervisory judges will open and check the ballot box as directed by the election authority.
- The ballot box will be locked and placed at the end of the official table.
- Enter the total number of ballots included on the Certificate of Ballots form provided, including the number of provisional ballot envelopes (for statewide and federal elections).



- If write-in candidates are qualified, the election authority will provide instructions on whether they are designated “Vacancy” or “Declared.”
 - **Vacancy:** Occurs when there is no candidate on the ballot for a position.
 - **Declared:** Poll workers will receive a list of acceptable write-in candidates and instructions from the election authority.
- **Colors and styles of ballots vary. Judges must be sure they have every ballot style or color designated for their precinct.**
- Precounting procedures: (If you use paper ballots, provide instructions here.)



Slide 1-5

Materials Setup (refer to checklist)

- Official table
- Forms
- Supplies



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Talking points

- The transfer sealed container holds all the materials we are going to review on the checklist. It is important that you keep them separated and organized.
- The official table *must* contain the items listed in your manual.
- Other materials and forms should be readily accessible to all the poll workers. Materials should be marked clearly so that poll workers can

find them.

- Special supply items are important for supporting persons with vision impairment.
- You may mark the traffic pattern to the ballot box by placement of tables or roped off areas. Some judges use yellow tape.

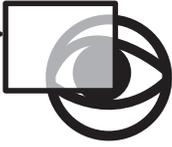
(Hand out copies of the materials checklist in the Appendix, page 130. Show a sample of the packets that poll workers will actually be working with and have them check off the list.)

Materials setup (*See checklist in the Appendix, p. 130.*)

- **Official table:** Roster of voters, list of qualified write-in candidates (if any), voter registration application, official ballot cards, sample ballot.
- **Forms** (may include the following): affidavits for name and address change, oath of challenger or watcher, contact information for election authority office, spoiled ballot envelope, write-in ballot envelope, provisional ballot envelopes, secrecy sleeves (if used), voted ballot storage container and seals, instructions for election judges, judges oath and payroll forms, and any other such forms provided to you by your local authority.
- **Supplies:** Notepaper, pens/pencils, paper clips, rubber bands, paper wrappers (if punch card ballots are used), felt-tip marker, masking tape, extension cord(s).
- **Special supply items:** Magnifying glass, ruler or “signature box,” large-print materials, graphic directional signs.
- United States flag.



Slide 1-6



Sign Display

- The law and posting of signs
- Variations
- Visibility

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1-6



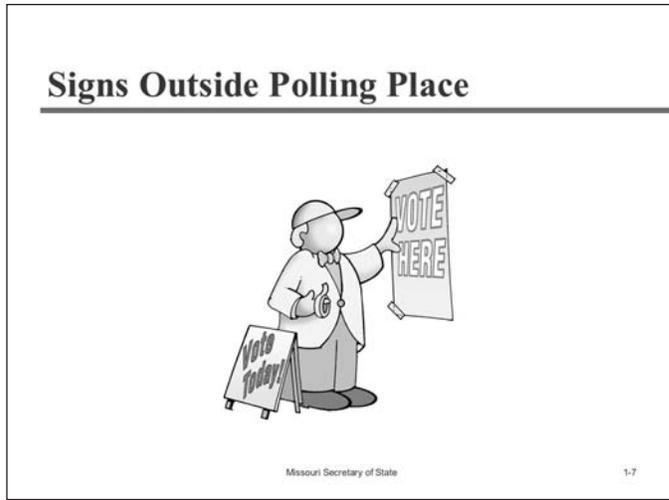
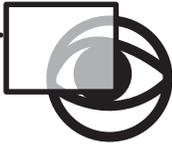
Talking points

- The law specifies where and how signs must be posted. Some of the signs listed here are mandatory, and others are not.
- Different vendors may use different wording for signs, so what is listed in this publication may differ slightly from the signs that you use.
- For accuracy, make sure that signs accurately display voting procedure at your precinct.
- Outside signs must be visible.

(Consider graphic representations of the words, such as pictures or symbols illustrating the purpose of the sign in your own signage.)

(See checklist in the Appendix, page 131, for examples of signs to post inside and outside of your polling place.)

Slide 1-7

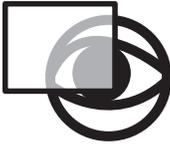


Talking points

These are pictures of the signs in precincts (hold up signs one at a time or have them hanging on the wall in the training room and point to them). These are examples. (Add your local signs here.)

Set up sign display – Outside examples

- “Polling Place”
- “Vote Here”
- “No Electioneering Beyond This Point” (optional)
- “Instruction to Voters”



Slide 1-8

Signs Inside the Polling Place

- Voter's Bill of Rights
- Official table
- Voting booth

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1-8



Talking points

(Hold up signs you use as you go through the slides.)

Signs need to be visible and easy to read at the official table and voting booth.

Here are some examples. (Add your local signs below.)

Inside polling place

- “Instruction to Voters”
- “Voter’s Bill of Rights”
- “Sample Ballot” (should factually match actual ballot)

At official table

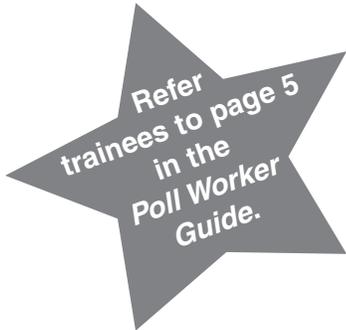
- Last name alphabet designations (for example, A-L, M-Z)
- “Voter ID Ready” (optional)
- “Sample Ballot”
- “Persons Needing Special Assistance”

In voting booth: Examples

- “Instruction to Voters”
- “Wheelchair Accessible Voting Booth” (optional)

B. Regulations at the polling place

Slide 1-9



Regulations for Election Day

- Opening/closing times
- Electioneering/solicitation
- People barred and allowed
- Discussion of election



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Talking points



There are clear regulations for handling situations in the polling place (read from slide).

Slide 1-10



Regulations for Election Day

- Opening the polling place - 6:00 a.m.
- Closing the polling place – 7:00 p.m.

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Talking points



- Polls must be open visibly and exactly at 6 a.m.
- Polls must be closed exactly at 7 p.m. If there is a line of voters at that time, the last person in line must be identified and designated as the last

person allowed to vote. (We will talk later about procedures for closing the polls.)

Slide 1-11



Regulations for Election Day

Regulations Governing Behavior

Missouri Secretary of State 1-11

Talking points



- Sometimes problems may occur with voters or nonvoters at the precinct. It is important to know the laws governing behavior at the polling place and how you can manage it.
- You need to know your responsibilities and the rights of voters. These regulations are the law, and you must uphold them.

Slide 1-12



Regulations for Election Day

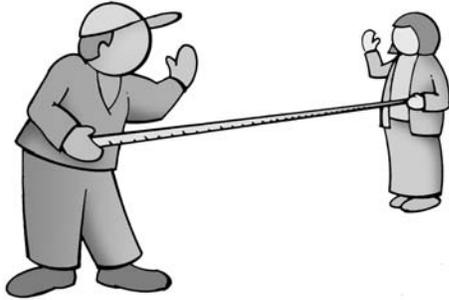
- Electioneering, Solicitation
- Surveying
- Distributing political materials

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Talking points (Slide 1-12)



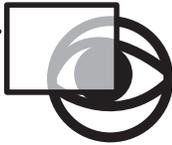
Electioneering and solicitation are banned in or near the polls on Election Day. People who engage in electioneering within 25 feet of the polling place must be asked to leave. You may need to ask your supervisory judge to assist you.



The following activities are regarded as solicitation and are banned in or near the polling place:

- (1) Electioneering, asking someone for his or her vote;
- (2) Distributing political or campaign literature;
- (3) Wearing campaign shirts, hats, pins, etc.;
- (4) Displaying campaign literature; and
- (5) Surveying, sampling or asking someone's opinion.

Slide 1-13



Regulations for Election Day

- People allowed in the polling place
- People barred from the polling place

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1-13

Talking points

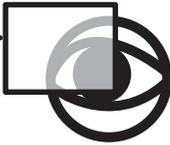


The law is once again specific about who is allowed in the polling place during election hours.

- People allowed in the polling place during open hours: Voters, election judges, election authority personnel, caretaker or assistant of voters (e.g., assisting an illiterate person, a person with a disability, or an elderly person), person in the care of a voter (e.g., child under age 12 or an

elderly person), law enforcement with permission of the clerk or a majority of election judges, person helping with “Kids Voting,” Missouri Youth Election participants (a simulated election for minors and with prior approval), media representatives for bona fide news coverage, election observers appointed by the election authority, challengers with appropriate credentials from the election authority. Candidates may enter to vote only.

- People barred from the counting room: Anyone not on the above list. Watchers are at the counting location only.



Slide 1-14

Regulations for Election Day

Poll workers must NOT discuss the election

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Talking points

The poll worker *must not* discuss specifics of the election with other poll workers or with voters.

- Do *not* discuss the election, any candidate or any ballot issues on Election Day.

C. Processing the voter

Slide 1-15



Processing the Voter

- Line Control
- Voter Check in Procedures
- Voter ID: Acceptable Forms
- Voter Need for Affidavit
- Voter Change of Address
- Voter Procedure

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Slide 1-16



Line Control

- ID ready
- Alphabetical lines
- Area for name / address change
- Voters needing assistance

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Talking points



- Keeping the polls orderly is important. This is possible through line control. Here are the steps for you to follow. (Read from the slides.)
- The Disability module of this training guide covers more details about dealing with voters who may need assistance.

Voter line control instructions:

If you have a heavy volume of voters in the voting area of the poll, especially in large urban areas, you may use the following techniques for line control:

- Ask voters to have their ID ready before they get to the official table for check-in.
- Direct voters to the correct line by alphabet (A-L and M-Z, for example).
- Announce designated area (if any) for name/address changes.
- Watch for and assist voters who need assistance to enter the voting area.



Slide 1-17

Voter Check in Procedure

- Greet Voter
- Identification from voter
- Name
- Address
- Precinct Register: check name
- Initial (voter)his/her address
- Signs the precinct register
- Initial beside voter's name: two judges
- Ballot to voter
- Initial Ballot
- Number
- Voter: Answer Questions

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1-17



Talking points

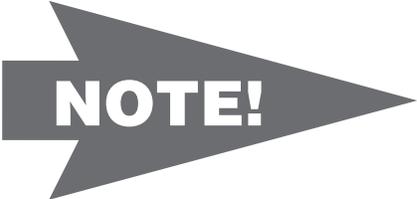
Voter check-in procedure must be completed thoroughly and in an orderly way.

Procedure for voter check-in at official table (See checklist in the Appendix, p. 132.)

- Greet voter using good service techniques.
- Ask for voter identification (see section on Voter Identification, p. 22).
- Ask the voter to state name and address.
- Check the precinct register.



-
- Find the voter's name in the precinct register.
 - If the voter's name is *not* in the register, call the election authority.
 - Instruct the voter to verify and initial his or her address.
 - Instruct the voter to sign on the appropriate line his or her name as it appears in the register.
 - *No* voter is to receive a ballot until he or she has signed the precinct register.
 - When the two judges from major parties are satisfied with the voter's identity, they shall both initial beside the voter's name in the proper space on the precinct register.
 - Two judges from major parties hand out the ballots and initial the ballot before handing it to the voter.
 - **When handing the ballot to the voter, be aware that there can be more than one style or color of ballot.**
 - An election judge must sequentially number (in the space provided on the precinct register) showing the order in which the voter registered. The judge may affix a number to the voter's signature.
 - When the voter is given the ballot (in a secrecy sleeve if provided) he or she should be instructed to proceed to the booth to vote.
 - Let the voter know that you can help answer questions about procedure before and after voting.



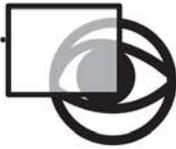
NOTE!

Special circumstances in procedures for voter check-in

- If a voter is unable to sign his or her name: one judge shall print the person's name and address in the space provided for signature and the voter shall make his or her mark, which shall be witnessed by an election judge and signed by two judges.

- If a voter shows up at the polling place with an absentee ballot, or the voter claims to have completed one but does not have it at the poll, then call the election authority.

Slide 1-18



Voter Identification Acceptable Forms

- Voter ID Card
- Driver's license or state ID card
- Fed ID card (e.g., U.S. Passport)
- Missouri school ID card
- Utility bill, bank statement, gov't check, payroll check with current name/address
- Other gov't document with CNA (e.g., car registration)

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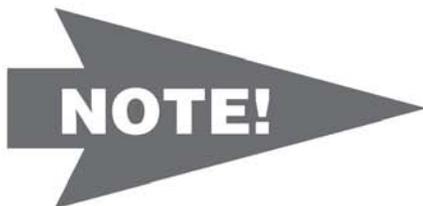
1-18

Talking points



The Missouri law requires voters to show a proper form of identification (ID) to vote. The acceptable forms of ID are:

- Identification issued by the state of Missouri, an agency of the state, or a local election authority of the state (ex. Missouri drivers' license and non-drivers' license);
- Identification issued by the United States government or agency thereof (ex. Passport or military ID);
- Identification issued by an institution of higher education, including a university, college, vocational and technical school, located within the state of Missouri;
- A copy of a current utility bill, bank statement, government check, paycheck or other government document that contains the name and address of the voter (ex. voter notification card);
- Drivers' license or state identification card issued by another state.



Acceptable IDs to Vote

Registered Voters Need To Present

ONLY ONE

of the Following Types of ID (Examples only)

Photo ID

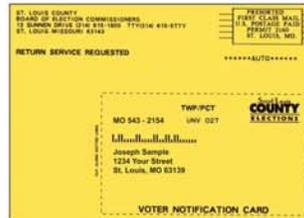
Non Photo ID



1 Missouri Driver's License



1 Missouri Non Driver's License



1 & 3 Local Election Authority



3 Bank Statement



1 Federal Government



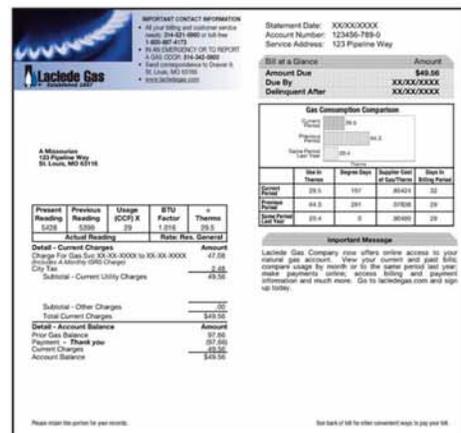
1 Federal Government



2 Missouri Institution of Higher Education



4 Out of State Driver's License

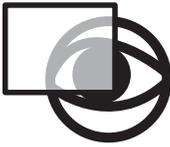


3 Utility Bill

- 1 ID issued by the Federal Government, state of Missouri, or a local election authority;
- 2 ID issued by a Missouri institution (public or private) of higher education, including a university, college, vocational and technical school;
- 3 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;
- 4 Driver's license or state identification card issued by another state.

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.

*Pursuant to Section 115.427, RSMo.



Voter Identification: Need for Affidavit

- When voter has no ID, is on the precinct register and if two supervisory election judges know the voter:
 - Two judges complete/sign the affidavit
 - Verify address correct
 - Have voter sign poll book
 - Place affidavit in transfer container
 - Judges initial next to voter's name in poll book
 - Judges number name showing order of voting

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1-19



Talking points

Voter identification: Need for affidavit (See checklist in the Appendix, p. 134.)

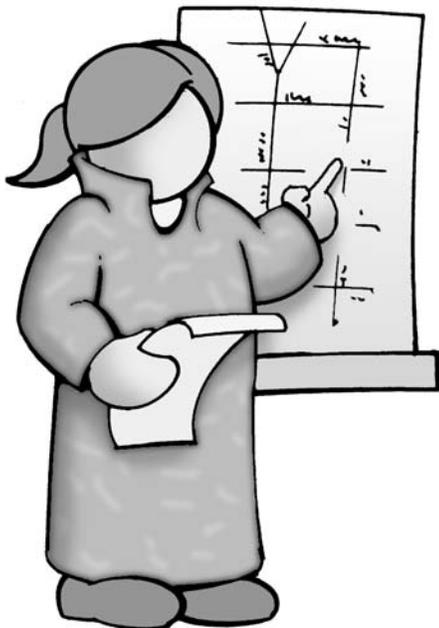
When the voter does not have any form of identification *and* the voter is on the precinct register *and* if the two supervisory election judges (one from each major party) know the voter, then the two supervisors (one from each major party) may complete and sign the voter identification affidavit and allow the person to vote.

Procedure – Step 1

- Two supervisory election judges complete the voter identification affidavit and both election judges and the voter sign it.
- Verify that the address is correct in the precinct register.
- Have the voter sign the poll book before receiving a ballot.
- Place the completed voter identification affidavit in the transfer sealed container.

Procedure – Step 2

- When the judges have satisfactorily established the voter's identity, they shall both place their initials next to the voter's name in the proper



space on the poll book.

- A judge shall sequentially number the space in front of the voter's name showing the order in which he or she voted.



Slide 1-20

If Voter Has Address Changed

- Call the Election Authority
- Follow instructions of the Election Authority



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Talking points

(Read the specific steps 1 and 2 below.)

(Hold up the change of address form.)

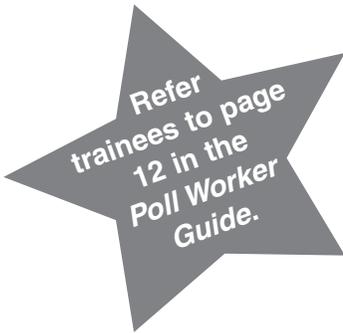
Voter identification: Change of address

1. If a voter has moved and changed his or her physical address, you may verify whether the new address is still within the precinct by calling the election authority.
2. It is critical that the voter is established in the correct precinct for the vote to count. Sometimes boundary lines have changed. (Explain your local process here.)

D. Voter procedure and spoiled ballots



Slide 1-21



Voter Procedure

Poll Worker:

- Offer instructions on how to vote
- Offer to answer questions about procedures
- Offer to assist outside the booth if needed

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1-21



Talking points

Offer instructions on how to vote, if the voter desires it. Let the voter know that you can help answer questions.



Slide 1-22

Voter Procedure

Voter:

- Takes ballot
- Goes to booth
- Marks ballot
- Puts in ballot box

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1-22



Talking points

Let voters know that you can help answer their questions about procedure before and after they have

voted. If voters have a procedural problem (e.g., spoiled ballot), you may assist them outside the booth.

The voter's procedure (See checklist in the Appendix, p. 135.)

- The voter receives the ballot and proceeds directly to the booth.
- The voter marks the ballot (see instructions for assistance if required).
- The voter places the ballot (and the secrecy sleeve if applicable) in the ballot box.



Slide 1-23

Assistance in the Voting Booth

- Two election judges of major political parties
- Enter booth only if necessary to provide instructions
- Leave area and insure voter casts vote in secret

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1-23



Talking points

- If any voter, after entering the voting booth, asks for further instructions about how to vote, two election judges of different political parties shall give necessary instructions to the voter.
- These judges shall not enter the voting booth unless it is impossible to give instructions otherwise.
- After giving voting instructions, the judges shall leave the area and take all necessary measures to ensure that the voter casts his or her vote in secret.





Spoiled Ballots Procedure

1. Take spoiled ballot
2. Mark spoiled ballot "spoiled"
3. Place in spoiled ballot envelope
4. Give voter clean, initialed ballot
5. Do not assign new number to ballot

Missouri Secretary of State

1-24



Talking points

(Walk through the steps in the slide. You may use the video segment showing the process for handling spoiled ballots in the Provisional Voting Video.)

Spoiled ballots procedure

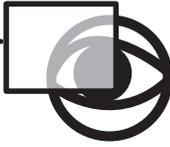
(See checklist in the Appendix, p. 135.)

If a voter mistakenly marks or otherwise makes his or her ballot unusable, the voter may request a replacement ballot.

- Retrieve the spoiled ballot and provide the voter with a clean ballot initialed by judges from two major parties.
- Do not assign a new number to the ballot being issued.
- Mark the retrieved ballot "Spoiled."
- Place it in the envelope for spoiled ballots.

E. Closing the polls

Slide 1-25



Rules for Closing

- 7:00 p.m.
- Determine last voter in line
- No one who arrives after 7:00 p.m. allowed to vote



Missouri Secretary of State 1-25



Talking points

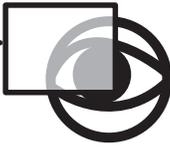
- Just as the law determines the time for opening, it also determines the time for closing.
- This is the law, and you must follow it exactly and make *no* exceptions.

Rules for closing

- At 7:00 p.m. determine who is the last voter in the line. Some precincts draw a mark on the floor after the last voter in line once the closing is declared and they use tape or rope to define it.
- Permit everyone in line to vote, but *do not* allow anyone to vote who arrives after 7:00 p.m.



Slide 1-26



Procedures for Closing

- Remove ALL signs
- Take down voting booths (if required)
- Sign ALL forms
- Pack supplies

Missouri Secretary of State

1-26

Talking points



“Follow the closing procedures checklist” (show your local closing procedures checklist).

- Remove all signage from inside and outside poll.
- Return supplies to the transfer sealed container. Pack supplies according to the election authority instructions.
- Sign all forms.
- Pack all polling place items, including cell phones.
- All supplies should be sorted and returned in the same way they came.

Slide 1-27



Counting and Returning Ballots

Optical Scan Ballots

Missouri Secretary of State

1-27



Talking points (Slide 1-27)

(Refer to the appropriate checklist below.) (*Also see checklist in Appendix, p. 136.*)

(Note: Procedures for counting optical scan and punch card ballots are similar except in the instructions for dealing with write-in candidates. Note the different steps in the punch card procedure listed below, after the procedure for counting optical scan ballots.)

Optical scan ballots

1. Unlock the ballot box.
2. Remove the voted ballots.
- If write-in applies:*
3. Check each ballot.
- 4a. Place write-in and non-write-in ballots in separate stacks.
- 4b. Write your office/district on envelope provided, AND
5. Place write-ins in envelope.
6. Count unvoted ballots and enter number on Certificate of Ballots form.
7. Count spoiled ballots and enter number on Certificate of Ballots form.
8. Count total number of voted ballots.
9. Compare count with total number of people who signed the poll book.
10. Add all ballots (spoiled, voted and unvoted).
This number should equal the number of ballots reported on the Certificate of Ballots form before the poll opened.



Counting and Returning Ballots

Punch Card Ballots

Missouri Secretary of State

1-28

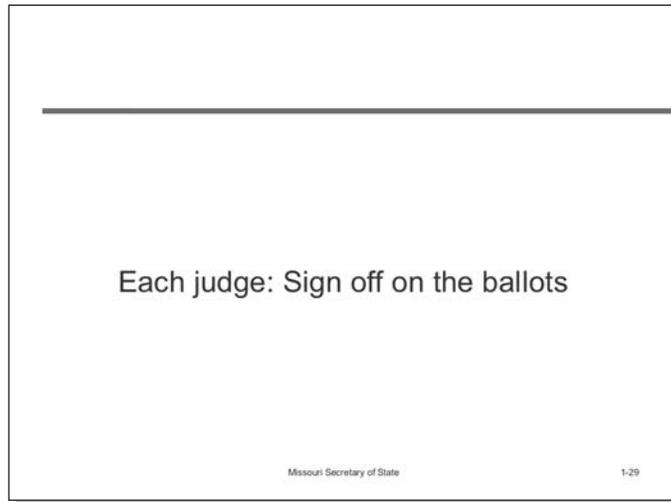
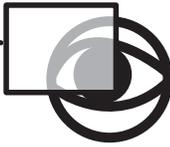


Talking points

Punch card ballots

1. Unlock the ballot box.
2. Remove the voted ballots. Leave in the secrecy sleeves.
3. Check secrecy sleeves.
4. Make separate stacks for write-in ballots and non-write-in ballots.
5. If a declared write-in name appears on the secrecy sleeve or ballot, determine if the write-in vote has caused an over-vote.
6. If an over-vote occurred, place the sleeve and/or ballot in the “over-voted” envelope.
7. If no over-vote has occurred, record the write-in name on the tally sheet and place a mark for each vote cast.
8. Write your office/district on envelope provided and place write-in ballots in envelope.
9. Count unvoted ballots, use forms.
10. Count spoiled ballots, enter on form.
11. Verify that the total of voted, spoiled and unvoted ballots equals the number of ballots at the beginning.

Slide 1-29

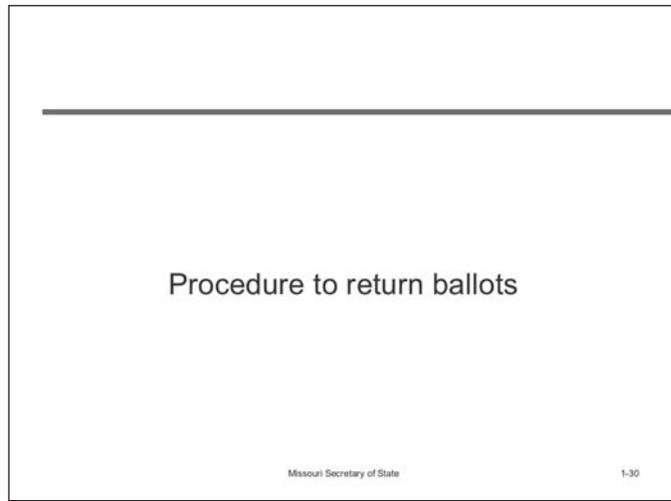


Talking points



Each judge (from the major parties) signs the Certificate of Ballots.

Slide 1-30



Talking points



The procedure for returning ballots consists of six steps, as follows:

Procedure to return ballots

1. Remove ballots from box and place in specially identified containers.

2. Use only the containers designated for each type of ballot.
3. Enter seal numbers on Certificate of Ballots and place in sealed container.
4. Affix and secure seals to containers.
5. Seals should be applied so that if container is opened, the seal will be damaged beyond repair.
6. Two supervisory judges deliver the ballot containers, together, to the election authority.

Summary



Talking points

We have covered all the voting procedures to use in the polling place. You always have the manual checklist to answer any questions. For review, let's have some fun with an activity.



Activity choices

Guidelines

Choose from the suggested activities below. Each is designed to last about 5-10 minutes. You can adjust the time up or down depending on your own training situation. Or the games may be substituted for the PowerPoint slides and lecture.

Suggested activities (see Appendix)

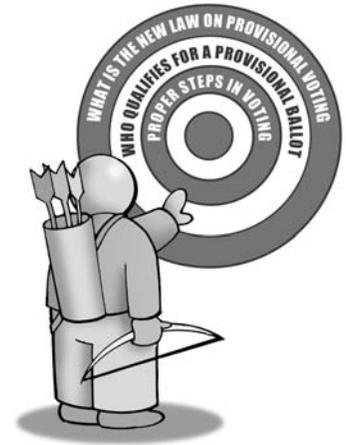
What To Do If...? cards

Election Bingo

Election Jeopardy

Module 2

Provisional Voting



.....

Guidelines

This training module covers procedures on provisional voting.



.....

Time frame

25 minutes (including video)



.....

Goals

To understand:

- The law on provisional voting
- Who qualifies to vote a provisional ballot
- The steps to complete the provisional ballot



Slide 2-1:

Provisional Voting

- The law on provisional voting
 - Who qualifies to vote a provisional ballot
 - Steps to complete the provisional ballot

2-1



Talking points

Introduction

This module covers information that you will need to know on provisional voting.

To follow the law, you will need to know:

- (1) what the law means,
- (2) how to determine who may vote a provisional ballot,
- (3) the proper procedures for provisional voting.



Goal

The law on provisional voting



Slide 2-2:

The Law on Provisional Voting

- Addresses voters' rights
- Provides for statewide candidates and issues and federal candidates.
- Allows voter a process for casting a ballot when his or her name is not on register, OR
- If a court order extends voting past 7 p.m., allows a voter to cast a ballot.
- Federal law requires giving provisional ballots and state law covers how they are counted.

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2-2

Refer trainees to page 17 in the Poll Worker Guide.



Talking points

The law provides steps to ensure that voters' rights are appropriately and consistently addressed when voters come to a polling place with the intent to vote and their names are not found on the precinct register.

Federal law requires giving the provisional ballots, and state law covers how they are counted.

Provisional ballots include only statewide candidates and issues and federal candidates.



Goal

Who can vote a provisional ballot



Slide 2-3:

Who Can Vote a Provisional Ballot?

A voter may cast a provisional ballot ...

- If the name is not found on the precinct register,
- and the election authority does not have record of the voter's registration,
- or you cannot reach the election authority to determine if the voter is registered.

Missouri Secretary of State

2-3

Refer trainees to page 18 in the Poll Worker Guide.



Talking points

It is important to be alert to voters who may qualify to vote a provisional ballot and to provide an appropriate opportunity for them to cast a provisional ballot.

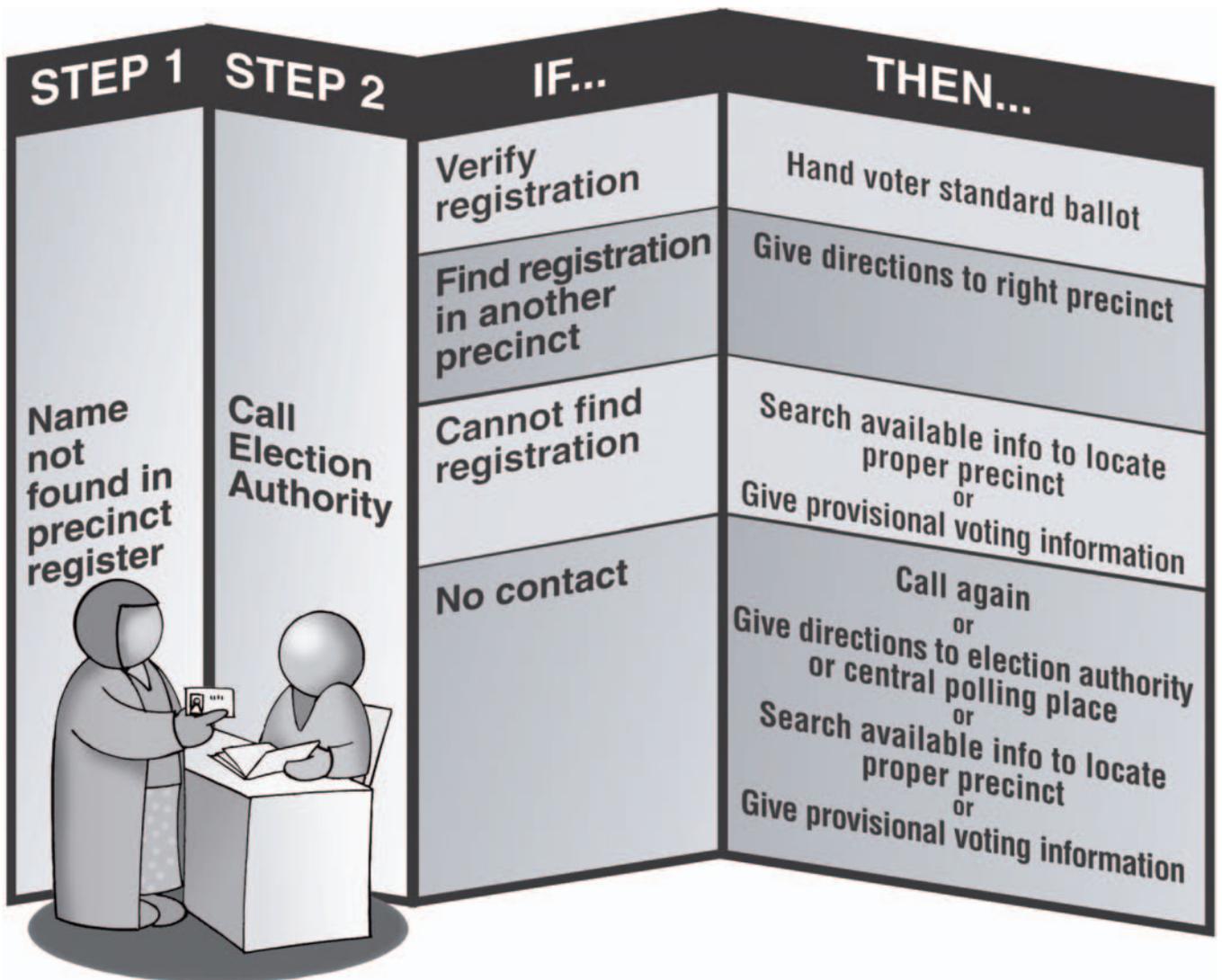
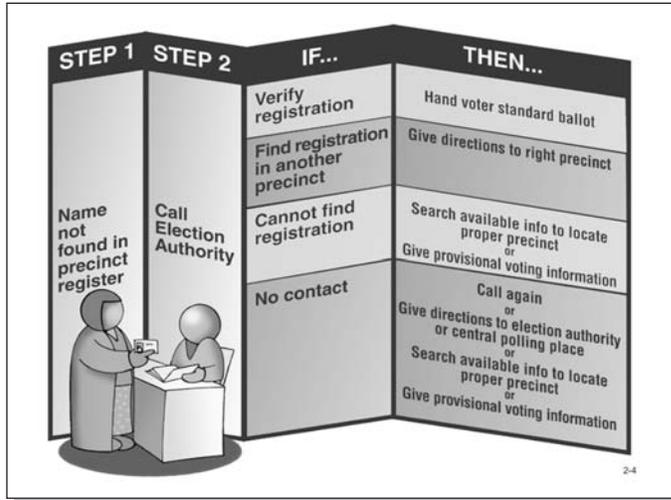
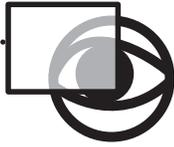
The voter can qualify to vote a provisional ballot if the following conditions exist (Read from slide).

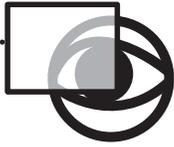


Activity

You may use the Video Activity Choice at this point and show the poll worker and voter going through the process or use Slide 2-4 and the talking points. Refer poll workers to page 18 in their Poll Worker Guide so they may clearly view the diagram.

Slide 2-4:





Talking points (Slide 2-4)

Follow the steps to determine if a voter qualifies to vote a provisional ballot. These steps are shown in the flow chart on the slide. (Refer trainees to page 19 in the *Poll Worker Guide*.)



Goal

What are the steps to complete the provisional ballot process?



Slide 2-5:

Refer trainees to pages 19-21 in the *Poll Worker Guide*.

What the Voter Needs to Cast the Provisional Ballot

- The completed and signed provisional ballot envelope
- A provisional ballot (and a secrecy envelope/sleeve where used)
- Instructions from the poll worker



Missouri Secretary of State 2-5



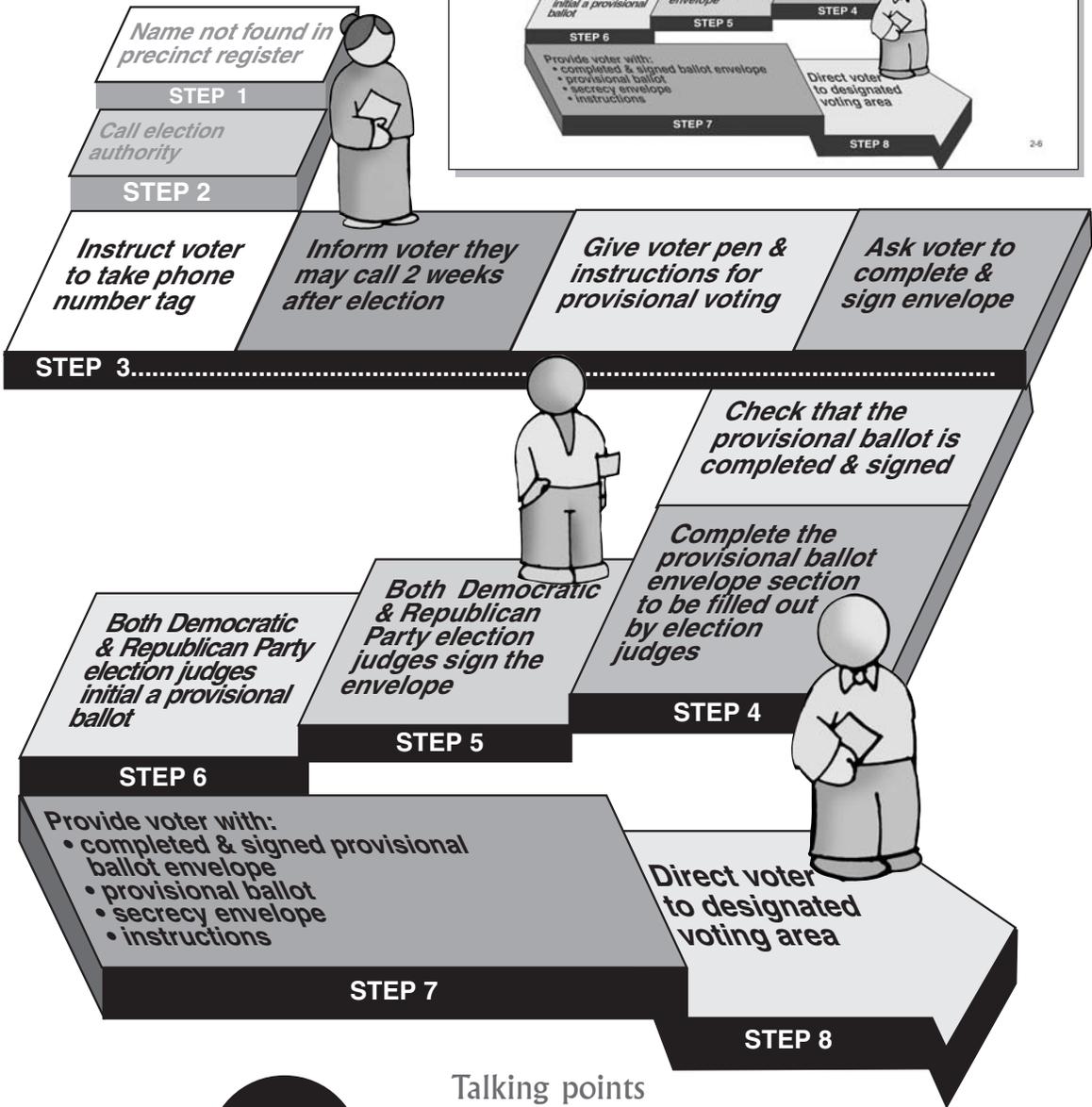
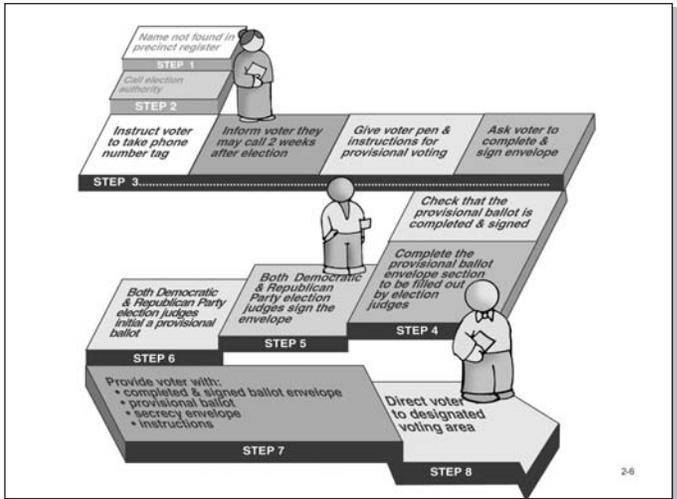
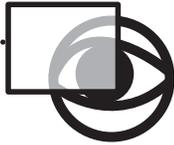
Talking points

After you have determined that a voter qualifies to cast a provisional ballot, provide the voter with three things: the ballot envelope, the provisional ballot and instructions.

Activity

You may use the Provisional Voting Video Activity Choice at this point and show the poll worker and voter going through the process or use Slide 2-6 and the talking points. Alternatively, you may talk through the steps and then choose one of the activities listed in Appendix I.

Slide 2-6:

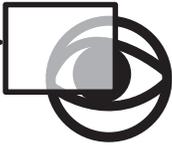


Talking points



Let's look at all the steps in the provisional voting process. (Because older adults may have a hard time seeing this graphic on screen, refer them to page 21 of the Poll Worker Guide while discussing. Review flow chart with trainees.)

Completing the provisional ballot and envelope



Slide 2-7:

Refer trainees to page 23 in the Poll Worker Guide.

Completing the Provisional Ballot

- Mark the ballot according to instructions appropriate to type of ballot
- Place the ballot in the secrecy envelope / sleeve (where used), then place ballot into the provisional ballot envelope, and
- Place the provisional ballot envelope into the appropriate ballot box

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2-7



Talking points:

Introduction

Check the ballot envelope for completeness and accuracy. The voter will place the ballot in a provisional ballot envelope and place it in the ballot box.

Refer trainees to page 26 for punch card or page 27 for optical scan/manual ballot envelopes.

Provisional ballot envelope: optical scan and manual ballots.



To find out if your provisional ballot was counted, call 1-866-868-3245. This is a free call. You must provide your Personal Identification Number (PIN) shown above. You must wait at least 14 days after the election before calling to determine the status of your ballot to allow for proper processing of all provisional ballots cast.

KEEP THIS STUB!

PIN #: 00000000000001

DETACH HERE

PIN #: 00000000000001

This section to be filled out by voter
Voter's Affidavit for a Provisional Ballot

I registered on _____ at _____
(date)

and am a qualified voter in _____ County or City of St. Louis
(information will be used to facilitate verification of voter's eligibility). I am a qualified voter of said County or City of St. Louis; I am eligible to vote at this polling place; and I have not voted at this election. My ballot should be counted because: _____

I do solemnly swear (or affirm) my name is _____;

I reside at _____

my date of birth is _____; the last four digits of my Social
(month day year)

Security Number are _____.

I understand if the above-provided information is not correct and the election authority determines I am not registered and eligible to vote, my vote will not be counted. I further understand knowingly providing false information is a violation of law and subjects me to possible criminal prosecution.

I hereby certify that I am a citizen of the United States and a resident of Missouri. I am at least seventeen and one-half years of age. I have not been adjudged incapacitated by any court of law. If I have been convicted of a felony or a misdemeanor connected with the right of suffrage, I have had the voting disabilities from such conviction removed pursuant to law. I swear under penalty of perjury that all statements made on this affidavit envelope are true to the best of my knowledge and belief.

Signature of Voter Date

Check here if Application for Missouri Voter Registration is completed.

This section to be filled out by the election judges

Pursuant to Sec. 115.430, RSMo., of Missouri election laws, the aforesigned does apply to the election authority to have his/her ballot counted for the election held this day. This voter has been provisionally denied the right to cast a ballot by the judges of elections at this polling place for the following reason:

Voter not in precinct register. Election office called but no record was found.
 Voter not in precinct register. Couldn't get through to election office by phone.
 Voter requests absentee ballot but no record found.
 Voter lack of ID.
 Other reason: _____

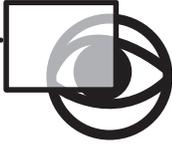
Print name of voter _____ Daytime phone _____

Election date _____ Polling place No. _____

Democrat Election Judge Signature _____

Republican Election Judge Signature _____

Slide 2-8:



Refer trainees to page 24 in the Poll Worker Guide.

Voter Completes the Ballot Envelope



- Place-registration
- County/city voter lives
- Why they qualify for provisional ballot
- Name, DOB, address
- SS#
- Citizenship
- Criminal record
- Current date

Missouri Secretary of State 2-8



Talking points

(Hand out provisional ballot envelopes for trainees to view.)

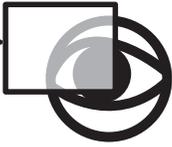
Please follow along by looking at the provisional ballot envelope. Instruct the voter to provide the following information:

- Date and place of registration.
- The county or city where the voter lives.
- Reason why the voter qualifies for provisional voting. This reason could be that the voter's name was not on the precinct register as a registered voter.

The entire envelope should be completed with name, date of birth, address and last four digits of the voter's Social Security number.

A voter's signature certifies his or her U.S. citizenship, age and lack of criminal convictions.

Write in the current date.



Slide 2-9:

Election Judge Completes the Ballot Envelope



- Indicate why voter was given provisional ballot
- Print voter's name
- Voter's phone #
- Date
- Polling Place
- Two signatures

Missouri Secretary of State

2-9

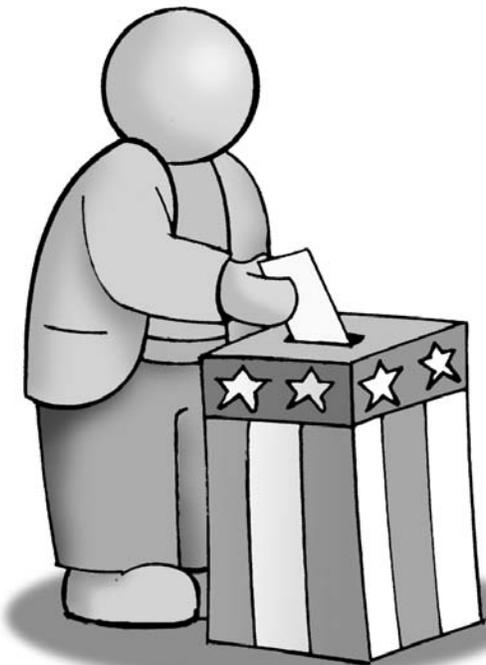


Talking points (*See checklist in Appendix, p. 137*)

(Point out the bottom half of the manual/optical scan envelope or the back of the punch card envelope. Hand out copies of checklist.)

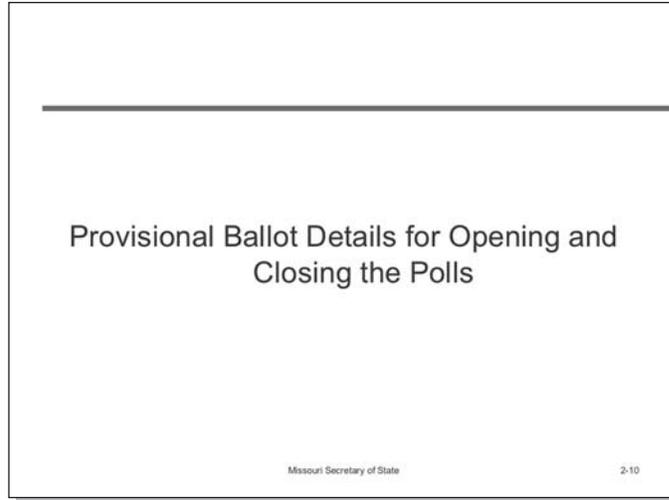
This is the part that the election judge completes. Use your checklist to keep track of steps to complete.

- Indicate the reason(s) why the voter was given a provisional ballot.
- Print the voter's name.
- Ask for the voter's phone number and print it on the line provided.
- Complete date, polling place.
- Get two signatures: Democratic and Republican Party election judges.





Slide 2-10:



Talking points

How to handle the provisional ballots when you open and close the polls:

Open

- Use the same counting procedure as for other ballots.
- Count ballots.
- Enter number on Certificate of Ballots form.

Close

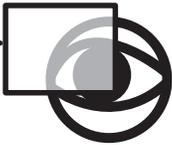
- Count and record provisional ballots in the same way as other ballots.
 1. Count and record provisional ballots.
 2. Count and record spoiled provisional ballots.
 3. Count and record unused provisional ballots.
 4. Verify that the number of used provisional ballots plus unused equals original total.



Activity

Choose from the provisional ballot activities listed in the Appendix.

Summary



Slide 2-11:

Summary of the Training Points

- What is the law on provisional voting?
- Who qualifies to vote a provisional ballot?
- Steps to complete the provisional ballot

Missouri Secretary of State

2-11

Refer trainees to page 28 in the Poll Worker Guide.

Talking points



Introduction

Three goals were covered during the training session. It is important to remember this information because you want to address the voter's rights appropriately and consistently.



Slide 2-12:



Review

What is the law on provisional voting?

- The law allows a voter to cast a provisional ballot under certain conditions.

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2-12



Talking points

The law on provisional voting provides steps to ensure that voters' rights are appropriately and consistently addressed when voters come to a polling place with the intent to vote and their names are not found on the precinct register and their eligibility to vote cannot be determined.

It specifically provides for statewide candidates and issues and federal candidates.

Slide 2-13:



Review

Who qualifies to vote a provisional ballot?

- A voter whose name is not found on the precinct register may cast a provisional ballot if:
 1. The election authority does not have record of the voter's registration OR
 2. You cannot reach the election authority to determine whether the voter is registered.

Missouri Secretary of State

2-13

Talking points



Qualifications are:

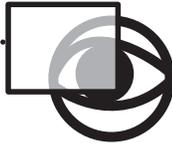
1. The voter's name is not found on the precinct register and the election authority does not have record of the voter's registration.

or

2. You cannot reach the election authority to determine whether the voter is registered.



Slide 2-14:



Review

Steps to complete the provisional ballot

- The completed and signed provisional ballot envelope
- A provisional ballot (and a secrecy envelope/sleeve where used)
- Instructions on how to cast a provisional ballot

Missouri Secretary of State

2-14

Talking points



- Pay attention to provisional voter's date and place of registration
- Name, address, last four digits of Social Security number
- Reason they qualify
- Signature

Activity choices (see Appendix I)



Election Bingo

Election Jeopardy

"What To Do If ..." cards



Services to Voters With Disabilities and Special Needs



.....

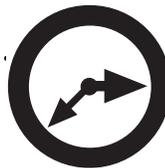
Guidelines

.....

The rights of voters with disabilities are protected by law. Poll workers need to know:

- How to identify persons with disabilities.
- How to assist persons with disabilities, using patience and sensitivity to enable all voters to vote.

This module focuses on the disabilities that need direct assistance in the polling place. It emphasizes the need for preparation, awareness, sensitivity and positive actions.



.....

Time frame:

.....

15-minute module, including activity or video choice.



.....

Slide 3-1

.....

Serving Voters with Disabilities and Special Needs

Goals: To learn...

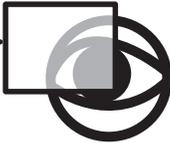
- The rights of voters with disabilities
- How to identify a voter with a disability
- How to serve and assist voters with disabilities

3-1



Talking points (Slide 3-1)

This module presents information that you need to know about the *who*, *what*, *how* and *why* of serving the needs of the voter who is disabled or elderly. (Read slide 3-1.)



Slide 3-2

Protected by Law

- Voting Rights Act
- Elderly & Handicapped Voting Rights Act
- Missouri election laws
- Help America Vote Act

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3-2

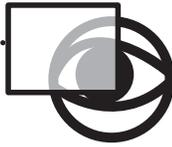
Refer
trainees to page
31 in the
Poll Worker
Guide.



Talking points

The rights of the elderly and persons with disabilities are protected by laws such as the Voting Rights Act, the Elderly and Handicapped Voting Rights Act of 1986, Missouri election laws, and the Help America Vote Act.

Slide 3-3



Different Types of Disabilities

- Blindness and / or low vision
- Deaf or hard of hearing
- Developmental disabilities
- Diabetes
- Epilepsy
- Learning disabilities
- Mental illness
- Multiple chemical sensitivity
- Neurological muscular disabilities

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34

Talking points



There are many kinds of disabilities, physical and mental. All disabilities require special attention by the poll worker. Think of the person first, and the disability second. A citizen's right to vote is protected by law; providing that opportunity, unhindered, is the responsibility of the poll worker.

This module concentrates on meeting the needs of voters with visual or hearing impairment or who use a wheelchair.

Refer
trainees to page
32 in the
Poll Worker
Guide.

Slide 3-4



Who are Persons with Disabilities?

- Individuals with many characteristics
- 20% of the population has a disability
- Persons with disabilities are everywhere

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35



Talking points (Slide 3-4)

Persons with disabilities prefer, as we all do, to be thought of as individuals with many characteristics, rather than to be defined by their disability or disabilities.

About 20 percent of the population has some kind of disability.

Persons with disabilities are brothers, sisters, parents, young, old, rich and poor of all ethnic and racial backgrounds. In other words, they are everywhere and are profoundly “normal.”



Slide 3-5

Identifying Persons With Disabilities

Blindness or impaired vision:

- Terms used
- How to identify

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3-5



Talking points

Let’s talk about how you might assist persons with a visual disability.

- *Blindness, impaired vision, and low vision* are terms used to identify persons who lack part or all of the ability to see.
- They may use a cane, service animal (usually dog), thick glasses, or sunglasses.
- Here is how you can best assist them in the polling place.

Slide 3-6



Refer
trainees to page
32 in the
Poll Worker
Guide.

Assisting Persons With Disabilities

Blindness or impaired vision:

- Offer your arm
- Give specific instructions
- Provide a signature box or ruler on forms
- Offer a magnifying glass, large print materials
- Keep poll area clear
- Speak to the voter, not their companion
- Respect the duty of service animals

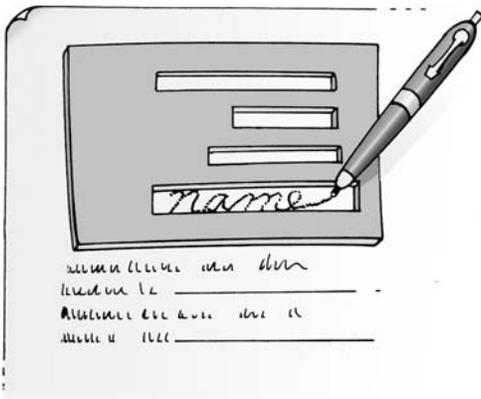
Missouri Secretary of State

3-7



Talking points (Slides 3-7 through 3-13 – not shown here)

1. Offer your arm or shoulder (*Do not* grab a visually impaired person's arm or shoulder) so that the person maintains independence and can let go at any time. (Slide 3-7)
2. Provide specific directions. For example, "Proceed about 20 feet straight ahead (make sure the voter is faced in the right direction) and the voting machine is to your right." (Slide 3-8)
3. Assist with filling out forms, etc. Use a "signature" box or a ruler, whichever is provided. This helps keep the signature in the correct place. (Slide 3-9)
4. Have a magnifying glass for persons with impaired vision as well as large-print materials and other alternative-format items. (Slide 3-10)
5. *Before opening the polls*, remove any unnecessary clutter in the polling area, the parking area and the "exterior accessible route." (Slide 3-11)
6. If a voter with impaired vision is accompanied by a companion, speak *directly* to the voter, *not* the companion. (Slide 3-12)
7. Do not pet, feed or distract a service animal. (Slide 3-13)



Slide 3-14



Refer trainees to page 33 in the Poll Worker Guide.

Identifying Persons With Disabilities

Deaf or Hard of Hearing:

- Terms used
- How to identify

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3-15

Talking points



To identify a voter who is deaf or hard of hearing, look for and be aware of persons who use sign language or lip reading, wear a hearing aid, or are accompanied by an interpreter or a service animal.

Slide 3-15



Assisting Persons With Disabilities

Deaf or Hard of Hearing:

- Stand and be easily visible
- Speak to voter not interpreter
- Keep hands away from mouth
- Tap voter's shoulder if necessary
- Be prepared for written communication
- Speak clearly

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3-16

Talking points



To assist a person with disabilities, you should

1. Stand where the voter can see you easily with light in front of you, not behind you (don't stand in front of window)

-
2. If an interpreter is present, speak to the voter who is deaf or hard of hearing, *not* the interpreter.
 3. Keep hands away from lips (the voter might lip read).
 4. To get the voter's attention, tap the voter's shoulder. *Don't yell.*
 5. Be prepared to communicate by written notes.
 6. Speak clearly and directly to the voter (again, *don't yell*).

Slide 3-16



Refer trainees to page 34 in the Poll Worker Guide.

Assisting Voters with Developmental Disabilities
<ul style="list-style-type: none">• Rights of voters with a developmental disability
<small>Missouri Secretary of State 3-17</small>



Talking point

Persons with a developmental disability have the right to have a companion assist them in the polling booth.



Refer trainees to page 34 in the Poll Worker Guide.

Assisting Persons With Disabilities

Person Using a Wheelchair:

- Preparation and signs for assistance
- “Sign in” table knee clearance
- Talk eye-to-eye
- Do not touch wheelchair or scooter

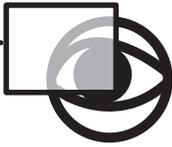
Missouri Secretary of State

3-18



Talking points

1. Before the poll opens, post signs offering assistance to voters using wheelchairs or scooters.
2. Signage: “If you need assistance, please ask one of our staff members.” Use signs incorporating the universal symbol of accessibility for designated accessible voting booth.
3. Make sure “sign-in” table has plenty of knee clearance for wheelchair and scooter users.
4. If possible, talk eye to eye and sit down when speaking with a wheelchair user.
5. Do *not* touch the wheelchair or scooter as this is considered an extension of the voter’s body.



Refer trainees to page 34 in the Poll Worker Guide.

Speaking to Persons with Disabilities

People-First Language:

- Persons with disabilities
- Has a physical disability
- Uses a wheelchair
- Accessible parking, disabled parking
- Avoid the word handicapped



Missouri Secretary of State

3-19



Talking points

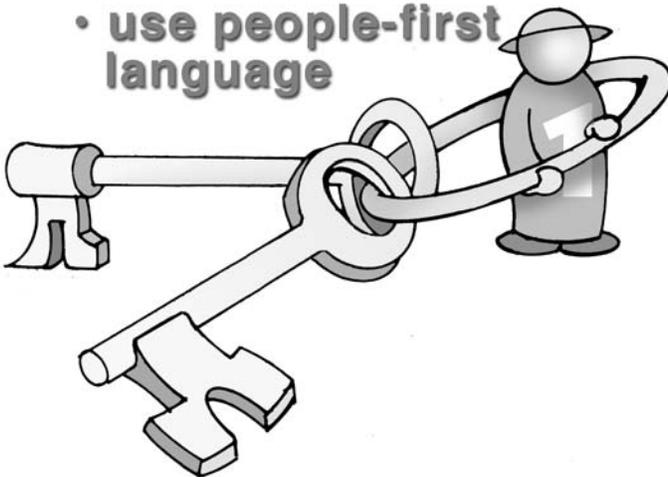
When you are assisting a person with disabilities, use people-first language.

Appropriate, people-first references:

- Voters with disabilities or disability
- Has a physical disability
- Uses a wheelchair
- Accessible parking, disabled parking
- Avoid referring to persons as “handicapped.”

KEYS TO COMMUNICATION

- use people-first language





Refer trainees to page 35 in the Poll Worker Guide.

Curbside Voting

- One election judge of each major political party
- Take ballot (paper or absentee) to the voter
- Have voter mark ballot
- Seal envelope and place ballot in ballot box
- Additional curbside options
 - Accessible polling place
 - Family or caregiver voting location



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3-20



Talking points

If a person with a physical disability is unable to enter the polling place, he or she is to be assisted, according to the following procedures.

Normal voter identification procedures apply.

(Refer to manual checklist below. Demonstrate how to do curbside voting here.)

(See *checklist in Appendix, p. 138*)

Procedure:

A. In jurisdictions with **paper ballots** or **electronic voting systems** –

- Two election judges, one of each major political party, take a ballot, equipment and materials necessary for voting to the voter.
- The voter marks the ballot.
- The election judges place the ballot in an envelope, seal it and place it in the ballot box.

B. In jurisdictions using **punch card systems** –

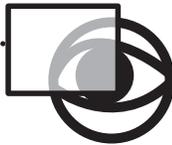
- Two election judges, one of each major political party, take an absentee ballot to the voter.
- The voter marks the ballot.
- The election judges place the ballot in an



envelope, seal it and place it in the ballot box.

C. Additional options

- The election authority may designate a polling place accessible to any physically disabled voter other than the polling place to which the voter would normally be assigned.
- The election authority may also assign members of the physically disabled voter's household and the voter's caregiver to the same voting location as the physically disabled voter.
- In no event is a voter to be assigned to a voting location other than the established location for the voter's precinct if the voter objects to the new location.



Slide 3-20

Assistance in Voting Booth

- Voter declares his/her disability or cannot read or write
- Voter may choose election judges or any other person
- Two election judges may enter the voting booth and cast the vote as the voter directs, OR
- Other chosen assistant may cast vote as the voter directs
- None other than election judges or immediate family may assist more than one voter

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3-21

Talking points

D. Assistance in the voting booth

- Voters declare under oath to the election judges that they cannot read or write, or have a physical disability and cannot vote their ballots.
- Voter may be assisted by the election judges or by any other person of his or her choice.

A grey, five-pointed star-shaped callout box pointing towards the bottom right. Inside the star, white text reads: "Refer trainees to page 36 in the Poll Worker Guide." Above the star is a black pie chart with a single slice removed, pointing towards the top right.

Refer trainees to page 36 in the Poll Worker Guide.

-
- If asked, the two election judges of major parties shall go with the voter to the voting booth and cast the vote as the voter directs.
 - If asked, an assistant, other than the election judges, may go into the voting booth with the voter and cast the ballot as the voter directs.
 - This is regulated by Missouri Election Law 115.445.

No one other than election judges or immediate family may assist more than one voter.



Summary

About 20 percent of the general population has a disability of some kind.

Be sensitive to the needs of voters with disabilities and work to serve *all* voters.

Do everything necessary to make the voting experience a *positive* one.



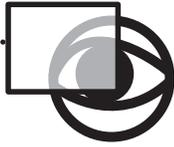
Slide 3-21

**Serving Voters with Disabilities
and Special Needs Module
Summary**



- Be Prepared
- Be Aware
- Be Sensitive
- Be Positive

3-22



Discussion

- What did you learn?
- How are you going to use it?

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3-23



Talking points

This training session was packed full of information. Focus on what you learned and how you are going to use it.



Activity choices

Disability Video



Time frame: 10 minutes

Discuss the video in small groups. Have one person from each group report to the whole group one thing they can do at the polls to improve services to voters with disabilities.

OR discuss same in whole group.

Voter Service:

Treating All Voters Equally and Respectfully



Guidelines

It is vitally important that all individuals who enter a polling place be treated with respect and equality. The poll worker plays an important role in shaping this respectful environment in serving the needs of voters as they exercise their right to vote.



Time frame:

20 minutes (including recommended activities and resources)



Slide 4-1

Voter Service

Treating All Voters Equally and Respectfully

- Civil Rights Laws protect from discrimination
- Discrimination and prejudice are not legal
- See that all voters are treated fairly and equally

4-1



Talking points

Civil rights laws exist to protect all citizens from discrimination. Poll workers need to show respect for all voters and to be aware that discrimination and

prejudice are *not* legal and can have severe consequences for the poll worker.

You as a poll worker will face voters with many different needs at the polls. Your role is to see to it that all voters are treated fairly and equally.



Slide 4-2

Goals:

- Know the law as it pertains to the civil rights of voters
- Understand the diverse needs of voters
- Learn how to serve all voters with respectful service

Missouri Secretary of State

4-2



Talking points

Poll workers are required by the Voting Rights Act to show respect for all voters and to serve them equally, regardless of gender, race, culture, creed, dress, nationality, or educational and social background.



Slide 4-3

Goal One: Know the Law and Voting Rights

- Voting Rights Act of 1965
- Democracy depends on well-run elections
- All eligible voters have access to voting

Missouri Secretary of State

4-3

Refer trainees to page 37 in the Poll Worker Guide.



Talking points (Slide 4-3)

- The Voting Rights Act of 1965 ensures that no person is denied the right to vote because of color or race.
- Well-run elections require that all eligible voters have access to voting and have the right to know that their vote will be counted.



Slide 4-4

Goal One: Know the Law and Voting Rights

The Voting Rights Act of 1965 makes it “Illegal to intimidate, threaten, coerce or prevent any properly registered person from exercising the right to vote.”

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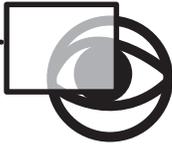
4-4



Talking points

(Read slide)

As election officials, we have an obligation to uphold this law.



Slide 4-5

Goal Two: Understand Personal Differences and Needs to Overcome Prejudice and Discrimination



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4-5



Talking points

Understanding the needs of individual voters helps to overcome the prejudice and discrimination that could occur.



Slide 4-6

If I were to sit here....
Wearing a different **skin**...
Sporting a different **hairstyle**.
Being a different **age**
And you were to form a negative reaction to my
message, based simply on the way I look...
THAT IS PREJUDICE

Missouri Secretary of State

4-6



Talking points

Read slide

Prejudice stems from negative assumptions about a person based on biased attitudes and feelings.



Slide 4-7



Talking points

We are all Americans. Our diversity is a source of beauty and strength.



Slide 4-8

Refer trainees to page 38 in the Poll Worker Guide.

Goal Three: Learn How to Provide Respectful, Positive Service For All Voters

- How you LOOK
- How you SOUND
- How you LISTEN
- How you SOLVE

Missouri Secretary of State 4-8



Talking points

What is respectful, positive service for all voters?

How can we *act* to communicate to voters that we care about their *real* needs?



Slide 4-9

What You LOOK Like When You Communicate

Voters see and respond to your

- Smile
- Energy
- Eye Contact



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4-9



Talking points

We show respect through the way we treat someone. Respect is most often expressed in our body language — our tone of voice, facial expression or gestures.

(You may want to hand out mirrors now and have poll workers look at themselves not smiling and then smiling to see the difference. You can also have them do this with a partner if you don't have mirrors.)

Remember that your body language can convey more than your words do as you interact with voters. If a voter is experiencing a problem, he or she can *see* by the way you look or sound that you have respect and want to help.

Smile: A smile is nearly always a welcome greeting. In the polling place, your smile helps the voter feel at ease and shows your readiness to serve.

Use **Energy** and interest. Speak clearly and loudly enough that the voter can understand you.

Eye contact: Look directly at the voter eye to eye. This indicates that you are paying attention and taking time to listen. It is an encouraging gesture and provides positive feedback to the voter.

Slide 4-10



What You SAY: How you Sound

Use positive words and tone of voice:

- Absolutely, of course, I can, certainly, my pleasure, how may I help you

Avoid negative words:

- Can't, won't, shoulda, coulda, oughta, never, always, but...



Missouri Secretary of State

4-10



Talking points

- Use words that are positive and convey a helpful message.
- Avoid negative words like can't, won't, shoulda, coulda, woulda, never or but. They negate your credibility because they indicate an unwillingness to assist or they provide generalizations that are inaccurate.
- Speak positively with a willingness to help. Use words like "of course I can, surely, absolutely, it is my pleasure, or how may I help you?"

Slide 4-11



Refer trainees to page 39 in the Poll Worker Guide.

Be Open to Service: Speak first
Be Ready: New beginning
Be Positive: Attitude is 90%
Be Alert: Look for special needs

Missouri Secretary of State 4-11



Talking points

Open to service

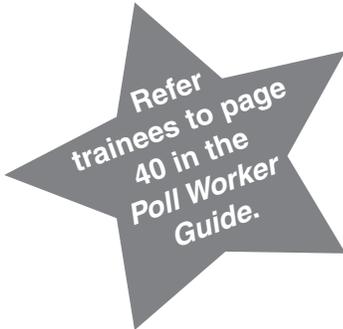
Letting voters know you are willing and happy to help them create positive feelings about the voting experience.

A statement that communicates your desire to help is “Good morning. May I please have your first and last name to check the register? Thank you.” Or “Did that take care of everything you needed?”

Be aware of your tone of voice and facial expressions.

Being “ready” to serve the voter is a hallmark of exceptional service. Here are some ways you can be prepared to serve the voter:

- Treat each voter as a new beginning, putting behind what may have happened previously with another voter.
- Maintain a positive attitude toward the voter and the important role that you play.
- Be alert and aware of the special needs the voter may have. Show understanding for the diversity and disability needs of voters.

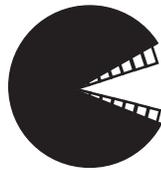


How You LISTEN: Understanding Needs

- Listen to the voter with EYES and EARS
- Listen for special needs
- Listen to WHAT they are asking and HOW they are asking it.
- Show you are listening with words like:
"I understand how you feel"

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4-12



Talking points

To understand the voters' needs means listening with your eyes and your ears.

Listen to **what** they are asking and **how** they are asking it.

Show sensitivity to the unique needs voters may have.

- Tiredness due to the late hour, weather, long lines, age or poor health.
- Disabilities.
- Language or cultural barrier.
- Confusion or anger caused by unanticipated problems.

Use words or phrases like:

- "I understand how you feel"
- "Would you mind waiting while I take care of this?"
- "I know that is an inconvenience..."
- "I *am* sorry, sir (ma'am)"



Refer trainees to page 41 in the Poll Worker Guide.

How you SOLVE: Providing Assistance and Handling Problems

The five A's

- Acknowledge
- Agree
- Apologize
- Ask
- Act

Missouri Secretary of State

4-13



Talking points

Occasionally voters will appear upset during the voting process. Something may have happened to them before or after arriving at the polling place.

Sometimes voters are upset by what you may say in response to their questions.

Voters can be upset by long lines, parking problems or being told that their name is not on the register.

It is important to show that you care about their concerns and to respond with respect for their unique needs.

Five A's can help you provide voters with exceptional service.

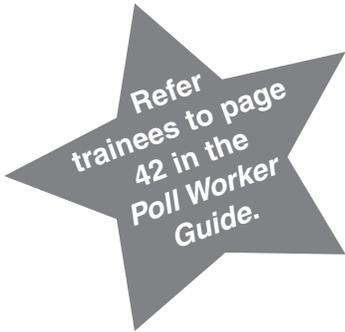
- Acknowledge the voter's presence by saying "hello" or "good morning." If busy, turn and say, "I will be with you right away, thank you for your patience."
- Agree with their problems — shows respect: "Yes, you are right, that parking lot is so busy."
- Apologize for their problems — shows concern for uniqueness: "I am sorry, sir (ma'am) for your wait."



-
- Ask questions to clarify what they want or need.
 - Act immediately upon request or offer assistance when it is needed.



Slide 4-14



What to Know if a Voter is Angry or Creating a Conflict or Problem

- Anger is an emotional response
- Anger comes from fear
- Fear results from lost needs like: value, esteem or control
- Fear can be minimized when needs are met

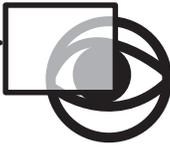
Missouri Secretary of State

4-14



Talking points

- Sometimes, no matter how well you think you are serving the voter, something happens and the voter's perception is that he or she is not being treated appropriately.
- Sometimes voters get angry and do or say things that create a challenge for the election judge.
- Remember that anger is an emotional response that comes from fear.
- Usually fear results from people feeling that their needs, such as value, esteem or control, have not been met.



What to do if a voter creates a problem

- Remain calm
- Ask the voter to step aside with you
- Ask another election judge to assist you or take your place
- Take deep breaths and remember the FEAR
- Continue to calmly repeat how you may assist them
- Provide an opportunity for them to vote within the law
- Escort them out the door after serving them and
- Suggest they contact the election authority

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4-15



Talking points

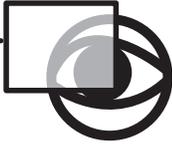
If a voter is loud, shouting or otherwise creating a challenge, you may choose to take steps to calmly remove the voter from the polling place.

- You may ask another election judge to help you, especially if you are getting upset. Another election judge may be able to take over in a calmer way.
- Sometimes, time or number of voters may not allow that choice. In that case, calmly repeat the voter's choices and give the voter an opportunity to vote a provisional ballot.
- You may also walk with the voter to the door and suggest that he or she contact the election authority with additional questions.

Remember, no voter has the right to create a scene and be disorderly in a polling precinct.

(Use the *Role play: the angry voter*, located in Appendix I, to show how to deal with a problem voter.)

Slide 4-16



Summary

- It is the law: All voters must be treated equally
- See the real person and his or her needs
- Communicate positively and respectfully
- Poll worker plays a valuable role

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4-16



Talking points

We have discussed the importance of treating voters with respect and equality, observing their civil rights. We have discussed many ways to understand voters' service needs and ways to help meet those needs. Think about what you learned in this module and how you will use it when you are in the polling place.

- The law states that *all* registered voters have the right to vote.
- Discrimination against voters is a violation of voters' rights.
- Respect for all voters is positive behavior that protects voters' rights and provides positive voter service.
- Recognize the *real* person and his or her individual needs.
- Communicate in a positive and respectful way.
- You play a valuable role in ensuring voters' rights.

Refer
trainees to page
43 in the
Poll Worker
Guide.

Activity Choices



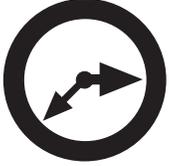
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Activity

.....

Time frame: 3 minutes

Summary wrap up of the goals, using the *What To Do If...?* cards on voter service.



.....

Activity

.....

Time frame: 15 minutes

Video: “*Can You See Me Now*”

Play this video and discuss these questions after viewing.

Discussion questions:

- What did you learn from viewing the video?
- What can you do to ensure that the voter has a positive, lawful, respectful experience at the polling place?
- What do you do differently?



.....

Activity

.....

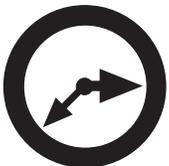
Time frame: 5 minutes

Discuss what the poll worker can do when faced with different circumstances with voters.

Ask the group to identify different needs that a voter might have and how they, as poll workers, have handled these needs in the past. Be sure to make suggestions on the proper way to deal with voters, drawing upon this module and the voter service module.

OR

Ask the group to get into small groups and choose from the *What To Do If...?* cards and discuss some possible actions.



Slide 4-17



**Thank you for serving as
an election judge!**

3-24

Talking points



Thank you for serving as an election judge and being a part of today's training session.

It was a pleasure to be your trainer.



Appendix I

Activities

- Training plan options matrix.....85
- Introductions — experience raise of hands87
- Role-play: voter identification88
- Story: processing the voter91
- Role-play: the angry voter93
- Provisional voting video96
- Role-play: completing the provisional ballot envelope97
- Provisional voting review game98
- Election Bingo.....102
- Election Jeopardy117
- “What To Do If...?” game118
- Open-ended discussion with group.....127
- Checklists128

Reference Material (see Appendix II)

Training Plan Options Matrix

<i>Training options (below) and the subject areas (right)</i>	Introduction	Procedures, ballot handling and security	Provisional voting	Services to voters with disabilities, special needs	Voter service	Overall program review
Experience raise of hands	✓ 5 min.					
Role -: voter identification		✓ 10 min.				
Story: processing the voter		✓ 5 min.				
Role-play: the angry voter					✓ 5 min.	
Provisional voting video			✓ 15 min.			
Role-play: completing the provisional ballot envelope			✓ 10 min.			
Provisional Voting Review game			✓ 10-20 min.			
Election Bingo		✓ 10-20 min.	✓ 10-20 min.	✓ 10-20 min.	✓ 10-20 min.	✓ 10-20 min.
Election Jeopardy game		✓ 10-20 min.	✓ 10-20 min.	✓ 10-20 min.	✓ 10-20 min.	✓ 10-20 min.
“What To Do If...?” game		✓ 10 min.	✓ 10 min.	✓ 10 min.	✓ 10 min.	✓ 10 min.
Open-ended discussion with group		✓ 5-10 min.	✓ 5-10 min.	✓ 5-10 min.	✓ 5-10 min.	✓ 5-10 min.
Checklists		✓ 5-10 min.	✓ 5-10 min.	✓ 5-10 min.		
PowerPoint/overheads		✓ 1 hour	✓ 25 min.	✓ 25 min.	✓ 25 min.	
Video and discussion			✓ (see above)	✓ 10-15 min.	✓ 10-15 min.	
HAVA game show quiz (video)		✓ 5 min.	✓ 5 min.	✓ 5 min.	✓ 5 min.	

Introduction — experience raise of hands



Time frame: 5 minutes

Materials

- Overhead projector, blank transparencies and transparency marker OR felt-tip pen and flip chart
- Optional use of candy/stickers for prizes



Guidelines

Ask for a show of hands for the number of years that the poll workers have volunteered. Give a prize for the newest and the longest in experience. Encourage applause for each response. Interview the newest and most experienced. Get details of name, how long, and why they are volunteering. Be ready to offer them a prize of candy, sticker or card.



Talking points

We may have a variety of experience in this room, so let's see how many people have done this before and how many people are new at this. You are all important to the success of this training session.

- Who has been a poll worker before?
- 1-4 years?
- 5-9 years?
- 10-20 years?
- More than 20 years?
- Newbie?

Summary

There are many differences and similarities in experience among the people in this room.



Aha!

We need to respect those differences today by adjusting to each other's needs.

We can help each other today by sharing what we know and asking questions to gain new information.



Role-play: voter identification

Time frame: 10 minutes



Narrator: I'd like to welcome you to OZ, where our poll workers are the scarecrow and the cowardly lion. Look, here comes Dorothy up the path!

[Two Election Judges sit at Official Table (one dressed as a scarecrow and the other as Tin Man or Lion) and greet the voter.]

Lion: Good Morning. May I have your name so I can check you in the precinct register.

Dorothy: Yes, My name is Dorothy Wizard, and I live in OZ, Missouri.

Lion: (looking in ring binder) Wonderful, here is your name. May I see some ID, please?

Dorothy: Yes, here is my Oz Grocery discount card..

Lion: I am afraid that is not quite an acceptable form of ID.

Dorothy: Well, my goodness! (pulling out all sorts of cards out of her basket) Will you take my Ruby Shoe store purchase record card?

Lion and Scarecrow: (together) NOooooo!

Dorothy: ATM (All Those Munchkins) card?

Lion and Scarecrow: (together) NOooooo!

Dorothy: Toto's last vet visit record?

Lion and Scarecrow: (together) NOoooooo!

Lion: (holding up scroll, WIZARD booming voice)

Scarecrow: (points to each item on the scroll)

(Dorothy responds negatively to each.)

Do you have a:

- Voter identification card?
- Driver's license or state identification card
- State or federal ID card (e.g., U.S. Passport)
- Missouri school ID card
- Utility bill with current name and address
- Bank statement current with name and address
- Government check, payroll check with current name and address
- Other government document that includes the voter's current name and address (e.g., vehicle registration)

Scarecrow:

“OK. Since your name is on the precinct register AND we represent each of the major parties, we are finally willing to admit we have been to OZ and we know that you are Dorothy. We have even played with Toto. We can do an affidavit so that you can vote. Here is what you have to do: (Demonstrate.)

✓ Procedure – Step 1

- Both election judges complete the Voter Identification Affidavit and both judges and the voter will sign it.

-
- Is your address correct in the precinct register?
 - Dorothy, sign the poll book before we give you a ballot.
 - Both judges will place the completed Voter Identification Affidavit in the transfer box.

Lion:

✓ Procedure – Step 2

- Now that we, the judges, are satisfied with Dorothy's identity, we shall both place our initials next to Dorothy's name in the proper space in the poll book.
- A judge shall sequentially number the space in front of the voter's name showing the order in which they voted.

Scarecrow: OK, Dorothy. After you vote, have a safe trip home.

Scarecrow and Lion: (together) Remember, there is NO place like Home!



Story: processing the voter — GINA story

Time frame: 5 minutes



Once upon a time, in a Far Away Land, lived a fair and intelligent maiden by the name of GINA. She was described by her neighbors as being PRISI because when she walked to town, she stayed so pristine with never a lock of hair out of place. She smiled at everyone and spent her time giving out her BIN of VAQs, which she grew in her garden.

Her VAQs were very special and unique and most prized among all the citizens of the Far Away Land. So PRISI GINA spent a lot of time carrying her BIN of her VAQs to give to others.

But what GINA wanted most to do was to be an Election Judge and serve the voter of her Far Away Land. She wanted to help serve the voter in a special way so that all the voters would have an opportunity to vote and feel good about it!

One day, it hit GINA. “I know how to help the Election Judge remember to process the voter in the right way!” So she went to the Election Authority and knocked on the door. She presented herself, stood tall and erect and said in a most assertive voice, “I know the perfect way to remember how to process the voter. I can be the best election judge ever if I and others would only remember my name and my story.” Then she said:

I am **GINA**:

- **Greet** the Voter
- Ask for Voter **Identification**

-
- Ask the voter to state their **Name and Address**

I am **PRISI**:

- Check the **Precinct Register** for the voter's name
- Instruct the voter to **Initial** beside his or her name
- Instruct the voter to **Sign** on the appropriate line
- Two judges from the major parties **Initial** beside the voter's name

I carry a **BIN**:

- Two judges from major parties hand out the **Ballot**
- They **Initial** the ballot before handing it to the voter
- They sequentially **Number** on the precinct register the order in which the voter registered

I hand out my **VAQs**:

Let **Voter** know you can **Answer** his or her **Questions**

The Election Authority was so impressed with GINA's new way to remember how to process the voter that they immediately asked her to become an election judge. From that day on, ALL the election judges in the Far Away Land lived happily ever after!

You can remember that process, too, by remembering the story of GINA, the PRISI maiden, who carried a BIN she kept her VAQs in.

(Hint for final activity: In a round-robin ask different groups to tell what the acronyms mean to process the voter.)



Role-play: the angry voter

Time frame: 5 minutes



Narrator: This is a story with a twist — Dorothy turns into the Wicked Witch of the West!

Look! Here comes Dorothy down the yellow brick road to register to vote. Oh, my! She looks really upset!

[Lion and Scarecrow greet Dorothy.]

Dorothy: Hello...can't you see I am Dorothy and I have lost Toto in this mess of a precinct? Can't you all ever do anything to get me home to Kansas? You are so backward here that you can't even help me find the way home! Do something immediately or I will click my heels and the Wicked Witch of the West will come to get you! I can't vote with all this mess going on.

Lion: Dorothy, I do want to help you. Would you like to step over here and I can find out exactly what you need?

Scarecrow: I can help you in a moment, Lion, after I take care of the next voter in line.

Lion: Dorothy, you do sound upset and I want to do as much as possible to help you. Some things I have no control over and I wish I did. I am not able to take you back to Kansas, but I can help you find Toto. Why don't you take a walk outside on the yellow brick road, while I do some checking. It is a pretty day outside, with no tornadoes. Would you mind doing that?

Dorothy: You make me so upset! Don't be condescending to me! I want my Kansas...I want my Toto! I am going to tell everyone here that you won't do what I want!

Lion: Dorothy, I understand how awful it feels, and I do wish I could answer all the questions you have in the way you want. Let's go outside for some air, or you may sit down over there with Scarecrow and he will ask you some questions to help you. Give me just a few minutes while I check on helping you. This won't take long. I will make a phone call and be right back. Thank you, Dorothy.

Provisional voting video

Video scenarios with poll worker and voter (first half)

Time frame: 15 minutes



Supplies:

- Paper and a pen or pencil for each of your trainees
- Overhead projector, blank transparency sheets and markers OR flip chart with stand and markers
- VCR/TV or DVD and projector and Provisional Voting Video



Talking points

What would you do? Let's take a look at this video and see how the poll worker handles the problem. As you look at the video, jot down the steps you see the poll worker using. We are going to stop the video after the first two steps you see and talk about what the poll worker did. Let's observe the poll worker on the job. Look for the following: (Write on transparency sheet or flip chart.)

- What are the steps you noticed the poll worker took?
- What did you think about what the poll worker said?
- How did the poll worker handle the voter?

(Show Provisional Voting Video)

(Ask these questions and write down on a flip chart or overhead transparency what the trainees say.)

- What steps did you see implemented?
- What did you think about how they handled it?

Role-play: completing the provisional ballot envelope



Time frame: 10 minutes



Materials

- Enough provisional ballot envelopes or copies for each group
- Pen or pencil for each group

1. Break into groups of three people. One person will be the election judge, one will be the intended voter, and the third will be the observer.
2. Have the voter and the election judge complete the provisional ballot envelope. Suggest that the election judge tell the voter what to do, and have the voter complete the envelope. The observer will then determine whether the provisional ballot envelope was completed properly.
3. When complete, ask each group if mistakes were made when filling out the provisional ballot envelope. Was there a common mistake? How do you fix the mistake?
4. What parts were hard to fill out? Why?



Provisional voting review game



Time frame: 20 minutes

Materials

- Paper and pen for scorekeeper
- Prize for winning team (candy – sugar-free for diabetics, stickers, etc.) (optional)

1. Break the group into two to four teams.

Note: This can depend on the size of your group. You may break into as many teams as necessary.

2. You will ask a series of questions.

3. Teams will receive 10 points for each correct answer. You can assign a scorekeeper for each group or you can keep score. There are three bonus questions at the end. Each team will receive 30 points for a correct answer.

Note: You will need to decide if more than one person from a team can complete an answer or if only one person from a team can complete an answer.

Note: You will also need to decide if a partial answer will receive any credit. This is more likely to happen on the bonus questions.

You may use the following questions for the Jeopardy game, and you may add your own questions. You do not have to use all the questions.

- A. True or false:** Provisional voting is a procedure that allows persons whose names ARE IN the

precinct register to vote in statewide and federal elections.

Answer: False (Provisional voting is for voters whose names are NOT included in the precinct register.)

B. True or false: Provisional ballots provide opportunities to vote in statewide elections ONLY.

Answer: FALSE (Provisional ballots contain statewide issues and candidates and federal candidates.)

C. True or false: Provisional ballots are used in local elections.

Answer: FALSE (Provisional ballots are used in statewide and federal elections.)

D. True or False: Provisional ballots are used for both federal candidates and statewide issues and candidates.

Answer: TRUE

E. What should you do if the election authority determines the voter is registered in another precinct?

Answer: Direct the voter to the proper polling place.

F. What should you do if the election authority cannot find the voter's registration?

Answer: Search the precinct map or other additional registration information available at the precinct to determine the voter's proper precinct. Inform the voter of the proper precinct.

G. When should a voter call to determine if the provisional ballot was certified?

Answer: Two weeks after the election.

H. How does a voter complete a provisional ballot envelope?

Answer: With date and place registered, name, address, date of birth, Social Security number, signature.

I. Who signs the provisional ballot envelope?

Answer: The voter, a Democratic Party election judge, and a Republican Party election judge.

J. Who initials the provisional ballot?

Answer: A Democratic Party election judge and a Republican Party election judge.

K. What is the last step in the provisional voting process?

Answer: Direct the voter to the designated voting area.

L. How are spoiled provisional ballots handled?

Answer: In the same manner as spoiled standard ballots.

Bonus questions:

M. Name the three things that should be provided to a provisional voter. **Hint:** *This is Step 7.*

Answer:

- The completed and signed provisional ballot envelope.
- A provisional ballot (and a secrecy envelope/sleeve where used).

-
- Instructions on how to cast a provisional ballot.

N. What instructions should an election judge give a voter on how to cast a provisional ballot?

Answer:

- Depending on the type of ballot, mark or punch the ballot according to instructions.
- Place the ballot in the secrecy envelope/sleeve where used.
- Place the provisional ballot in the provisional ballot envelope.
- Place the provisional ballot envelope in the appropriate ballot box.

O. Name the four steps for handling a spoiled provisional ballot.

Answer:

- Accept the spoiled ballot and mark it “spoiled.”
- Place the marked, spoiled ballot in the appropriate envelope or container for spoiled ballots.
- Have both a Democratic Party election judge and a Republican Party election judge initial a new provisional ballot.
- Give the new ballot to the voter.

After asking the questions, total each team’s points. The one with the most points is the winner. You may want to award a small prize, such as candy (sugar-free for diabetics) or stickers, to the winning team.



Election Bingo instructions

Time frame: 2-20 minutes, depending on modules covered



Supplies

Election Bingo questions can be found on your PowerPoint CD. You can show these questions on the screen while asking the questions.

Election Bingo game cards with a 3x3 matrix as shown in Appendix II. Photograph enough cards for each group participating (or for each player when/if played by individuals).

- Bingo questions and accompanying answers (See Questions and Answers at end of these instructions.)
- 1 Box of small circular color-coding labels (dots).
- Slips of paper numbered from A1...C3 for each group playing. (If the larger group is split into five smaller groups who compete with each other, then five sets of numbered slips will be needed. If played in one large group, then only one set will be needed.)

The same number of containers as sets of numbered sets above. (Containers can be purchased for about one dollar each, or the election authority can be asked to find a container; ordinary cardboard boxes are satisfactory.)

Procedure

Individual Bingo by Team

Instructor divides larger group into a manageable number of smaller teams. Each team might correspond to those seated at the same table for instance.

- Each team selects one member to be the team captain.
- Each team captain is given:

An election bingo card for each player on the team

- A set of election bingo questions with answers on the subject of a particular module.
- A container with numbered slips of paper.

Each team captain distributes an election bingo card to each team member.

Team captains then read the questions one at a time. The first team member to correctly answer a question reaches into the container and pulls out a slip of numbered paper. The team member then places a colored dot on the square on his or her bingo card that corresponds to the number drawn.

This process is continued until all questions on the module in question have been answered or until someone has marked four consecutive squares and yells, “Bingo!”

Plenary Bingo by Team

Instructor begins with

- A set of election bingo questions with answers on a selected module.
- A container with numbered slips of paper

Instructor divides larger group into a manageable number of smaller teams. Each team might correspond to those seated at the same table for instance.

Instructor assigns numbers to teams in sequence, beginning with one.

Each team is given an election bingo card.

The instructor reads the questions one at a time. Teams are given an opportunity to answer correctly in numerical order. Team one has the first opportunity to answer a question. After that, the team numerically next

after the team that last answered a question, answers first. When a team correctly answers a question, a team member reaches into the container and pulls out a numbered slip of paper. The team member then places a colored dot on the square that corresponds to the number drawn.

This process is continued until all questions on the module in question have been answered or until someone has marked four consecutive squares and yells, “Bingo!”

Team Bingo

Instructor divides larger group into a manageable number of smaller teams. Each team might correspond to those seated at the same table, for instance.

Each team selects one member to be the team captain. (If a captain is already chosen, each team can use the same captain it has.)

Each team captain is given

- An Election Bingo card for the team’s use.
- A set of Election Bingo questions with answers on the selected module.
- A container with numbered slips of paper.

Team captains then read the questions one at a time. The first team member to correctly answer a question reaches into the container and pulls out a numbered slip of paper. The team member then places a colored dot on the square on his or her team’s bingo card corresponding to the number drawn.

This process is continued until all questions on the selected module have been answered or until a team declares, “Bingo!”

Election Bingo questions

PROCEDURES (correct answers in bold italics)

1. Poll opening time is:

- a. After breakfast
- b. Whenever all the poll workers arrive
- c. When voters start banging on the door
- d. 6 a.m. SHARP**

2. Poll closing time is:

- a. When supper is ready.
- b. After all the voters have finished voting.
- c. When it gets dark.
- d. 7 p.m. SHARP doors are closed and when the last voter at 7 p.m. has voted.**

3. If anyone enters the polling place wearing a political shirt, cap or button, the poll worker should:

- a. Ask if they have more like it.
- b. Talk about the candidate they are campaigning for.
- c. Yell at them and tell them to leave.
- d. Politely ask them to leave the polling place and suggest they vote in their appropriate precinct without the campaign materials.**

4. Voter identification is important and can be verified with these appropriate forms of identification:

- a. Voter ID card
- b. Grocery discount card
- c. Bank statement
- d. A and C**

5. Voter identification is important and can be verified with these appropriate forms of identification:

-
- a. Driver's license
 - b. Utility bill with the voter's current name and address
 - c. Business card
 - d. A and B*
6. Ballot security requires many procedures when opening the polls, such as:
- a. Ballots are issued in locked ballot box in the sealed container by the election authority.
 - b. Counting the ballots when removed from the sealed container.
 - c. Completing the Certificate of Ballots.
 - d. All of the above.*
7. Ballot security requires many procedures when closing the polls, such as:
- a. Separating and recording the write-in and non-write-in ballots. (When using optically scanned ballots, the scanner can do this.)
 - b. Recording the spoiled ballots.
 - c. Verifying that all used and unused ballots total the original number of ballots received and equals the number of voters voting.
 - d. All of the above.*
8. Ballot security requires many procedures when processing the voter, such as:
- a. Two judges hand out the ballots and watch the ballot box.
 - b. Two major party judges initial each ballot.
 - c. No voter receives a ballot until they sign the poll book.
 - d. All of the above.*
9. Absentee ballots are available in certain circumstances and poll workers will know when a voter has been issued an absentee ballot because:
- a. The voter will NOT show up at the polls, but his name is on the register.
 - b. The voter will have the word "absentee" beside his or her name on the register.
 - c. The voter will be on the list from the election authority for the poll worker to add to the register.
 - d. B and C.*

10. A voter enters a polling place to vote. The voter produces no form of voter identification, but the voter's name is found on the precinct register. The voter is not known to any of the election judges.

DO YOU:

- a. Let him or her vote. That's what the voter came for.
- b. Give the voter the option of voting provisionally now or returning with proper identification and voting a complete ballot.***
- c. Tell the voter that he or she should have known better than to show up without identification and direct the voter to leave.
- d. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

11. A voter enters a polling place to vote. The voter produces no form of voter identification, but the voter's name is found on the precinct register, this voter has voted in previous elections, and a supervisory election judge from each of the major political parties knows this voter.

DO YOU:

- a. Let the voter vote – with an affidavit.***
- b. Tell the voter to come back with proper identification, in order to vote.
- c. Tell the voter that he or she should have known better than to show up without identification and direct the voter to leave.
- d. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

12. A voter who wishes to vote has moved to a new address within the same precinct.

DO YOU:

- a. Contact the election authority and follow directions given.***
- b. Tell the voter to go to the election authority office to have the change of address certified and then return to vote.
- c. Tell the voter that he or she should have known better than to show up without updating his or her voting address and direct the voter to leave.
- d. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

13. Having moved to a different precinct in the same county, a voter arrives at his or her former polling place to vote.

DO YOU:*

- a. *Direct the voter to the polling place designated for the voter's new address, and to complete a "Change of Address" form and vote there.*
- b. *Complete the "Change of Address" form and send the voter to the polling place for the voter's new address.*
- c. *Contact the election authority to have the voter call the polling place corresponding to the voter's new address and inform election judges there that the voter will be arriving at that polling place to vote.*
- d. *Direct the voter to the election authority office to complete the "Change of Address" form and vote.*

*** Election authorities need to determine which answer they wish followed in their county and communicate this to trainers and election judges. Practices for dealing with this situation vary.**

14. A voter with proper identification enters a polling place to vote. The voter's name is not found on the precinct register. You learn that the voter has recently moved to the precinct from another county.

DO YOU:

- a. *Complete the "Registration Affidavit" form and follow the instructions given by the election authority.*
- b. Send the voter to the election authority for instructions.
- c. Tell the voter that he or she should have known better than to show up without registering to vote in his or her new county.
- d. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

15. The power goes off at the polling place.

DO YOU:

- a. Suspend operations until the power is restored.
- b. Operate as best you can with emergency lighting and flashlights, if necessary.
- c. Check to see if the power outage is restricted to the building or is more widespread. If the power is restricted to the building, contact a building

representative to quicken power restoration.

d. Contact election authority.

e. *B, C and D above*

16. A tornado warning sounds for your area.

DO YOU:

a. Contact election authority.

b. Identify appropriate places of safety.

c. *Both of the above.*

17. A voter enters a polling place with appropriate identification, but when the precinct register is checked, someone else has signed the voter's name and has voted in the voter's place.

DO YOU:

a. Let the voter vote anyway. After all, the voter has proper identification and the voter's name is on the precinct register.

b. *Attempt to determine whether previous voter had a similar or identical name and simply signed in the wrong place. If so, let the voter vote. If not, contact the election authority.*

c. Tell the voter he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

18. A voter arrives before closing to vote but hasn't yet voted when closing time comes.

DO YOU:

a. *Let the voter vote – he or she was at the polling place before closing time.*

b. Tell the voter he or she has thirty seconds left in which to vote.

c. Tell the voter that he or she should have known better than to show up that close to closing time and direct the voter to leave.

e. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

19. A voter arrives at the polls in time but, after standing in line for twenty minutes, finds he or she is in the wrong polling place. The polls close in one minute

and it would take at least five minutes for the voter to travel to the proper polling place.

DO YOU:

- a. Let the voter vote – with an affidavit.
- b. *Direct the voter to the proper polling place even though it is highly unlikely the voter will arrive there in time to vote. If the voter prefers, let him or her stay and vote provisionally.***
- c. Tell the voter that he or she should have known better than to show up that close to closing time and direct the voter to leave.
- d. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

20. Campaign workers for one of the candidates on the ballot enter the polling place and attempt to distribute campaign literature to voters as they enter the polling place.

DO YOU:

- a. Let them distribute the literature – it is their First Amendment right.
- b. Let them distribute the literature **ONLY** if they also distribute literature for all opposing candidates appearing on the ballot.
- c. *Tell them that they cannot distribute campaign literature inside the polling place or within 25 feet of the nearest outside door.***
- d. Tell them they can no longer distribute such literature now that the polls have opened.

21. A voter who is an elected representative of one party requests a ballot to vote in the primary of another party.

DO YOU:

- a. Hand the voter the ballot of whatever party he is elected to represent. The voter is not entitled to vote in another party's primary.
- b. Tell the voter that he or she should have known better than to request a ballot of one party when he or she is elected as a representative of another party and direct the voter to leave.
- c. Tell the voter that he or she cannot vote in the other party's primary and suggest that the voter call the county clerk or the Board of Election

Commissioners to vent his or her anger.

- d. Hand the voter the requested ballot – voters in Missouri’s primaries may request any party’s ballot available regardless of any affiliation the voter may have with any specific party.*

22. A voter requests that an election judge explain the meaning of a ballot issue.

DO YOU:

- a. Explain the issue as best you can.
- b. Have election judges from both of the major parties explain the issue.
- c. Tell the voter you are not permitted to explain the issue.
- d. Provide the voter with the “plain language” summary from the Secretary of State’s office, when available, and a complete text for the voter to review.*

23. You believe one or more other election judges at the polling place have erred or possibly even committed fraud.

DO YOU:

- a. Do nothing – you don’t want to “make waves.”
- b. Threaten to report them to the election authority if they don’t stop the improper behavior.
- c. Contact the election authority immediately.*
- d. Wait until after the polls close and ask the election authority about it then.

24. A reporter arrives at a polling place and asks election judges questions about who the election judges believe will win the election.

DO YOU:

- a. Answer the reporter, if you wish to comment.
- b. Refuse to talk to the reporter.
- c. Restrict your conversation with the reporter to factual matters (such as when the polls opened; when they close, etc.) and refer the reporter to the election office.*
- d. Invite the reporter to look over the shoulders of voters as they vote.

PROVISIONAL VOTING

1. Provisional ballots provide opportunities for voting on:

- a. Local candidates and issues.
- b. Local and statewide candidates and issues.
- c. *Statewide issues and candidates and federal candidates.***
- d. Local candidates and issues and federal issues.

2. What should an election judge do if a voter's eligibility cannot be immediately established?

- a. The election judge should immediately give the voter a provisional ballot.
- b. The election judge should first try to contact the election authority to determine the voter's eligibility.
- c. The election judge should continue to try to contact the election authority if contact is not made on the first try.
- d. *Both B and C.***

3. You find that a voter who wishes to vote is registered at a different polling place.
YOU SHOULD:

- a. Allow the voter to vote a provisional ballot.
- b. *Instruct the voter to the proper polling place and location.***
- c. This is not your problem. The voter should have done his or her homework...politely show the voter the door!

4. If a voter's registration is not found either at the local polling place or at the election authority:

- a. *Give the voter instructions and have the voter cast a provisional ballot.***
- b. Have the voter call the county clerk or the Board of Elections to vent his or her anger.
- c. This is not your problem. Voters should do their homework...politely show the voter the door!

5. Provisional ballots provide opportunities for voting in:

- a. *Statewide and federal elections ONLY.***

-
- b. Local candidates or election issues along with statewide and federal elections.
 - c. Only in elections where one of the candidates has recently appeared on The Tonight Show, Oprah, or David Letterman.

6. Spoiled and unused provisional ballots should be handled in the same way as spoiled and unused standard ballots. How many times can a voter turn in a spoiled ballot and request a new one?

a. Unlimited — A little patience can go a long way.

- b. Twice.
- c. Three times.

7. What should you as an election judge do if you cannot make contact with the election authority?

- a. Give the voter an option to go to the election authority office or central polling place to determine eligibility to vote.
- b. Search the precinct map or other additional registration information available at the precinct to determine the voter's proper precinct and inform voter.
- c. Provide information on provisional voting to permit the voter to cast a provisional ballot.

d. All of the above.

8. What does the voter need to complete the provisional ballot?

- a. The completed and signed provisional ballot envelope.
- b. A provisional ballot (and a secrecy envelope/sleeve where used).
- c. Instruction on how to cast a provisional ballot.

d. All of the above.

9. What does the voter need to know to cast a provisional ballot?

- a. Mark the ballot according to instructions appropriate to the type of ballot.
- b. Place the ballot in the secrecy envelope/sleeve (where used), then place ballot in the provisional ballot envelope.
- c. Place the provisional ballot envelope into the appropriate ballot box.

d. All of the above.

10. How is a spoiled provisional ballot handled?

- a. *Spoiled provisional ballots are handled the same as spoiled standard ballots.*
- b. Spoiled provisional ballots are given to an election judge to be placed in the ballot box.
- c. Spoiled provisional ballots are placed in the ballot box by the voter.
- d. None of the above.

VOTER SERVICE

1. What is the best thing to do to prepare for providing respectful voter service?

- a. Focus on the REAL person's needs.
- b. Remember the Voter Rights Law provides for serious consequences if it is not obeyed.
- c. Stop and serve the voter according to the law and with respect.
- d. *All of the above.*

2. What are examples of good communication with the voter?

- a. Asking funny questions.
- b. Making eye contact with the voter.
- c. Asking how you may help them.
- d. *B and C.*

3. Giving attention to voters means:

- a. Telling funny jokes to make them laugh.
- b. Calling them "sweetie" or "honey."
- c. Giving them a chance to wait until you help them.
- d. *Providing immediate attention, focusing on their real needs.*

4. A voter who cannot read and cannot sign his or her name enters the polling place.

DO YOU:

- a. *Treat the voter like any other voter except that one judge prints the voter's*

name and address in the space provided for signature and the voter makes his or her mark, which is witnessed by an election judge.

- b. Instruct the voter to bring someone else for assistance.
- c. Say loudly, “So you can’t read?”
- d. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

5. A voter insists that he or she must have been given the “wrong ballot” because the voter wanted to vote against a particular candidate and that candidate does not appear on the ballot.

DO YOU:

- a. Simply say, “I’m sorry, I am not allowed to talk about it.”
- b. Contact the election authority and follow directions.***
- c. Provide the voter a ballot that does list the candidate that he or she wishes to vote against just to “shut the voter up.”
- d. Tell the voter that he or she cannot vote against that candidate and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

6. One or more disgruntled people insist on being disruptive.

DO YOU:

- a. Let them act out – they’ll get tired after a while and settle down.
- b. Demand that they leave. If they refuse, grab them and throw them out.
- c. Request that they leave.
- d. Contact the election authority.
- e. Call local law enforcement.
- f. C, D and E, as appropriate.***

7. A voter identifies herself as “Mary Andrews Smith.” That name is not found in the precinct register. The voter speculates that she may be listed under her maiden name, “Mary Andrews.” That name is found.

DO YOU:

- a. Complete the “Change of Name” form and let her vote.***

-
- b. Tell her she must first go to the election authority office to have her change of name certified and then return to vote.
 - c. Tell her she should have known better than to show up without updating her name change and direct her to leave.
 - d. Tell her she cannot vote and suggest that she call the county clerk or the Board of Election Commissioners to vent her anger.

DISABILITIES

1. A voter with a cane and dark glasses enters the polling place. DO YOU:
 - a. Grab the voter's arm or shoulder to help guide him or her to the voter identification table.
 - b. Remain silent and patiently wait until the voter finally gets to where he or she needs to be, regardless of how many times he or she must change direction to get there.
 - c. *Offer your arm or shoulder so that the voter receives the desired level of assistance and maintains some degree of independence. Alternatively, give very specific instructions to assist the voter.*
 - d. Make the voter wait until there are no other voters at the polling place so he or she will not bump into anyone.

2. A voter with a cane and dark glasses enters the polling place. DO YOU:
 - a. Assist the voter in filling out forms, if requested.
 - b. Remove any unnecessary clutter in both the polling area and the parking area.
 - c. *Talk directly to the voter rather than to any companion the voter might have.*
 - d. All of the above.

3. A voter in a wheelchair enters the polling place. The voter's speech is slurred.
DO YOU:
 - a. Remain patient and allow for extra time.
 - b. Ask the voter to repeat himself or herself if you cannot understand.
 - c. If the voter has a companion, ask for clarification.
 - e. Ensure physical access all the way from the parking area to the voting booth, to the extent possible.
 - f. *All of the above.*

Election Jeopardy

Instructions

Election Jeopardy can be played either by individuals or in teams. It is played in a similar, but not identical, manner to the TV game show Jeopardy.

Like the TV show, the game is played in three stages: Jeopardy, Double Jeopardy and Final Jeopardy. Like the TV show, players select the category and amount of the question to be answered (i.e. “I’d like Provisional Voting for \$20.”).

Unlike the Jeopardy seen on TV, answers need not be in the form of a question. Also, unlike the TV version, except in Final Jeopardy, players aren’t penalized for incorrect answers.

Finally, also unlike the TV show, control passes sequentially from one player (or team) to the next. This is even true when passing from Jeopardy to Double Jeopardy. When playing Final Jeopardy, all players write down their answers and an amount wagered up to the total they have accumulated. Unlike the rest of the game, since Final Jeopardy involves a wager, correct answers result in the amount being added to the player’s (or team’s) score and incorrect answers result in the wagered amount being subtracted. If you have chosen to divide your larger group into teams and have teams compete over the entire day, then award ten points to the team with the highest score, five points to the team with the second highest score and no additional points to any other team.

“What To Do If...?” game

Instructions

“What To Do If...?” provides trainers with many choices in formats. All formats involve discussion and decision in various situations.

Alternative formats include the following:

- Instructor reads questions to entire group with individuals participating as they wish.
- Group splits into small teams (4-6 people) and teams compete directly as instructor reads questions.
- Group splits into small teams (4-6 people) and teams determine how they would answer the question. Teams then present their decision to the entire group.
- Group splits into small teams (4-6 people). Team members discuss each scenario and decide how they would answer the question. The answer chosen is then compared with the recommended answer.

“What To Do If...?” can be a stand-alone exercise, or it can be incorporated into other activities by using the same teams for multiple exercises and awarding points to teams when they answer correctly. If desired, teams could compete for points throughout the day’s exercises.

(“What To Do If...?” questions on following page)

“What To Do If ...?” questions

(Answers in boldface italics)

1. A voter enters a polling place to vote. The voter produces no form of voter identification, but the voter’s name is found on the precinct register. The voter is not known to any of the election judges.

DO YOU:

- a. Let the him or her vote. That’s what the voter came for.
- b. Give the voter the option of voting provisionally now or returning with proper identification and voting a complete ballot.**
- c. Tell the voter that he or she should have known better than to show up without identification and direct the voter to leave.
- d. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

2. A voter enters a polling place to vote. The voter produces no form of voter identification, but the voter’s name is found on the precinct register, this voter has voted in previous elections, and a supervisory election judge from each of the major political parties knows this voter.

DO YOU:

- a. Let the voter vote – with an affidavit.**
- b. Tell the voter to come back with proper identification, in order to vote.
- c. Tell the voter that he or she should have known better than to show up without identification and direct the voter to leave.
- d. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

A voter who wishes to vote has moved to a new address within the same precinct.

DO YOU:

- a. Contact the election authority and follow directions given.**
- b. Tell the voter to go to the election authority office to have the change of address certified and then return to vote.
- c. Tell the voter that he or she should have known better than to show up without updating his or her voting address and direct the voter to leave.

-
- d. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

4. Having moved to a different precinct in the same county, a voter arrives at his or her former polling place to vote.

DO YOU:*

- a. *Direct the voter to the polling place designated for the voter's new address, and to complete a "Change of Address" form and vote there.*
- b. *Complete the "Change of Address" form and send the voter to the polling place for the voter's new address.*
- c. *Contact the election authority to have the voter call the polling place corresponding to the voter's new address and inform election judges there that the voter will be arriving at that polling place to vote.*
- d. *Direct the voter to the election authority office to complete the "Change of Address" form and vote.*

*** Election authorities need to determine which answer they wish followed in their county and communicate this to trainers and election judges. Practices to deal with this situation vary.**

5. A voter with proper identification enters a polling place to vote. The voter's name is not found on the precinct register. You learn that the voter has recently moved to the precinct from another county.

DO YOU:

- a. *Complete the "Registration Affidavit" form and follow the instructions given by the election authority.*
- b. Send the voter to the election authority for instructions.
- c. Tell the voter that he or she should have known better than to show up without registering to vote in his or her new county.
- d. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

6. A voter with a cane and dark glasses enters the polling place. DO YOU:

- a. Grab the voter's arm or shoulder to help guide him or her to the voter identification table.
- b. Remain silent and patiently wait until the voter finally gets to where he or she needs to be, regardless of how many times he or she must change direction to get there.
- c. *Offer your arm or shoulder so that the voter receives the desired level of assistance and maintains some degree of independence. Alternatively, give very specific instructions to assist the voter.*
- d. Make the voter wait until there are no other voters at the polling place so he or she will not bump into anyone.

7. A voter with a cane and dark glasses enters the polling place. DO YOU:

- a. Assist the voter in filling out forms, if requested.
- b. Remove any unnecessary clutter in both the polling area and the parking area.
- c. *Talk directly to the voter rather than to any companion the voter might have.*
- d. All of the above.

8. A voter in a wheelchair enters the polling place. The voter's speech is slurred.

DO YOU:

- a. Remain patient and allow for extra time.
- b. Ask the voter to repeat himself or herself if you cannot understand.
- c. If the voter has a companion, ask for clarification.
- e. Ensure physical access all the way from the parking area to the voting booth, to the extent possible.
- f. *All of the above.*

9. The power goes off at the polling place.

DO YOU:

- a. Suspend operations until the power is restored.
- b. Operate as best you can with emergency lighting and flashlights, if necessary.
- c. Check to see if the power outage is restricted to the building or is more

widespread. If the power is restricted to the building, contact a building representative to quicken power restoration.

d. Contact election authority.

e. B, C and D above

10. A tornado warning sounds for your area.

DO YOU:

a. Contact election authority.

b. Identify appropriate places of safety.

c. Both of the above.

11. A voter who cannot read and cannot sign his or her name enters the polling place.

DO YOU:

a. Treat the voter like any other voter except that one judge prints the voter's name and address in the space provided for signature and the voter makes his or her mark, which is witnessed by an election judge.

b. Instruct the voter to bring someone else for assistance.

c. Say loudly, "So you can't read?"

d. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

12. A voter insists that he or she must have been given the "wrong ballot" because the voter wanted to vote against a particular candidate and that candidate does not appear on the ballot.

DO YOU:

a. Simply say, "I'm sorry, I am not allowed to talk about it."

b. Contact the election authority and follow directions.

c. Provide the voter a ballot that does list the candidate that he or she wishes to vote against just to "shut the voter up."

d. Tell the voter that he or she cannot vote against that candidate and suggest that the voter call the county clerk or the Board of Election Commissioners to vent

his or her anger.

13. A voter enters a polling place with appropriate identification, but when the precinct register is checked, someone else has signed the voter's name and has voted in the voter's place.

DO YOU:

- a. Let the voter vote anyway. After all, the voter has proper identification and the voter's name is on the precinct register.
- b. Attempt to determine whether previous voter had a similar or identical name and simply signed in the wrong place. If so, let the voter vote. If not, contact the election authority.*
- c. Tell the voter he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

14. A voter arrives before closing to vote but hasn't yet voted when closing time comes.

DO YOU:

- a. Let the voter vote – he or she was at the polling place before closing time.*
- b. Tell the voter he or she has thirty seconds left in which to vote.
- c. Tell the voter that he or she should have known better than to show up that close to closing time and direct the voter to leave.
- e. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

15. A voter arrives at the polls in time but, after standing in line for twenty minutes, finds he or she is in the wrong polling place. The polls close in one minute and it would take at least five minutes for the voter to travel to the proper polling place.

DO YOU:

- a. Let the voter vote – with an affidavit.
- b. Direct the voter to the proper polling place even though it is highly unlikely the voter will arrive there in time to vote. If the voter prefers, let him or her stay and vote provisionally.*
- c. Tell the voter that he or she should have known better than to show up that

close to closing time and direct the voter to leave.

- d. Tell the voter that he or she cannot vote and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.

16. Campaign workers for one of the candidates on the ballot enter the polling place and attempt to distribute campaign literature to voters as they enter the polling place.

DO YOU:

- a. Let them distribute the literature – it is their First Amendment right.
- b. Let them distribute the literature **ONLY** if they also distribute literature for all opposing candidates appearing on the ballot.
- c. ***Tell them that they cannot distribute campaign literature inside the polling place or within 25 feet of the nearest outside door.***
- d. Tell them they can no longer distribute such literature now that the polls have opened.

17. A voter who is an elected representative of one party requests a ballot to vote in the primary of another party.

DO YOU:

- a. Hand the voter the ballot of whatever party he is elected to represent. The voter is not entitled to vote in another party's primary.
- b. Tell the voter that he or she should have known better than to request a ballot of one party when he or she is elected as a representative of another party and direct the voter to leave.
- c. Tell the voter that he or she cannot vote in the other party's primary and suggest that the voter call the county clerk or the Board of Election Commissioners to vent his or her anger.
- d. ***Hand the voter the requested ballot – voters in Missouri's primaries may request any party's ballot available regardless of any affiliation the voter may have with any specific party.***

18. A voter requests that an election judge explain the meaning of a ballot issue.

DO YOU:

- a. Explain the issue as best you can.
- b. Have election judges from both of the major parties explain the issue.
- c. Tell the voter you are not permitted to explain the issue.
- d. *Provide the voter with the “plain language” summary from the Secretary of State’s office, when available, and a complete text for the voter to review.***

19. You believe one or more other election judges at the polling place have erred or possibly even committed fraud.

DO YOU:

- a. Do nothing – you don’t want to “make waves.”
- b. Threaten to report them to the election authority if they don’t stop the improper behavior.
- c. *Contact the election authority immediately.***
- d. Wait until after the polls close and ask the election authority about it then.

20. A reporter arrives at a polling place and asks election judges questions about who the election judges believe will win the election.

DO YOU:

- a. Answer the reporter, if you wish to comment.
- b. Refuse to talk to the reporter.
- c. *Restrict your conversation with the reporter to factual matters (such as when the polls opened; when they close, etc.) and refer the reporter to the election office.***
- d. Invite the reporter to look over the shoulders of voters as they vote.

21. One or more disgruntled people insist on being disruptive.

DO YOU:

- a. Let them act out – they’ll get tired after a while and settle down.
- b. Demand that they leave. If they refuse, grab them and throw them out.

-
- c. Request that they leave.
 - d. Contact the election authority.
 - e. Call local law enforcement.
 - f. C, D and E, as appropriate.*

22. A voter identifies herself as “Mary Andrews Smith.” That name is not found in the precinct register. The voter speculates that she may be listed under her maiden name, “Mary Andrews.” That name is found.

DO YOU:

- a. Complete the “Change of Name” form and let her vote.*
- b. Tell her she must first go to the election authority office to have her change of name certified and then return to vote.
- c. Tell her she should have known better than to show up without updating her name change and direct her to leave.
- d. Tell her she cannot vote and suggest that she call the county clerk or the Board of Election Commissioners to vent her anger.



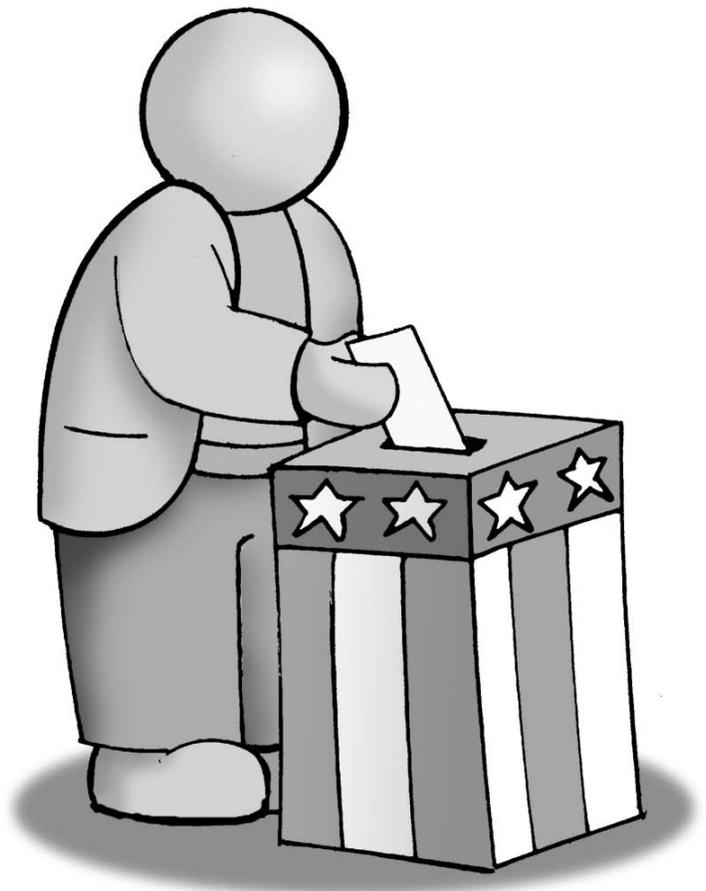
Open-ended discussion with group

Materials:

- Flip chart/felt-tip pen OR transparency and overhead projector.

Open-ended discussion with the whole group. Ask participants to identify examples of what they learned in the training and how they will use it. Use this list as a guideline to prompt questions and examples. Record their comments.

This activity can be used at the end of each module as an overall review of poll worker training topics.



Checklists

Use the checklists on the following pages both for training purposes and for poll workers on election day.

- Make enough copies for poll workers to check off during activities at your training session.
- Make several copies of each for election day and include in the materials. Poll workers can then actually check off steps/items as they do them. This will be especially helpful for older adults.

Checklist: Setting up the polling place

First things first!

- Be on time to report to the polls.
- Take and sign the “Oath of Judges.”
- Unpack and check the supply box.
- Check the Certificate of Ballots.
- Check the equipment checklist.
- Fill out the payroll time sheet.

Ballot count procedures

A designee from the county clerk’s office will be responsible for the transport packet contents arriving at the polls on time for use on Election Day. A supervisory judge may do so if directed by the election authority.

- Make sure that the ballot box has been opened and checked by the bipartisan judges or supervisory judges as directed by the election authority.
- Lock the ballot box and place it at the end of the official table.
- Enter the total number of ballots included on the Certificate of Ballots form provided, including the number of provisional ballot envelopes (for statewide and federal elections).
- Follow the election authority’s instructions on designating qualified write-in candidates as “Vacancy” or “Declared.”
- Make sure you have every ballot style or color designated for your precinct.
- If you use paper ballots, follow your local precounting procedures.

Materials checklist

Required materials for the official table

- Roster of voters
- List of qualified write-in candidates (if any)
- Voter registration applications
- Official ballot cards
- Sample ballot

Suggested forms

- Affidavits for name and address change
- Oath of challenger or watcher
- Contact information for election authority office
- Spoiled ballot envelope
- Write-in ballot envelope
- Provisional ballot envelopes
- Secrecy sleeves (if used)
- Voted ballot storage container and seals
- Instructions for election judges
- Judges oath and payroll forms
- Any other items provided to you by your local authority

Suggested supplies

- Notepaper
- Pens/pencils
- Paper clips
- Rubber bands
- Paper wrappers (if punch card ballots are used)
- Felt-tip marker
- Masking tape
- Extension cord(s)

Suggested special supply items

- Magnifying glass
 - Ruler or “signature box”
 - Large-print materials
 - Graphic directional signs
-
- United States flag

Checklist: Signs inside and outside of the polling place

Set up sign display OUTSIDE. Examples include:

- “Polling Place”
- “Vote Here”
- “No Electioneering Beyond This Point” (optional)
- “Instruction to Voters”

Set up sign display INSIDE. Examples include:

- “Instruction to Voters:
- “Voter’s Bill of Rights”
- “Sample Ballot” (should factually match the actual ballot)

Checklist: Procedure for voter check-in at official table

- Greet voter using good service techniques.
- Ask for voter identification (see section on Voter Identification).
- Ask the voter to state name and address.
- Check the precinct register.
- Find the voter's name in the precinct register.
If the voter's name is NOT in the precinct register, call the election authority.
- Instruct the voter to verify and initial his or her address.
- Instruct the voter to sign on the appropriate line his or her name as it appears in the register.
- NO voter is to receive a ballot until he or she has signed the precinct register.
- When the two judges from major parties are satisfied with the voter's identity, they shall both initial beside the voter's name in the proper space on the precinct register.
- Two judges from major parties hand out the ballots and initial the ballot before handing it to the voter.
Be aware that there can be more than one style or color ballot when handing the ballot to the voter!
- An election judge must sequentially number (in the space provided on the precinct register) showing the order in which the voter registered. The judge may affix a number to the voter's signature.
- When the voter is given the ballot (in a secrecy sleeve, if provided) he or she should be instructed to proceed to the booth to vote.
- Let the voter know that you can help answer questions about procedure before and after voting.

Checklist: Voter identification

The Missouri law requires voters to show a proper form of identification (ID) to vote. The acceptable forms of ID are:

- Identification issued by the state of Missouri, an agency of the state, or a local election authority of the state (ex. Missouri drivers' license and non-drivers' license);
- Identification issued by the United States government or agency thereof (ex. Passport or military ID);
- Identification issued by an institution of higher education, including a university, college, vocational and technical school, located within the state of Missouri;
- A copy of a current utility bill, bank statement, government check, paycheck or other government document that contains the name and address of the voter (ex. voter notification card);
- Drivers' license or state identification card issued by another state.

Checklist: Voter identification and need for affidavit

When the voter does not have any form of identification AND the voter is on the precinct register AND if the two supervisory election judges (one from each major party) know the voter, then the two supervisors (one from each major party) may complete and sign the voter identification affidavit and allow the person to vote.

Procedure, Step 1:

- Two supervisory election judges complete the voter identification affidavit and both election judges and the voter sign it.
- Verify that the address is correct in the precinct register.
- Have the voter sign the poll book before receiving a ballot.
- Place the completed voter identification affidavit in the transfer sealed container.

Procedure, Step 2:

- When the judges have satisfactorily established the voter's identity, they shall both place their initials next to the voter's name in the proper space on the poll book.
- A judge shall sequentially number the space in front of the voter's name showing the order in which he or she voted.

Checklist: Voter procedure and spoiled ballots

The voter's procedure

- The voter receives the ballot and proceeds directly to the booth.
- The voter marks the ballot (see instructions for assistance, if required).
- The voter places the ballot (and the secrecy sleeve, if applicable) in the ballot box.

Spoiled ballots procedure

If a voter mistakenly marks or otherwise makes his or her ballot unusable, the voter may request a replacement ballot.

- Retrieve the spoiled ballot and provide the voter with a clean ballot initialed by judges from two major parties.
- Do not assign a new number to the ballot being issued.
- Mark the retrieved ballot "Spoiled."
- Place it in the envelope for spoiled ballots.

Checklist: Counting and returning the ballots

Optical scan ballots

- Unlock the ballot box.
- Remove the voted ballots.
- If write-in applies:*
- Check each ballot.
- Place write-in and non-write-in ballots in separate stacks.
- Write “office/district” on envelope provided, AND
- Place write-ins in envelope.
- Count unvoted ballots and enter number on Certificate of Ballots form.
- Count total number of voted ballots.
- Compare count with total number of people who signed the poll book.
- Add all ballots (spoiled, voted and unvoted).
This number should equal the number of ballots reported on the Certificate of Ballots form before the poll opened.

Punch card ballots

- Unlock the ballot box.
- Remove the voted ballots. Leave in the secrecy sleeves.
- Check secrecy sleeves.
- Make separate stacks for write-in ballots and non-write-in ballots.
- If a declared write-in name appears on the secrecy sleeve or ballot, determine if the write-in vote has caused an over-vote.
- If an over-vote occurred, place the sleeve and/or ballot in the “over-voted” envelope.
- If NO over-vote had occurred, record the write-in name on the tally sheet and place a mark for each vote cast.
- Write “office/district” on envelope provided and place write-in ballots in envelope.
- Count unvoted ballots, use forms.
- Count spoiled ballots, enter on form.
- Verify that the total of voted, spoiled and unvoted ballots equals the number of ballots at the beginning.

Checklist: Completing the provisional ballot envelope

Election judges will need to complete the bottom half of the manual/optical scan envelope or the back of the punch card envelope.

Make sure to do the following:

- Indicate the reason(s) why the voter was given a provisional ballot.
- Print the voter's name.
- Ask for the voter's phone number and print it on the line provided.
- Complete date, polling place.
- Get two signatures: Democratic and Republican Party election judges.

Checklist: Curbside voting

If a person with a physical disability is unable to enter the polling place, he or she is to be assisted, according to the following procedures.

In jurisdictions with paper ballots or electronic voting systems

- Two election judges, one from each major political party, take a ballot, equipment and materials necessary for voting to the voter.
- The voter marks the ballot.
- The election judges place the ballot in an envelope, seal it and place it in the ballot box.

In jurisdictions using punch card systems

- Two election judges, one of each major political party, take an absentee ballot to the voter.
- The voter marks the ballot.
- The election judges place the ballot in an envelope, seal it and place it in the ballot box.

Appendix II

Reference Material

- Training the adult learner140
- Glossary.....144
- Disability resources147
- Credits151
- Additional support materials155
 - “What To Do If...?” cards
 - Election Bingo card
 - Editing PowerPoint presentations
 - Bookmark template
 - Template for additional pages
 - PowerPoint overhead transparency masters

Training the adult learner

People learn in different ways

People remember what they experience in the following ways (in order of increasing effectiveness):

- What is heard
- What is seen
- What is heard and seen
- What is done
- What is heard, seen, and done

Present information in small packages

Use the rule of 3's and 7's

- Package information in 3's and 7's
- Change activities every 7 minutes
- Use a variety of learning methods
- Review and reinforce at 7-minute intervals

Characteristics of older adult learners

Basic needs: Meet these needs first

- Fewer distractions: noise or clutter
- Positive reinforcement for learning
- Feeling of appreciation
- Environment of informality and lightheartedness
- Benefit from receiving the training

Orientation: Presentations for adult learners should offer

- Frequent breaks
- Variety with anecdotes, stories
- Paced presentation of changing stimuli
- Clear, focused and limited number of ideas

Cognitive abilities: Older adults learn best when

- Learning provides them with skills or resources for independence
- Tasks have meaning for them
- Content is focused on relevant issues in life
- Classes allow more time to learn

Concept and concept formation: Adult learners

- Need a range of experience
- Profit most from clear expression

Developmental limitations: Older adult learners may be hampered by

- Ill health or frustrating conditions
- Vision loss or low vision: need lighting, enhanced contrast
- Hearing loss: slower speech
- Slower reaction time

Creativity: Adult learners are more likely to

- Profit from skills that allow them to create in an area of their choice
- Be productive when allowed to come back to a project or issues repeatedly

Intelligence: Presentations for adult learners should be organized to

- Make use of learners' accumulated skills rather than require them to deal with unfamiliar or changing information
- Encourage the sharing of ideas and working in small groups, which enhances thinking
- Increase learners' self-responsibility for learning and reduce their dependence on an instructor

Forgetfulness: In general, older adult learners

- Profit by review of information that may have been learned long ago
- Demonstrate knowledge of well-organized information best
- Perform better at tasks requiring short-term memory
- Need a review and additional time to retrieve information when given tasks that require long-term memory
- Need encouragement in a learning situation
- Best demonstrate knowledge of materials that are important to them
- Comprehend the content best when topic is presented using various media and a variety of teaching strategies

Testing ability: Adult learners often

- Demonstrate memory best when given recognition type test
- Do not do well on timed or speed tests
- Perform best on memory tests where tasks and procedures are familiar to them

Slowing of behavior

- Adult learners respond best in an environment where adequate time is provided for input, decision making, and output.

Physical needs: Adult learners may be susceptible to

- Chronic conditions: heart, arthritis
- Stress: impaired performance
- Limited mobility, lifting ability
- Temperature sensitivity: get feedback on classroom conditions

Beliefs, lifestyle, and values affect behavior: Adult learners may have difficulty

- Sharing in discussion intelligently
- Maintaining an open mind during discussion
- By becoming emotional about certain subjects
- Cooperating with others
- Recognizing others' rights and thoughts
- Cultivating good will and service

To lessen the chance of failure, presentations for adult learners should

- Start with the easiest task that is common for all
- Help to completion
- Provide encouragement generously
- Recognize progress

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Glossary

Absentee ballot

a ballot cast before Election Day by a voter unable to be present at the polling place. RSMo 115.275

Affidavit, provisional ballot

See “provisional ballot affidavit.”

Challenge

the identity or qualifications of any person offering to vote may be challenged by any election authority personnel, any registered voter, or any duly authorized challenger at the polls. The person whose right to vote is challenged shall not receive a ballot until his or her identity and qualifications have been established. RSMo 115.429

Change of name

in the event of a lawful name change, including because of marriage, the voter shall notify the election authority, who will enter the change on the voter’s registration card. After notifying the election authority of the name change, the voter may vote at one election under the previous name. RSMo 115.167

Defective ballot

any ballot card on which the number of write-in votes and votes cast on the ballot card for any office exceed the number allowed by law, and any ballot card that is bent or damaged so that it cannot be properly counted by automatic tabulating equipment. RSMo 115.447

Identification, personal

voters, before receiving a ballot, shall identify themselves by presenting one of the following: his/her voter identification card; a state of Missouri issued identification card; a U.S. government issued identification; a school identification card from a school within Missouri; a current utility bill, bank statement, government check or other government document that includes the name and address of the voter; driver’s license or state identification card issued by another state; or other identification approved by the Missouri Secretary of State. (See also “personal knowledge” and “provisional ballot.”) RSMo 115.427 (See specific procedure to determine requirements.)

Interstate former resident

a former resident Missouri registered voter who moves to another state after the deadline to register to vote in a presidential election in the new state and is otherwise qualified to vote. RSMo 115.275

Intrastate new resident

a Missouri registered voter who moves from one election authority's jurisdiction to another after the last day to register to vote in an election and is otherwise qualified to vote. (See also "new resident.") RSMo 115.275

Name, change of

See "change of name."

New resident

a person who moves into Missouri after the last date to register to vote in any presidential election. (See also "intrastate new resident.") RSMo 115.275

Personal knowledge

personal knowledge of the voter by two supervising election judges, one from each party), is acceptable voter identification upon completion of the approved affidavit when signed by both judges and the voter. RSMo 115.427

Precinct register

a computer printout, arranged alphabetically or by street address of all voters registered or a set of registration cards for each precinct. RSMo 115.163

Poll book

See "precinct register." RSMo 115.163

Polls

places where official ballots are cast.

Precinct

official polling places.

Provisional ballot

a ballot containing statewide candidates and issues and federal candidates; it is used when a voter claims to be properly registered in the jurisdiction of the election authority and eligible to vote in an election, but their eligibility cannot be immediately determined by examining the precinct records or upon examination of the records of the election authority. RSMo 115.430

Provisional ballot affidavit

the form used to qualify a voter to vote using a "provisional ballot." It must be completed and signed for the voter to receive the ballot. 15 CSR 30-8.010-.020

Rejected ballot

any ballot on which no votes are counted because the ballot fails to have the initials of

the proper election judges, because the number of votes for all offices and on all questions exceeds the number authorized by law, because the voter is deemed by the election judges to be unqualified, because it is an absentee ballot not accompanied by a completed and signed affidavit, or because the ballot was voted with unlawful assistance. RSMo 115.447

Spoiled ballot

any ballot accidentally spoiled by a voter and replaced by election judges according to established polling place procedures. RSMo 115.447

Temporary judge

a judge appointed to fulfill the duties of another judge who fails to act or appear by the time for opening the polls. He or she must be of the same political party as the person failing to act or appear. He or she may be removed by the election authority and replaced by a qualified election judge. RSMo 115.095

Voter identification card

an identification card issued by the election authority showing the voter's name, address, precinct, and a signature line. The card may contain other voting information at the discretion of the election authority. Voters are instructed to sign the card for use as identification at the polls. RSMo 115.163

Watcher

person designated by the chairman of the county committee of each political party named on the ballot, who observes the counting of votes and presents any complaint of irregularity or law violation to the election judges or the election authority, if not satisfied with the decision of the election judges. Must have the same qualifications as election judges. RSMo 115.107

Disability resources

Regional Advisory Council Information

The eleven Regional Advisory Councils are non-profit, grassroots organizations whose goal is to enhance the lives of people with developmental disabilities by:

- promoting leadership development;
- helping to bring self-advocates, families and agencies together in cooperative networks;
- providing public education on People First Language, legislation, voter rights, and other disability related issues; and
- acting as a systems advocate for their respective regions.

Per Missouri state statute, they also perform an advisory role to the Department of Mental Health's Division of Mental Retardation and Developmental Disabilities.

They are available to assist you in your training.

Marilyn Poff, director
Region I Council on DD
809 N. 13th, P.O. Box D
Albany, MO 64402
660-726-1510 or 1509
800-560-8774
FAX: 660-726-5612
E-mail: reg1ondd@ccp.com
Web site: www.ccp.com/~reg1ondd

Nan Davis, director
Missouri Region II Planning & Coordinating Council for DD
1702 East LaHarpe
Kirksville, MO 63501
660-626-1268
800-621-6082
FAX: 660-785-2520
E-mail: region@kvmo.net

Pollyann Nicholson, director
Region III DDA Council of Mo.
805 Clinic Road, P.O. Box 1108
Hannibal, MO 63401
573-406-6607 or 6608
FAX: 573-248-2408
E-mail: region3council@missvalley.com
Web site: www.missvalley.com/region3council

Lisa Chomor, director
Metropolitan Council on DD
P.O. Box 412557
Kansas City, MO 64141
816-889-3422 or 3448
FAX: 816-889-3328
E-mail: mcdd1@kcnet.com
Web site: www.mcddregion4.org

Stephanie Miller, director
Region V Council on DD
3600 East Newman Road, P.O. Box 1606
Joplin, MO 64802
417-629-3556
FAX: 417-629-3026
E-mail: r5codd@ipa.net

Chris Wilson, director
Disability Connections
1515 East Pythian, P.O. Box 5030
Springfield, MO 65801-5030
417-895-7410
FAX: 417-895-7412
E-mail: info@disabilityconnections.org
Web site: www.disabilityconnections.org

Dianne Orr, director
Region VII Council on DD
105 Fairgrounds Road, P.O. Box 1098
Rolla, MO 65401
573-368-2200
800-829-7604
FAX: 573-368-2206
E-mail: mqordd@mail.dmh.state.mo.us

Jane Coleman, director
Poplar Bluff Regional Council on DD
2351 Kanell Boulevard, P.O. Box 460
Poplar Bluff, MO 63902
573-785-3856
FAX: 573-840-9311
E-mail: jcoleman@ims-1.com

Lee Trankler, director
Sikeston Regional Council on DD
P.O. Box 596, 112 Plaza Drive
Sikeston, MO 63801
573-472-1711
FAX: 573-472-5308
E-mail: mstranl@mail.dmh.state.mo.us

Susan Remelius, director
Region X Council on DD
CMRC, 1500 Vandiver, #100
Columbia, MO 65202-3932
573-814-2824
FAX: 573-814-2853
E-mail: Region10Council@aol.com

VACANT
Gateway Regional Advisory Council on DD
St. Louis Reg. Ctr. S, 3101 Chouteau
St. Louis, MO 63103-2907
314-301-4920
FAX: 314-301-4935
E-mail: stlgrac@mindspring.com
Web site: www.gatewayrac.org

The Governor's Council on Disability:

- focuses on creating a climate in which all Missourians with and without disabilities have equal access to employment opportunities;
- promotes full participation of the nearly one million Missourians with disabilities in all aspects of community life by educating employers and employees of their rights and responsibilities under the Americans with Disabilities Act;
- conducts educational seminars, on-site training and an annual conference;
- publishes a newsletter, a resource directory and informational brochures on topics relating to people with disabilities; and
- provides information about compliance with the Americans with Disabilities Act and assistive technology to maximize the productivity of people with disabilities.

The council also offers assistance to other state agencies for compliance with all laws regarding persons with disabilities. It maintains communication with disability advocates and service providers to disseminate information and receive feedback on problems affecting people with disabilities in order to recommend policy improvements. The council aims to promote positive images and protect persons with disabilities through equal access to services and employment opportunities.

Contact: Robert Honan, Director
3315 West Truman Blvd., Suite 132
P.O. Box 1668
Jefferson City, MO 65102

Phone: 1-800-877-8248
Fax: (573) 526-4109
www.dolir.mo.gov/gcd/
E-mail: gcd@dolir.mo.gov

Credits

Credits for Poll Worker Training Project Curricula

Secretary of State's Office

Matt Blunt, Secretary of State

Secretary of State Elections Division

Betsy Byers, Co-Director of Elections

Gayla Vandelight, Co-Director of Elections

Advisory committee

Sharon Turner-Buie, Kansas City Board of Elections

Dolores Hampton, Missouri Planning Council for Developmental Disabilities

Robert Honan, Governor's Council on Disability

Bob Kirkpatrick, Pike County Clerk

Peggy McGaugh, Carroll County Clerk

Wendy Noren, Boone County Clerk

Gary Youngblood, Barry County Clerk

David Welch, St. Louis County Board of Elections

University of Missouri Extension faculty

Diane Kuschel, Poll Worker Training Coordinator

Mary Simon-Leuci, Community Development Program Leader

Training curricula

Ginny Barnes – UMSL

Training activities

Ginny Barnes – UMSL

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Dennis Minzes
Julianne Stone
Jim Preston
Jack Timmons

Additional Support Materials

The following pages are masters for the “What To Do If...?” game and for Election Bingo. You may photocopy these pages and cut into cards.

Next are instructions on how to edit PowerPoint presentations.

PowerPoint overhead masters are included for your use. You may use these masters to produce your own overhead transparencies.

At the end of this appendix is a Word template to use if you need to add your own local information to this training manual. A Word template file can be found on the CD-ROM that accompanies this manual.



1. A woman enters a polling place to vote. The woman produces no form of voter identification, but her name is found on the precinct register. She is not known to any of the election judges. DO YOU:

- a. Let her vote. That's what she came for.
 - b. Tell her if she comes back with proper identification, she can vote.
 - c. Tell her that she should have known better than to show up without identification and direct her to leave.
 - d. Tell her she cannot vote and suggest that she call the county clerk or the Board of Election Commissioners to vent her anger.
-

2. A woman enters a polling place to vote. The woman produces no form of voter identification, but her name is found on the precinct register and a supervisory election judge from each of the major political parties knows her. DO YOU:

- a. Let her vote – with an affidavit.
 - b. Tell her if she comes back with proper identification, she can vote.
 - c. Tell her that she should have known better than to show up without identification and direct her to leave.
 - d. Tell her she cannot vote and suggest that she call the county clerk or the Board of Election Commissioners to vent her anger.
-

3. A man who wishes to vote has moved to a new address within the same precinct. DO YOU:

- a. Complete the “Change of Address” form and let the voter vote.
- b. Tell the voter he must first go to the election authority office to have the change of address certified and then return to vote.
- c. Tell the voter he should have known better than to show up without updating his voting address and direct him to leave.
- d. Tell the voter he cannot vote and suggest that he call the county clerk or the Board of Election Commissioners to vent his anger.

4. Having moved to a different precinct in the same county, a voter arrives at his former polling place to vote. DO YOU:

- a. Tell the voter he must vote at the polling place designated for his new address where he will complete a “Change of Address” form and vote there.
- b. Complete the “Change of Address” form and send the voter to the polling place for their new address.
- c. Contact the election authority to have the voter call the polling place corresponding to the voter’s new address and inform election judges there that the voter will be arriving at that polling place to vote.
- d. Direct the voter to the election authority office to complete the “Change of Address” form and vote.

.....

5. A man with proper identification enters a polling place to vote. His name is not found on the precinct register. You learn the voter has recently moved to the precinct from another county. DO YOU:

- a. Complete the “Registration Affidavit” form and follow the instructions given by the election authority.
- b. Send him to the election authority for instructions.
- c. Tell him that he should have known better than to show up without registering to vote in his new county.
- d. Tell him he cannot vote and suggest that he call the county clerk or the Board of Election Commissioners to vent his anger.

.....

6. A man with a cane and dark glasses enters the polling place. DO YOU:

- a. Grab the man’s arm or shoulder to help guide him to the voter identification table.
- b. Remain silent and patiently wait until the voter finally gets to where he needs to be, regardless of how many times he must change direction to get there.
- c. Offer your arm or shoulder so that the voter receives the level of assistance he desires and maintains some degree of independence. Alternatively, give very specific instructions to assist him.
- d. Make the voter wait until there are no other voters at the polling place so they will not bump into anyone.

7. A voter with a cane and dark glasses enters the polling place. DO YOU ALSO:

- a. Assist the voter in filling out forms, if requested.
 - b. Remove any unnecessary clutter in both the polling area and the parking area.
 - c. Talk directly to the voter rather than to any companion the voter might have.
 - d. All of the above.
-

8. A voter in a wheelchair enters the polling place. The voter's speech is slurred. DO YOU:

- a. Remain patient and allow for extra time.
 - b. Ask the voter to repeat himself or herself if you cannot understand.
 - c. If the voter has a companion, ask for clarification.
 - d. Ensure physical access all the way from the parking area to the voting booth, to the extent possible.
 - e. All of the above.
-

9. The power goes off at the polling place. DO YOU:

- a. Suspend operations until the power is restored.
- b. Operate as best you can with emergency lighting and flashlights, if necessary.
- c. Check to see if the power outage is restricted to the building or is more widespread. If the power is restricted to the building, contact a building representative to quicken power restoration.
- d. Contact election authority.
- e. B, C, and D above

10. A tornado warning sounds for your area.

DO YOU:

- a. Contact election authority.
- b. Identify appropriate places of safety.
- c. Both of the above.

.....

11. A voter who cannot read and cannot sign his name enters the polling place.

DO YOU:

- a. Treat the voter like any other voter except that one judge prints the voter's name and address in the space provided for signature and the voter makes his mark, which is witnessed by an election judge.
- b. Instruct the voter to bring someone else with him for assistance.
- c. Say loudly, "So you can't read?"
- d. Tell the voter he cannot vote and suggest that he call the county clerk or the Board of Election Commissioners to vent his anger.

.....

12. A voter insists that she must have been given the "wrong ballot" because she wanted to vote against a particular candidate and that candidate does not appear on the ballot. DO YOU:

- a. Simply say, "I'm sorry, I am not allowed to talk about it."
- b. Explain to the voter that she does not live in the district or other political subdivision that the candidate is running to represent.
- c. Provide the voter a ballot that does list the candidate she wishes to vote against just to "shut them up."
- d. Tell the voter she cannot vote against that candidate and suggest that she call the county clerk or the Board of Election Commissioners to vent her anger.

13. A voter enters a polling place with appropriate identification, but when the precinct register is checked, someone else has signed her name and has voted in her place. DO YOU:

- a. Let the voter vote anyway. After all, she has proper identification and her name is on the precinct register.
 - b. Attempt to determine whether previous voter had a similar or identical name and simply signed in the wrong place. If so, let the voter vote. If not, contact the election authority.
 - c. Tell the voter she cannot vote and suggest that she call the county clerk or the Board of Election Commissioners to vent her anger.
-

14. A woman arrives before closing to vote but hasn't yet voted when closing time comes.

DO YOU:

- a. Let the voter vote –she was at the polling place before closing time.
 - b. Tell the voter she has thirty seconds left in which to vote.
 - c. Tell the voter that she should have known better than to show up that close to closing time and direct her to leave.
 - d. Tell the voter she cannot vote and suggest that she call the county clerk or the Board of Election Commissioners to vent her anger.
-

15. A man arrives at the polls in time but, after standing in line for twenty minutes, finds he is in the wrong polling place. The polls close in one minute and it would take at least five minutes for the voter to travel to the proper polling place.

DO YOU:

- a. Let the voter vote – with an affidavit.
- b. Direct the voter to the proper polling place even though it is highly unlikely the voter will arrive there in time to vote.
- c. Tell the voter that he should have known better than to show up that close to closing time and direct him to leave.
- d. Tell the voter he cannot vote and suggest that he call the county clerk or the Board of Election Commissioners to vent his anger.

16. Campaign workers for one of the candidates on the ballot enter the polling place and attempt to distribute campaign literature to voters as they enter the polling place.

DO YOU:

- a. Let them distribute the literature – it is their First Amendment right.
- b. Let them distribute the literature ONLY if they also distribute literature for all opposing candidates appearing on the ballot.
- c. Tell them that they cannot distribute campaign literature inside the polling place or within 25 feet of the nearest outside door.
- d. Tell them they can no longer distribute such literature now that the polls have opened.

.....

17. If a man shows up at the polls wanting to vote and his name has the word “absentee” beside it on the register, YOU SHOULD:

- a. Let him vote, but scratch out the word, “absentee”
- b. Let him vote, but mark, “Voted in person” on the voter register.
- c. Tell him he should have known better than to show up after requesting an absentee ballot and direct him to leave.
- d. Contact your election authority.

.....

18. A man who is an elected representative of one party requests a ballot to vote in the primary of another party. DO YOU:

- a. Hand him the ballot of whatever party he is elected to represent. He is not entitled to vote in another party’s primary.
- b. Tell him that he should have known better than to request a ballot of one party when they are elected as a representative of another party and direct him to leave.
- c. Tell him he cannot vote in the other party’s primary and suggest that he call the county clerk or the Board of Election Commissioners to vent his anger.
- d. Hand him the requested ballot – Voters in Missouri’s primaries may request any party’s ballot available regardless of any affiliation the voter may have with any specific party.

19. A voter requests that an election judge explain the meaning of a ballot issue.

DO YOU:

- a. Explain the issue as best you can.
 - b. Have election judges from both of the major parties explain the issue.
 - c. Tell the voter you are not permitted to explain the issue.
 - d. Provide the voter with the “plain language” summary from the Secretary of State’s office, when available, and a complete text for the voter to review.
-

20. You believe one or more other election judges at the polling place have erred or possibly even committed fraud.

DO YOU:

- a. Do nothing – you don’t want to “make waves.”
 - b. Threaten to report them to the election authority if they don’t stop the improper behavior.
 - c. Contact the election authority immediately.
 - d. Wait until after the polls close and ask the election authority about it then.
-

21. A reporter arrives at a polling place and asks election judges questions about who the election judges believe will win the election.

DO YOU:

- a. Answer the reporter, if you wish to comment.
- b. Refuse to talk to the reporter.
- c. Restrict your conversation with the reporter to factual matters (such as when the polls opened; when they close, etc.) and refer the reporter to the election office.
- d. Invite the reporter to look over the shoulders of voters as they vote.

22. One or more disgruntled people insist on being disruptive.

DO YOU:

- a. Let them act out – they’ll get tired after a while and settle down.
- b. Demand that they leave. If they refuse, grab them and throw them out.
- c. Request that they leave.
- d. Contact the election authority.
- e. Call local law enforcement.
- f. C, D and E, as appropriate.

.....

23. A voter identifies herself as “Mary Andrews Smith.” That name is not found in the precinct register. The voter speculates that she may be listed under her maiden name, “Mary Andrews.” That name is found.

DO YOU:

- a. Complete the “Change of Name” form and let her vote.
- b. Tell her she must first go to the election authority office to have her change of name certified and then return to vote.
- c. Tell her she should have known better than to show up without updating her name change and direct her to leave.
- d. Tell her she cannot vote and suggest that she call the county clerk or the Board of Election Commissioners to vent her anger.

.....

Empty rounded rectangular box for notes or additional information.



Election BINGO!

A1	A2	A3
B1	FREE ★ SPACE	B3
C1	C2	C3

Editing PowerPoint Presentations

There are several aspects of PowerPoint presentations. This handout includes some basic editing directions. For information on editing not covered in this handout, consult the Help menu in the PowerPoint software.

Opening and saving files

To open a PowerPoint file:

1. Click on the **File** menu, click **Open**.
2. Browse to the file on the CD and click once on the file name.
3. Click the **Open** button on the window.

To save a PowerPoint file:

1. Click on the **File** menu, click **Save As**.
2. Do one of the following:

A. To save file with a new name:

- Browse to the area on your computer or disk where you want to save the file.
- Type a new file name in the **file name** field.
- Select **PowerPoint 97-2003 & 95 Presentation** in the **Save as Type** drop down menu.
- Click the **Save** button.

B. To save file with same name:

- Browse to the area on your computer or disk where the file already exists.
- Select the file in the window.
- Click the **Save** button.
- The software will ask if you want to replace the existing file. Click the **Yes** button.

Inserting new slides

To insert a new blank slide:

1. On the **Insert** menu, click **New Slide**.
2. On the **Format** menu, click **Slide Layout** to open the Slide Layout task pane.
3. In the **Slide Layout** task pane, click the layout you want.
 - The layout of the Poll Worker Training slides include title slides, and title and text slides.
 - Other layouts include combinations of text and graphics or tables.
 - All layouts will include the design from the Slide Master.

To view the Slide Master:

1. On the **View** menu, click **Master** and **Slide Master**.
2. The Slide Master controls the design of the layout slides.

Note: Changing the Slide Master changes all of the slides in the presentation.

Working with text

The text in the Poll Worker Training PowerPoint files resides in placeholders. Placeholders are boxes with dotted or hatch-marked borders that are part of most slide layouts. These boxes hold title and body text or objects such as charts, tables, and pictures.

To add body or title text:

- Click inside a text placeholder and type or paste the text.

To replace body or title text:

- Click inside a text placeholder and highlight the text you wish to replace.
- Push the **delete** key on the keyboard.

-
- Type or paste the new text.

Note: If your text exceeds the size of the placeholder, Microsoft PowerPoint reduces the font size and line spacing incrementally as you type, to make the text fit.

Formatting Text

To change text color:

1. Select the text you want to change.
2. On the **Drawing** toolbar, click the arrow next to the **Font Color** icon .
3. Do one of the following:
 - To change the text color back to its default, click **Automatic**.
 - To change to a color in the color scheme, click one of the colors below **Automatic**.
 - To change to a color that isn't in the color scheme, click **More Colors**. Click the color you want on the **Standard** tab, or click the **Custom** tab to mix your own color, and then click **OK**.

To change text size:

1. Select the text you want to change.
2. On the **Formatting** toolbar, do one of the following:
 - To make text larger or smaller, click **Increase Font Size**  or **Decrease Font Size** .
 - To set a font size by number, in the **Font Size** box , click the size you want.

Adding/changing slide transitions

Transitions specify how the display changes (such as fading to black) as a user moves from one slide to another.

Repeat the following process for each slide you want to give a different transition.

1. Display the slide to which you want to add a

transition.

2. On the **Slide Show** menu, click **Slide Transition**.
3. In the list, click the transition effect you want.

Adding/changing custom animation

You can add a special visual or sound effect to text or an object. For example, you can have your text bullet points fly in from the left, one word at a time, or hear the sound of applause when a picture is uncovered.

1. In normal view, display the slide that has the text or objects you want to animate.
2. Select the object you want to animate.
3. On the **Slide Show** menu, click **Custom Animation**.

4. In the **Custom Animation**, click , and do one or more of the following:

- If you want to make the text or object enter the slide show presentation with an effect, point to  **Entrance** and then click an effect.
- If you want to add an effect to text or an object that is on the slide, point to  **Emphasis** and then click an effect.
- If you want to add an effect to text or an object that makes it leave the slide at some point, point to  **Exit** and then click an effect.
- If you want to add an effect that makes an object move in a specified pattern, point to  **Motion Paths** and then click an effect.

Note: The effects appear in the Custom Animation List top to bottom, in the order you apply them. The animated items are noted on the slide by a non-printing numbered tag that correlates to the effects in the list. This tag does not show up in the slide show view.

Viewing/running slide show in presentation mode

1. On the **Slide Show** menu, click **View Show**.
2. Click the mouse or push the right arrow key on your keyboard each time you want to advance to the next slide.
3. Push the left arrow key on your keyboard each time you want to go to a previous slide.
4. To exit the Slide Show, push the **Esc** key on your keyboard.

Bookmark template

The following page is a template for a bookmark with information about the Missouri Poll Worker Training project's Web site. You may photocopy the template page and cut apart for bookmarks to hand out to poll workers.

You may want to refer judges, who are not able to attend your training, to this Web site for a review of the Poll Worker guide and interactive quiz. They can print out a certificate after completing each module's quiz. This material is also available to you in CD form to check out to your poll workers, along with videos, when they miss training.

Missouri Poll Worker Training

Web site

<http://communitydevelopment.missouri.edu/pollworkertraining/>

- View the informative **Guide for Poll Workers**.
- Take a fun **online quiz** to review the materials.
- You can even print out a **personalized certificate of completion!**



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