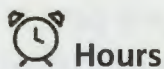


Section Two

Poll Worker Information

Preparing for the Election



Hours

Prior to Election Day, arrive 30 minutes prior to opening. Your Inspector should provide the opening time at your location. Your recruiter will also have this information.

On Election Day, arrive at the voting location by 5:30am. The voting location is open from 6:00am-7:00pm. Any voter in line at 7:00pm is eligible to vote. Do not begin to close the polls until the last voter leaves. Use the closing procedures to ensure valid security. Please plan to stay and work until all tasks are completed.



Dress Code

As representatives of Maricopa County Elections, it is important to dress neatly. Clothing should be clean and appropriate for your position as the face of elections in our county. Clothing or accessories may not contain political messages or images. Jeans without holes and in good condition are satisfactory. Bring a warm layer (like a jacket) you can wear during cooler times of the day. Shoes are required and comfortable shoes are a must!



Staying at the Voting Location

You may not leave the voting location from the time of your arrival to the time your work is finished for the day. Bring everything you will need for the day with you in the morning.



Food and Drink

You will be at the voting location for a long time and will not be able to leave the center for meals. The facility is not required to supply a refrigerator, coffeemaker, or other appliances. Pack snacks and foods that do not require refrigeration or reheating. Ordering food may be acceptable. Check with your Inspector first.



Appliances

Before bringing any electrical appliance, such as a coffeemaker or crockpot, consult with your Inspector. Inspectors can consult with the Troubleshooter or facility contact.

Voting Location Guidelines



Smoking or E-Cigarettes

Smoking and e-cigarettes are not permitted in the voting location. If you are on a school campus, state law mandates the entire campus, including parking lots, are No Smoking Zones.



Firearms in the Voting Location

Even if voters are properly licensed to carry weapons, they are prohibited from bringing weapons into a voting location or inside the 75-foot limit according to A.R.S. §13-3102(A)(11). This does not apply to peace officers or members of the military in the performance of official duties.



Cameras in the Voting Location

In accordance with state statute, no cameras- still, video, or otherwise- are allowed in the voting location while the polls are open. This includes reporters and other media, who must stay outside the 75-foot boundary. A.R.S. § 16-515(G)-(H); A.R.S. § 16-1018(4).



Cell Phones

Cell phones are permitted for limited use by voters and poll workers, but cell phone cameras may not be used in the voting location or anywhere within the 75-foot limit. When voters are present, your phone should be out of sight unless you are speaking to the Elections Department.



Voting Booths

Voters have a right to a private space to complete their ballot. Verify booths are set up in a way that makes this possible. Periodically check each voting booth to ensure no political material or trash has been left behind. This includes any pens or pencils that are not election specific ballot marking pens.

Electioneering



Electioneering occurs when an individual verbally campaigns within the 75-foot limit. This includes handing out campaign literature, talking to voters or poll workers about candidates or issues, or otherwise attempting to influence the election. If the voting location has an "emergency" designation, electioneering is prohibited anywhere onsite, even outside the 75-foot limit. A.R.S. § 16-411(H); A.R.S. § 16-515; A.R.S. § 16-1018. These locations are referred to as non-electioneering sites on the Inspector's roster.

Voters are permitted to wear clothing with a political message inside the 75-foot limit, but poll workers, observers, and election officials may not. Voters must "promptly" move outside the 75-foot limit after casting a ballot. A.R.S. § 16-515(G)-(H); A.R.S. § 16-1018(4).

Voting Location Team

Inspector: The Inspector is the location team leader and is responsible for ensuring all policies and procedures are followed and every voter is able to cast their ballot in private. This position delegates tasks to other poll workers, assists in clocking poll workers in and out, administers the Oath of Office, and assists voters. Assistance includes, but is not limited to, checking ID and assisting voters in using the Accessible Voting Device. The Inspector is responsible to ensure all closing activities are performed correctly including completing closing paperwork and delivery of required items to the receiving site. Should be able to perform any role.

Judge: The Judge is the back up for the Inspector. They aid in the same responsibilities as the Inspector such as verifying voter ID's and assisting voters. Judges also monitor the envelope drop box. Should be able to perform any role.

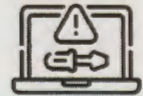
Voter Registration Clerk: The role of the Voter Registration Clerk is to update voter name and address changes in real time using the SiteBook. In addition, they assist the Judge and Inspector in checking identification as needed.

Marshal: The Marshal is tasked with keeping order in the voting location. This includes, but is not limited to, maintaining proper signage, assisting with curbside voting, monitoring and reporting voter wait time, and announcing the opening and closing of the polls. On Election Day, the Marshal will monitor the tabulators when used.

Clerks: Clerks ensure that the affidavit printer is properly stocked with paper and affidavit envelopes, and that any Ballot on Demand (BOD) printers are loaded properly with ballot paper. Clerks select the correct ballot based on the printed control slip or affidavit envelope and hand it to the correct voter. For provisional voting, they ensure the provisional receipt, envelope, and ballot have matching BOD codes. For any voters receiving an affidavit envelope, the Clerks fold the ballot in the shape of a "W" and ensure the voter signs and dates the affidavit envelope. Multiple Clerks will be at the voting location and will rotate in performing other functions. They may walk the voter line throughout the day to direct voters who have difficulty standing to the front of the line and to let voters know they can go directly to the drop box to drop off their early ballots. Additionally, they may monitor and report voter wait times.

Support Team

Troubleshooter: The Troubleshooter is the Inspector's first point of contact for questions or issues. Your Troubleshooter is responsible for assisting with problems and verifying procedures are being followed. They assist in resolving observer, electioneering, and equipment issues, clearing paper jams, and serve as a liaison between the Elections Department and the voting location. The Troubleshooter must be notified if the Inspector needs to leave the site for any reason. Please attempt to contact your Troubleshooter twice before contacting the Hotline unless otherwise directed in this manual.



T-TECH: T-Techs provide in-field mobile or onsite technical support for the voting equipment. If not onsite, they will be deployed if Hotline and or Troubleshooter assistance is insufficient.

Hotline: The Hotline staff provides additional support when your Troubleshooter cannot be reached.



Ballot Couriers: Ballot Couriers, working in bipartisan teams, visit the voting location daily to collect ballots that accumulate in the envelope drop box. The Inspector and the Ballot Couriers will sign a Ballot Custody Statement for this ballot transfer. Ballot Couriers also collect other items such as those in the Clear Official and Completed Forms Envelopes.



You may see your Troubleshooter and possibly a T-TECH multiple times throughout the day if one is not onsite. Check the identification of ALL support staff every time they enter your voting location. All support staff will have a badge.

Do not let ANY unauthorized person touch the voting equipment.

When to Call the Hotline

There are many reasons a poll worker may need to call the Hotline at (602) 506-2010.

Absent Poll Worker: If a poll worker has not arrived within 15 minutes of scheduled time, the Inspector must call the Hotline.

Inspector is not able to open or close a voting facility: If the Inspector cannot gain access to the facility or the facility cannot be closed, the Inspector must call the Hotline.

Lost facility keys: If the facility has provided the Inspector with a key or facility access badge(s) and either is lost or stolen, please report immediately to the Hotline.



Poll Worker Info

The Troubleshooter cannot be reached by cell phone: The Inspector will call the Hotline if the Troubleshooter cannot be reached by cell phone after a reasonable number of attempts have been made (*two phone call attempts approximately 1 minute apart when URGENT assistance is needed*).

Power outage at the facility: If the facility loses power, please report to the Hotline immediately.

An accident or injury has occurred with a worker or voter: For serious injuries, *contact 911 before attempting to contact the Hotline.*

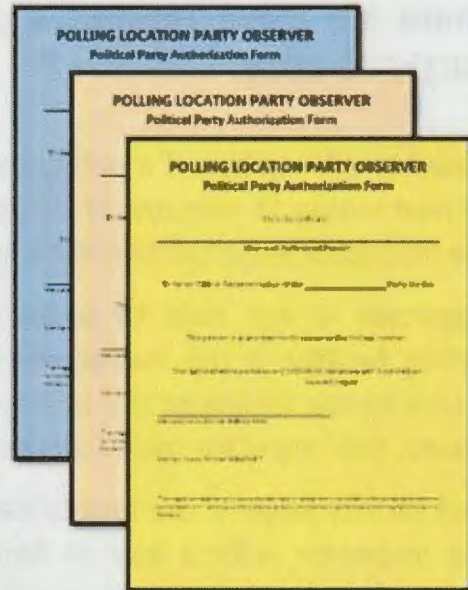
Long Lines: If voter wait time in line exceeds 30 minutes, contact the Hotline.

Poll workers may also call the Hotline concerning any emergency situation, especially those that may impact voter access, which cannot be immediately corrected by poll workers or the Troubleshooter.



Observers

Observers perform a valuable function by ensuring Maricopa County provides the best possible service to voters. An official observer, hired and trained by a political party, will have a letter with an original signature (not a copy) of their County Party Chairman. Democrat letters will be on blue colored paper, Republican on salmon colored paper, and Libertarian on yellow colored paper. Observers with these letters may enter the polling place to observe voting activities. A.R.S. § 16-515(B).



Poll Worker Info

If an observer arrives at the voting location, the Inspector should:

- Welcome the observer and thank them for their service
- Work with the observer to find a few optimal locations in the Vote Center that allow for observation without impeding the flow of operations
- Call the Hotline to log the occurrence



By statute, observers **are** permitted to:

- Direct questions to the Inspector or Troubleshooter
- Make handwritten notes
- Hear all instructions from the Inspector, Troubleshooters, and officials
- Observe assistance given to voters
- Watch for anyone influencing voters, tampering with equipment, or inequitably applying laws and procedures



By statute, observers **are not** permitted to:

- Speak to voters or poll workers other than the Inspector within the 75-foot limit
- Record or photograph activities within the voting location
- Wear clothing or accessories relating to a political party or candidate
- Enter a voting booth except to mark their own ballot
- Interfere with or disrupt the voting process

Observers, continued

If an observer is engaging in behavior that interferes with or disrupts the voting process or violates one of the rules above:

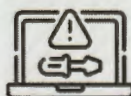
- In a respectful manner, inform the observer of the actions or behavior that is not acceptable
- Call the Hotline if the behavior persists
- Work with the Hotline on how to proceed with either removing the observer or changing their behavior



Occasionally, observers come from the U.S. Department of Justice and/or other official government agencies that can observe voting activities. These individuals will have an official badge. Allow these observers to speak with any poll worker or voter.

Only one observer per political party may be inside the 75-foot limit. Any additional observers from the same party must remain outside the 75-foot limit. A.R.S. § 16-515(B).

If you have ANY questions about whether someone can legally remain within the 75-foot limit, call your Troubleshooter immediately.



Customer Service

You are the face of the election to voters, and it is critical that you treat all voters with courtesy and respect. Due to your important role, **conduct yourself in a professional manner** that ensures fair and impartial elections for all. The way that you conduct yourself as a poll worker directly affects voters' experiences at the polls.

General Guidelines

- Give every voter a friendly greeting in a timely manner with a wave and eye contact.
- Remain calm and neutral in all circumstances.
- Listen carefully and be patient. It is helpful to listen completely to a voter and to take a moment to validate the voter's concern before addressing the issue.
- Keep noise to a minimum inside the voting location. Loud talking and other noises may make it difficult for voters to concentrate.
- Do not discuss candidates or issues regardless of whether they are on the ballot or not. Topics related to the ethnicity, culture, religion, or gender of any person are also not appropriate.
- Poll workers can discuss how to accommodate voters, and you are encouraged to ask the voter questions if you are unsure how to help.



Helping Every Voter

ALL voters deserve courteous and respectful attention in exercising their right to vote regardless of race, ethnicity, gender expression, and physical or language ability. Some voters have physical, mental and/or language barriers they may have to overcome with poll worker assistance.

Voters may bring any person of their choice to assist them in the voting process as long as that person is not his or her employer or union leader or a candidate listed on the ballot. The voter should identify the person who he or she wishes to assist them. Voters may, at their discretion, be assisted by two poll workers of different political affiliations.

When Assisting a Voter:

Ensure that all these activities are carried out by a board of two poll workers of different political affiliations.



- Speak loudly enough to be heard, but not so loudly that the voter's privacy is violated. You are not required to take the voter to another room or other area to complete the process.
- Distinctly state to the voter the names of all candidates for each office or the written description of the propositions and ask the voter how he or she wishes to vote in each instance.
- Mark the ballot indicating the voter's choices.
- Do not attempt to influence the voter's choices, including attempting to explain issues on the ballot and giving personal opinions or advice.

Disability Awareness

Guidelines

Many disabilities are not visible. Take people at their word. An accommodation request should never be followed by a challenge to a person's disability status.

- Don't assume any person needs assistance.
- Wait until your offer is accepted. Then listen for instructions.
- Don't be afraid to ask questions if you are unsure of how to assist.
- Be patient. Take as much time as is necessary. Every voter is important.
- Treat adults as adults. Address people with disabilities the same way you address anyone else.
- Provide voters with disabilities the same privacy as other voters.



Voters Who Use Wheelchairs/ Mobility Assistance

- Don't touch someone's wheelchair or mobility device without permission.
- Do not ask any person to carry things on their wheelchair.
- If a ramp has been provided at the voting location, check throughout the day to make sure it has not shifted away from the threshold.

- Ensure signage directs voters to accessible ramps and entrances.
- If a voter is not able to come into the voting location, curbside voting is available. (See **page 110.**)



Voters with Hearing Disabilities

- Do not relate hearing loss or inability to vocalize to cognitive ability.
- Speak directly to the voter (not the companion).
- Speak clearly using short and simple sentences. Do not raise your voice.
- Rephrase rather than repeat your statements. Different words are heard and understood better than others.
- Have a pad of paper and pen handy for communicating.
- Keep your hands and other objects away from your mouth and don't chew gum. Many people with hearing impairments rely on lip reading to understand others.

Disability Awareness, continued



Voters with Disabilities Which Impact Speech and Language

- Do not relate inability to vocalize to cognitive ability.
- Just because a person cannot express themselves verbally, do not assume they cannot understand you.
- Ask the voter to repeat what he or she said and repeat it back to be sure you understand correctly.
- Try to ask questions that require a short answer or nod of the head.
- Have a pad of paper and pen handy for communicating.
- Do not speak for the voter or attempt to finish the voter's sentences. Be patient and allow the voter to finish their statement.



Voters with Visual Disabilities

- Identify yourself to the voter and tell him or her where you are.
- Offer your arm rather than taking the voter's arm.
- Notify the voter if you leave them.
- If you are offering the voter a seat, ask if you may place the voter's hand on the back of the chair so they are able to locate the seat.
- Be descriptive when giving directions. Voters with visual disabilities are often oriented to the clock. Example: "the ballot box is at your 11 o'clock, 3 feet ahead of you."

Voters with Intellectual Disabilities

- Treat the person as an adult.
- Be patient, flexible, and supportive.
- Take time to understand the voter and make sure the voter understands you.
- Try to limit distractions and keep things simple. Take one task at a time.
- Offer assistance with completing forms or understanding written instructions.
- Provide extra time for decision-making.
- Ensure signage indicates where to start and how to mark the ballot.



Service Animals

- Many people with disabilities use service animals.
- Service animals should always be admitted into the voting location.
- Do not touch or pet a working service animal.
- Many service animals wear special vests or scarves, but they are NOT required.
- If a voter states an animal is a service animal or other variety of companion animal, do not question them.
- If any animal presents a threat to health or safety within the polling location, offer curbside voting.

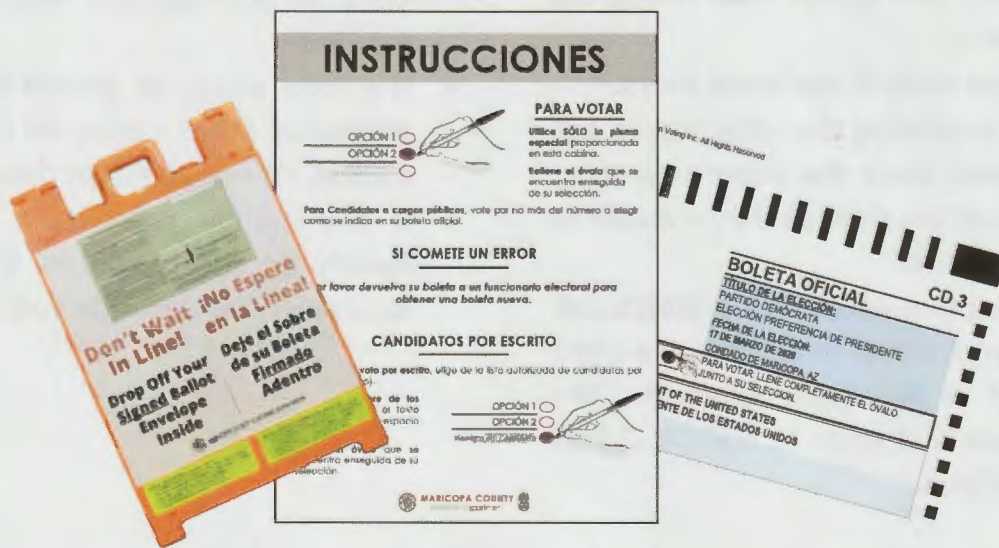
Language Assistance

Section 203 of the Voting Rights Act requires that voters who need language assistance receive it at the polls and at every stage of the electoral process. Maricopa County is legally obligated to provide language assistance and materials in Spanish.

Language assistance is provided in several ways:

- Ballots and signage are in English and Spanish.
- SiteBook check-in is available in English and Spanish.
- Voter instructions are posted in voting booths in English and Spanish.
- Tabulator screens are in English and Spanish.
- The Accessible Voting Device has English and Spanish options.
- Many poll workers are fluent in both English and Spanish to ensure a positive experience for every voter. If needed, call the Hotline for a bilingual staff member to speak directly with the voter.

NOTE: It is the responsibility of every poll worker to protect the voter's right to a ballot in the language of their choice. Maricopa County is required to provide voting materials in both English and Spanish. Failure or refusal to make all ballot styles available to voters will be grounds for dismissal and removal of your name from the list of prospective citizens to serve as a poll worker in future elections. Just as it is unacceptable to discuss candidates or issues on the ballot, poll workers must refrain from voicing opinions on language assistance.



Safety at the Polls

Injuries



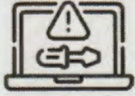
Reasonable safety precautions need to be taken in the voting location. Please ensure the following steps are taken at your site:

- Keep walkways free of debris, chairs, and extension cords.
- Call 911 for any situation requiring emergency treatment. Afterwards, notify the Hotline.



Polling Place Event/Information Report

The Inspector will call the Poll Worker Hotline to report any injury, incident, or unusual event that happens at your site. If a poll worker is injured at your site, ask your Troubleshooter for the correct injury form and information from their manual.



***For Life Threatening Emergencies, First Call 911,
then Call the Hotline.***





Poll Worker Info

Poll Worker Hotline 602-506-2010

Goldenrod Event/Information Report

Poll workers will have Polling Place Event/Information Report in their supplies at each voting location. This is the only form printed on goldenrod-colored paper and may be referred to as "goldenrod." Use the form to document any incident, injury, or event that happens at the voting location. This form is also used for auditing purposes post-Election Day.

**Polling Place Event / Information Report**

For events other than injuries to a poll worker. Your TS has a poll worker Injury report form.

PLACE THIS FORM IN THE COMPLETED FORMS ENVELOPE.

Election Date _____ Time of Event _____ Precinct Number _____

Name of Person report event / information _____

Contact Phone Number _____

If relating to a voter, Voter ID # _____

Description of Event / Information:

1/2020 POLLING PLACE EVENT REPORT