

Absentee Ballot Delivery

If...	Do this...
Someone delivers an absentee ballot to the polling place.	Ask, "Are you the voter?" Do not ask for ID. If voter is delivering their own ballot, check that envelope is complete and sealed. It needs a voter signature, witness signature, witness name, and witness address.
Someone delivers another voter's absentee to the polling place.	Ask, "Are you delivering this ballot because the voter determined they need help returning it due to their disability?" If yes, then: "Are you someone other than the voter's employer, an agent of that employer, or an officer or agent of their union?" If yes, accept ballot.

De-Escalation

If...	Do this...
Voter is frustrated.	<ul style="list-style-type: none"> ● Remain calm. Slow down your breathing. ● Reassure voter, if possible. ● Slow down. Slowly repeat what you heard. ● Check in with Chief for advice or support. ● Ask for help if you're unsure of what to do.
You are frustrated	Square breathing. Inhale for 4 seconds. Hold 4 seconds. Exhale for 4 seconds. Hold 4 seconds.
You need to de-escalate a situation.	<ul style="list-style-type: none"> ● Understand. Listen, empathize, and take perspective. ● Inform. Provide correct information. Encourage healthy inquiry. ● Connect. Invite sociability. Share. ● Consider intentions, audience, frame of mind.
If there is physical danger, call 911.	

Poll Worker Reference Guide

February 2025

City Clerk's Office (608) 266-4220

Checking in Voters

If...	Do this...
You cannot find voter in the poll book.	<ol style="list-style-type: none"> 1. Check the supplemental poll list in the back of the poll book. 2. Check Reverse Directory to see if name is misspelled on poll book. 3. Verify voter is at correct polling place. 4. Call the Clerk's Office.
Watermark under voter signature box says, "Have you moved?"	<ol style="list-style-type: none"> 1. Ask the voter if they certify address on poll book is still their home address. 2. If yes, proceed as usual. 3. If no, send to voter registration station.
Voter answers yes when asked if they returned absentee.	<ol style="list-style-type: none"> 1. Write Y in margin by voter's name. 2. Voter may not cast a ballot at the polls without committing a felony.
Voter answers no when asked if they returned absentee.	<ol style="list-style-type: none"> 1. Write N in margin by voter's name. 2. Proceed as usual.
Voter moved after January 21.	Not yet eligible to vote at new address but may vote at polling place for old address.
Voter does not have an acceptable form of Voter ID.	Offer a provisional ballot. Voter will have until 4 p.m. Friday to get a copy of an acceptable form of Voter ID to the Clerk's Office.

Accessibility

If...	Do this...
Voter needs assistance marking ballot.	The voter may choose someone to help them mark their ballot. The assistant cannot their employer or union representative.
Voter is unable to sign or make their mark on the poll book.	Voters who are unable to sign the poll book due to a disability are exempt from this rule. Write "Exempt by Order of Inspectors" in the signature box.
Voter is unable to announce name, address.	Voter may have someone else announce their name and address on their behalf. This could be a poll worker.
Voter needs an interpreter.	A card at the greeter table provides the phone number for interpretation services. The ExpressVote translates the ballot into Spanish.
Voter with visual impairment.	Greet voter by letting them know who and where you are. If voter requests help walking, allow them to take your arm. Let them know as you approach inclines or turns.
Voter with hearing impairment.	Maintain eye contact with voter. Do not yell, shout, or speak in voter's ear. Try communicating with pen and paper.
Voter with speech impairment.	Provide unhurried attention. Do not try to complete voter's sentences. Do not interrupt. Ask for clarification if needed.
Voter has a guide dog.	Do not pet or interact with the animal. The animal is working and shouldn't be interrupted.
Voter may have dementia.	Make eye contact. Reduce distractions. Speak slowly and clearly. Pause between sentences. Simplify choices. Give voter time to respond.

Equipment and Supplies

If...	Do this...
Tabulator will not accept ballots.	<ol style="list-style-type: none"> 1. Read the screen. 2. Check the tabulator's back window to see if you can see that a ballot is stuck. 3. Hold the handles on sides of tabulator and gently shimmy to get ballot to drop. 4. If it is necessary to open ballot box to pull ballot through, announce and document. 5. If unable to resolve, call Clerk's Office.
Running low on ballots.	In the morning, place a post-it 50 ballots from the bottom of your stack of ballots for each ballot style. Immediately call Clerk's Office when you reach that post-it.

Closing the Polls

If...	Do this...
Voters still in line when the polls close.	Chief announces closing of the polls. The End-of-Line Officer stands behind the last voter at 8 p.m. to ensure they can vote.
Polling place still has absentees to process at 8 p.m.	Notify the Clerk's Office so they can send you extra help. Keep processing absentees until all ballots are counted. Triple-check that all ballots are counted before you run the results.
More voter slips issued than ballots counted.	Make sure there are no absentees that still need to be processed or remade. Make sure there are no ballots in emergency bin.
More ballots counted than voter slips issued.	Make sure registrations and absentees were all assigned voter numbers. Count number of people recorded in poll book as having voted and add to number of registrations.