



Town of Hanover

ELECTION WORKER TRAINING MANUAL

**Catherine Harder-Bernier
Town Clerk/Registrar**

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TOWN OF HANOVER
550 HANOVER STREET
HANOVER, MASSACHUSETTS 02339

Town Clerk

Dear Election Worker:

Thank you for serving our community as a poll worker on Election Day. I appreciate the commitment you have made to faithfully conduct the election process relied upon by residents of Hanover, Massachusetts, and all across America, to choose our government's leaders and to make decisions for our community.

This manual is intended to help you and other poll workers achieve an efficient and successful Election Day for you and the voters you serve so that you will be a knowledgeable and responsive poll worker.

I value your time and commitment to our election process and thank you for your service. You are the key to a successful election process, and I am grateful for your willingness to be a part of our country's democracy.

Sincerely,

Cathy Harder-Bernier

**Cathy Harder-Bernier
Town Clerk/Registrar
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Poll Worker Procedures

BEFORE THE POLLS OPEN

Check to be sure of the following:

- Before Election Day, comply with the mandatory education and training requirements related to the Ethics Reform Law. If you are a new employee, you will also receive and need to fill out a packet of information that will ensure that you can be paid.
- Be sworn in and sign an oath of office card if you have not already;
- All precinct election signs should be posted on walls;
- Warden to examine all 3 compartments of ballot box, ensure that they are empty, keep side compartment door open (left side of ballot box) and give the key to police;
- Print "zero" tape - Warden, Deputy Warden and Clerk sign and place on wall;
- Open packed ballots and make sure they are the correct precinct and count in groups of fifty;
- Hang "How to Vote" instruction sheet in each voting booth;
- Line up voters for the opening of the polls; and
- Check machine # and ballot box # - they must match the precinct #.

POSTINGS ON WALL

Please post the following on the wall near the precinct entrance:

- 3 Specimen Ballots (one no higher than 48 inches)
- 3 Instructions to voter cards
- 3 Penalties upon voter cards
- Provisional voter sheets
- Voter Bill of Rights
- Absentee voter list
- Zero Tape (beginning of day)/Results(end of election)

CHECK IN

The poll worker should ask the voter his or her street address, house number then his or her name. The poll worker should repeat the name to the voter and check the box next to the name and address of voter.

Double check for titles such as Jr., Sr., and III, and also be careful of voters who have the same first and last names, but different middle initials. Offer a secrecy sleeve either at check in or check out.

If the word ID appears and the line containing the voter's name and address appear in bold, the voter must present an ID with the same address at which they are registered to vote, which includes:

- a. Driver's License;
- b. Government ID;
- c. Current utility bill;
- d. Current bank statement;
- e. Current Government check;
- f. Current pay check;
- g. Current rent receipt;
- h. Current Mortgage Statement; and/or
- i. Voter Acknowledgement Letter.

If the voter provides one of the forms of identification listed above, and the addresses match, check them off and they may proceed to vote.

If the voter does not have an ID, or if the address listed on the ID does not match the polling list, send the voter to the Warden.

If you cannot locate the voter's name and address on the polling list, send them to the Warden for assistance.

NEVER TURN A VOTER AWAY!

INACTIVE VOTERS

In most cases, an inactive voter is someone who did not answer the Town Census. Inactive voters may be found on the polling lists printed on yellow paper.

Inactive voters ARE allowed to vote, but they must do the following:

- a. Provide ID matching the address listed on the polling list;
- b. Complete an Affirmation form.

Once the steps listed above are followed, the voter should be given a ballot and they may proceed to vote. If they cannot provide an ID, the Warden must challenge the voter, but the ballot still goes into the voting machine.

CHALLENGING AN INACTIVE VOTER

Once the Warden informs the Inactive voter that the ballot is being challenged, the Warden must:

1. Issue the challenged voter's oath to the challenged voter; (the challenged voter's oath is as follows: **"You do solemnly swear (or affirm) that you are the identical person whom you represent yourself to be, that you are registered in this town and that you have not voted at this election..."**);
2. Before the ballot is marked, require the challenged voter to write his or her name and current residence on the ballot;
3. The Warden then adds their name and address to the ballot and the cause of the challenge (Inactive voter - No ID);
4. **The ballot is then cast and counted like all others;**
5. Mark "CV" on the polling list beside the challenged voter's name; and
6. Record the challenge in the Clerk's record.

The 6 month rule: According to Mass General Laws c. 51, s. 1, an Inactive Voter may vote from the address where the voter was last registered to vote until the expiration of six months from the date the voter moved out of Hanover.

Note: There is a specific section of the Affirmation that the voter must sign indicating their new address and that it has been less than 6 months since they moved to that address. This rule only applies to State and Federal Elections.

AN INACTIVE VOTER WHO MOVED WITHIN HANOVER

If a voter moved within Hanover, so they are no longer at the address listed on the polling list and he/she has an ID with the former address, an Affirmation must be completed and the voter's new address must be provided by using the "address change" portion of the Affirmation. **The Voter must vote in the precinct listed on the polling list.**

If the voter does not have an ID listing the previous address, but has an ID with the new address, you should contact the Town Clerk's Office (781-826-5000 x1079) to confirm information on the original voter registration card. Once the voter's information is confirmed with the Town Clerk's Office, the Affirmation should be completed with the new address using the "address change" portion of the Affirmation.

AN INACTIVE VOTER WITH NO ID

If the voter cannot provide an ID at all, the voter must be challenged by the Warden (follow the procedure listed above).

The Affirmation should be signed under penalties of perjury that the voter currently lives and has continuously lived in Hanover.

INACTIVE VOTER CHECK OUT

When an Inactive Voter receives his or her ballot, the Warden will also give the voter a card stating that check-out is not required. The voter will present the card to the check-out desk once he or she is done voting.

ABSENTEE BALLOTS

Practical Note: Absentee Ballots should be processed between 10:00 a.m. and 2:00 p.m. during all-day large-turnout elections, as this should be the slowest time of the day.

A list of all Absentee Ballots must be posted in precinct.

Absentee Ballots are processed like regular voters' Ballots - call name and address.

ABSENTEE VOTERS APPEARING IN PERSON TO VOTE

If a voter appears in person who has an "AV" next to their name, and the Absentee Ballot has not yet been processed, voter may vote in person after the following:

- a. Absentee Ballot has not been processed;
- b. The voter must show ID;
- c. Certificate issued by Warden;
- d. Cross out the red "AV" next to voter's name on the Polling List and write "C"; and
- e. On the envelope containing the Absentee Ballot, write "Rejected as Voted in Person."

Absentee Ballots MAY NOT be delivered to the polling place by the voter. The ballot must first be checked into the Town Clerk's Office at Town Hall. A representative from the Town Clerk's Office will then deliver the Ballot to the polling place.

SPOILED BALLOTS

If a voter spoils a ballot, he or she may obtain two others, one at a time, upon returning each spoiled one, and all returned ballots shall immediately be marked by an election officer as "Spoiled". A ballot should never be discarded in the trash. These ballots should always be marked "Spoiled" and given back to the Warden for insertion in the "Spoiled Ballot" Envelope.

INSTRUCTING A VOTER VS. ASSISTING A VOTER

You may instruct a voter on the following:

1. How to use equipment;
2. How to complete a ballot;
3. Locating a particular office on the Ballot (voter fills in the oval- poll worker only points voter to the office in question); and/or
4. How to write in a candidate (voter writes in the name - poll worker only points voter to the area where name is written).

You may assist a voter on the following (ONLY at the voter's request):

1. Actually marking a ballot; and/or
2. Reading the ballot (translation).

Who may assist a voter?

Two Poll workers (of different parties or 2 unenrolled), or a person of choice of the voter (i.e., a friend or family member).

RESPECT FOR ALL VOTERS

It is important that poll workers treat all voters with the same respect, courtesy and level of service, regardless of how they look, how they dress, or what language they speak. Poll workers should politely ask voters how to spell their names, provide paper and pen for voters to write it down (if it would be helpful), or accept for spelling purposes if a voter offers to show his or her name in print on an identification card or other document. Voters of all backgrounds should be comfortably and respectfully able to participate in the voting process. All United States citizens, regardless of their proficiency in English, have the right to vote.

Voters who are unable to vote without assistance have the right to receive assistance in casting their ballots. This means that voters who are not proficient in English may choose to bring someone with them to assist in voting.

VOTERS WITH DISABILITIES

The following etiquette should apply when assisting people with disabilities:

- Always speak directly to the person with a disability - not to an aide, companion, or sign language interpreter.
- Make sure that there is a clear path for wheelchair users.
- Identify yourself before making physical contact with a person who is blind. Offer your arm, if needed; don't take theirs.
- Walk on the side opposite of a guide dog. Never pet or play with the dog.
- If you need to step away from a person who is blind, let them know that you are leaving, and that someone will return to help them exit after they have cast their ballot.
- Before speaking to a person who is deaf or hard of hearing, get their attention by extending your arm, motioning with your hands, or tapping him/her on the shoulder.
- Rephrase rather than repeat a sentence that is not understood. Speak clearly, because many people who are hearing impaired are lip readers. PLEASE do not shout.
- If a person has a speech disability, give them your full attention and do not interrupt or finish their sentence.
- If you still cannot understand the person, ask them to write it down.

VOTING BOOTHS

NO CELL PHONES are allowed in booths.

If a child below the age of 18 is under a parent's care, **that voting** parent has a right to take their child or children with them **into the** voting booth.

There is a 3 ballot maximum rule. If a voter makes a mistake **on the** ballot, he or she should be given a second ballot. If an error occurs on the second ballot, he or she should be given a third, which will be the ballot that must be cast. If a voter spoils a ballot, it must be returned and immediately be marked by an election officer as "Spoiled".

150 FEET RULE

Certain activities are prohibited in the polling location and within 150 feet of the polling location, specifically:

- No posting, exhibition, circulation or distribution of campaign materials including stickers, buttons, posters, signs, circulars, cards, etc., on candidates or ballot questions.
- Poll workers should refrain from any discussion about candidates, politics, or issues surrounding the election.

Voters can bring voting materials into the booth, but they cannot publicly display them or make them visible to anyone else.

Poll Workers must check booths regularly for campaign material and voting pens.

No political signs are allowed unattended on town property outside of the 150 foot line.

Signatures for nomination papers, petitions or referendums cannot be obtained inside the 150 foot line.

"Exit Polling" IS ALLOWED as well as "meet and greet" by candidates not on the ballot.

OBSERVERS

Practical Note: Observers are legal in the Commonwealth of Massachusetts. They are generally individuals affiliated with candidates or ballot questions who are marking voters on their own polling lists.

- Observers are allowed inside the polling location "outside the guardrail", which in Hanover means at the "ins" table or outside the yellow tape.
- Poll workers must announce names loud enough to be heard. Observers may not speak to voters.
- Observers may only speak to the Warden.
- Observers may not use cell phones.
- If there are too many Observers at one time, the Warden may ask them to "pool" information.
- If the Observer does not follow the above rules, the Warden may have them removed from the Precinct.

CROWD CONTROL

- Make red "Information for Voters" books available.
- Designate people as "greeters" to place people in the proper precinct and in the right lines (A-K) (K-I).
- Special voter Help Desk if necessary
- UNDER NO CIRCUMSTANCES SHOULD A VOTER BE TURNED AWAY
- Call the Clerk's Office with any questions - no matter how small. Clerks, Wardens and Assistants should be easily identifiable
- Make sure the handicapped entrance or door is open.

PARKING FOR POLL WORKERS

The parking spots closest to the polls ARE FOR VOTERS ONLY. Poll workers should park in the spots FARTHEST from the entrance.

PLEASE do not use the Handicapped or "Election Parking Only" parking spots - they should be left for voters. Remember that your car will be parked for the day and a voter will be in and out after voting.

PROVISIONAL BALLOTS

Any person claiming the right to vote whose name is not listed on the polling list, or any voter who is flagged to show ID but does not do so is eligible to vote using a provisional ballot. The following procedure should be followed:

1. Check the town wide street listing. If the voter is in the wrong precinct, direct them to the correct precinct. If the voter is not found in the town wide street listing, contact the Town Clerk's office. If the voter still cannot be found, the Provisional Ballot process should begin.
2. Have the voter complete the "Provisional Ballot Affirmation." The Poll Worker must complete the top corners. In the top right corner, insert "Hanover" and the Precinct No. In the top left corner, insert the provisional ballot number. The Poll Worker must also complete the bottom left section labeled "Precinct Election Official."
3. After the voter completes the Affirmation, ask the voter for identification. Record the ID in the precinct election official box - if they provide it.

IMPORTANT: EVEN IF THE VOTER DOES NOT PROVIDE IDENTIFICATION, THE VOTER MUST BE ALLOWED TO CAST A PROVISIONAL BALLOT!!!

4. Keep the completed Affirmation at the check-in table. Complete the Provisional Voting Roster with the voter's name, address, date of birth, political party and ballot number as well as the reason. The Provisional Voting Roster becomes part of the Clerk's Record.
5. Hand the voter a Provisional Ballot Information Sheet, a ballot, and a provisional ballot envelope. Be sure to write the provisional ballot number and precinct number on the Information Sheet and the Ballot Envelope.
6. Instruct the voter to a voting booth to complete their ballot and then seal it in the envelope after they have finished voting on it and then to go the check-out.
7. At the check-out, make sure that the sealed ballot envelope is stored in a secure area.

CHALLENGING BALLOTS

Any person may challenge a voter for any legal cause. It is not sufficient for the challenger to simply say that a voter is not qualified; the challenger must state the specific reason for challenging the right of a person to vote and that reason must be recorded on the ballot. If, after being questioned by the election official, the challenger gives no specific reason, the voter should be permitted to vote, and should not be considered a challenged voter. Reasons for a person to challenge another voter are as follows:

- a. A person is not who they say they are;
- b. A person does not live where they say they live;
- c. A person is not registered in the correct precinct;
- d. A person is not qualified to vote by absentee ballot;
- e. A person was not registered to vote by the close of registration;
- f. A person is not a United States Citizen; or
- g. A person has already cast a ballot.

Once the Warden, Clerk or election officer is informed that a voter's ballot is being challenged, the election officer must:

1. Issue the challenged voter's oath to the challenged voter; (the challenged voter's oath is as follows: "You do solemnly swear (or affirm) that you are the identical person whom you represent yourself to be, that you are registered in this town and that you have not voted at this election...");
2. Before the ballot is marked, require the challenged person to write his or her name and current residence on the ballot;
3. The Warden then adds the name of the challenger to the ballot and the cause of the challenge;
- 4. The ballot is then cast and counted like all others;**
5. Mark "CV" on the polling list beside the challenged voter's name; and
6. Record the challenge in the Clerk's record.

ACCUVOTE/BALLOT BOX

Terminology

Accu-Vote	The voting machine that is used to count and tally ballots.
Ballot Box	The large black plastic container that the Accu-Vote is placed on. After the ballots are inserted into the Accu-Vote, the ballots are collected in the ballot box. There is a side compartment that holds any hand counted ballots.
Blank Voted Ballot	A ballot that has no votes cast for any candidate in any race.
Ender Card (Warden Only)	The 8.5 x 11 card that is used to obtain the tally from the scanner at the close of polls. The card is inserted while pressing the yes and no buttons.
Over Voted Ballot	A ballot that contains a race with more than the allowed number of candidates voted for.
Sample Ballot	An enlarged copy of the ballot that is hung on the wall near the entrance of the polling location.
Side Compartment	This compartment is used to store any ballots that are to be hand counted and not accepted by the scanner. It is located on the left hand side of the ballot box (also called the Auxiliary Compartment).
Voting Booth	The private station where voters mark their ballot.
Zero Tape	Prior to the opening of the polls, the Warden will turn the scanner on and a printer tape will automatically be generated. This tape will list the races, candidate's names and the number "0" (votes). This report is signed and affixed to the wall by the Warden, Deputy Warden or Clerk.

Error Messages displayed on the Accu-Vote Scanner

**"Ballot Not Read,
Please
Reinsert." OR
"Invalid Ballot."**

Have the voter try inserting again a few times. If it still comes back out, mark the ballot spoiled, return it to the Warden and issue another ballot. Ask the voter if the ballot was filled out correctly and go over how to fill in the oval.

"Over Voted Race."

The voter has marked more candidates than allowed or has other stray markings. Mark the ballot spoiled, return it to the Warden and issue another ballot. Ask the voter if the ballot was filled out correctly and go over how to fill in the oval. If the voter insists on keeping the ballot as is, instruct the voter to insert the ballot into the side compartment.

**"Blank Voted
Ballot."**

The voter has not marked any ovals on the entire ballot. Instruct the voter to make sure they have properly filled in the ovals for all candidates they intended to vote for. If necessary, spoil the ballot and allow the voter to try again. If the voter insists on keeping the ballot as is, instruct the voter to insert the ballot into the side compartment.

**"Returned Ballot
Jammed in Reader."**

You must retrieve the ballot by opening the front panel access door with the plastic rimmed ballot box key. Slide the scanner towards you to retrieve the ballot sticking out of the back of the unit. Place the scanner back into position and try inserting the ballot again.

**"Counted Ballot
Jammed in Reader."**

Using the same procedure as above, retrieve the ballot. However, the ballot has already been counted, so just drop the ballot into the ballot box through the opening and secure the Accu-Vote back in place.

END OF THE NIGHT

Voter In Line at the Close of Polls

At 8:00 p.m., any voter in line at the polling location **IS ALLOWED TO VOTE**. At 8:00 p.m., the police officer or Warden announce the time and must be stationed at the end of the line to ensure that no other person can get in line to vote.

The Clerk's Report must list the following:

1. Final number on voting machine;
2. Final number on the "ins" and "outs" voting lists (under no circumstances should the totals be altered to agree with each other - if an error is found, a change is only made with the approval of the Warden);
3. Final number of Provisional Ballots and Spoiled Ballots.

Tallier and Warden to complete the following:

1. Check auxiliary compartment on the side of the ballot box and try to process ballot(s) one more time. If the machine still rejects the ballot, give it/them to the Tallier to be hand-counted.
2. Open the back of the machine. The ballots on the right hand side will be the blank voted and write in ballots (these will go to the Tallier to be hand-counted), and the ones to the left will be packed in groups of 50.
3. Have election staff pack ballots in groups of 50. When packing, please have them facing in the same direction.
4. No writing instruments are to be used when packing ballots.
5. Any ballots where names were written in and/or the voter did not fill in the oval or ballots where the voter showed intent by circling or underlining the candidates of choice should be kept to the side and presented to the Tallier for further review.
6. Count the upper and lower gate polling lists.
7. Place all election materials back in the proper containers to be returned to the Town Hall.

Items Returned to Clerk's Office by Warden and Police

The Warden and Police bring the following to the Town Clerk's Office at the end of the night:

1. Voting Machine
2. Clerk's Report
3. Tally Sheets
4. Record of Election
5. Voting Lists – 4 from each precinct, 16 total
6. Voted Ballots - in packs of 50
7. Ballots not processed through the machine
8. Spoiled Ballots
9. Write-in Ballots
10. Provisional Ballots

Practical Notes:

Please do not put seals on any of the boxes that the supplies came in.

There are other boxes that contain CAST ballots. These MUST have security tags.

Unused ballots must be put in the boxes provided.

This manual is always a work in progress. Your feedback regarding its contents will be appreciated. The Town Clerk's Office may always be reached during normal town hall business hours at (781) 826-5000, ext. 1079. A representative from the Town Clerk's Office will also always be at the polls when they are open. We are here for you and thank you for being a part of the team!