



# ***ELECTION OFFICER MANUAL***

**2010 General Election**

**November 2, 2010**

## **IMPORTANT**

1. Read this manual before Election Day.
2. Take this manual with you on Election Day.

***Department of Elections for New Castle County***

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## II. INTRODUCTION

### A. OVERVIEW.

Use the manual and checklists to run an election.

1. This manual tells about the election, the Polling Place and the voting machines.
2. The checklists tell you what to do.

### B. GLOSSARY.

**ADAM (ADA Module)** is a hand held device that lets visually impaired voters hear the ballot to vote without assistance.



**DEPARTMENT** is the Department of Elections for New Castle County.

**OCP (OFFICERS' CONTROL PANEL)** is the black panel on the back of the voting machine.



**POLLING PLACE** is the building where the election is held, not just the voting room within the building.

### C. CONVENTIONS.

The manual and checklists have warnings, required actions, and additional information.

**WARNING: Tells you about actions that could damage a voting machine, hurt an election officer or voter, or affect the election.**

- Read the step, do what it says, and put a check in the box.
  - Tells you what you are doing.

#### **D. SUPPLEMENTAL INSTRUCTIONS.**

They have important election reminders. Read them before Election Day. Call the Election Operations Unit at **577-3464** if you have any questions about the information.

#### **E. LEGAL CITATIONS.**

- If a section (i.e. §4908) is cited, it refers to Delaware Code, Title 15 unless otherwise noted.

#### **F. INCLEMENT WEATHER/STATE OF EMERGENCY.**

- **ELECTION DAY.** There are no specific provisions in the Delaware or U. S. Code to provide for canceling or postponing a Primary or General Election. If an unusual circumstance happens:
  - **Listen to local radio and TV stations.** The Department will report election information to local radio stations.
  - **Check the Department's WEB Page.** <http://electionsncc.delaware.gov>. Emergency information will be reported at the top of the page as long as the Department has access to the appropriate systems.
  - **Call 302.577.5067.** A recorded message will be available as long as the Department has access to it.

### III. ELECTION OFFICERS

Election Officers run “fair” and “equal” elections.

Election Officers are appointed for each election. Past roles do not mean that a person will serve in that role in the future.

The Election Officers are a team. The Inspector runs the Polling Place. The other Election Officers work with the Inspector and do what they are told to do.

#### A. DUTIES AND RESPONSIBILITIES.

Election Officers must be trained before each election. §4702.

Election Officers perform their duties in a non-partisan, impartial and non-political manner. §4701(a) & (b)

**IMPORTANT.** Election Officers **DO NOT** talk about politics or candidates with each other, or voters, on Election Day. Election Officers **DO NOT** give a voter any advice or information about any candidate or issue, even if asked by a voter. These are grounds for removal and subsequent action under the provisions of Delaware Code, Title 15.

Election Officers make sure that no one interferes with the election and that the Polling Place is kept clear of all disorder, disruptions and improper practices. §4946

All Election Officers arrive at 6 a.m. and stay the whole day. Neglect or failure to serve is a punishable offense. §4902 & §4932(A)

Election Officers need to vote by Absentee Ballot if working out of their district, unless in the same building.

Election Officers never leave the Polling Place while the polls are open. The Inspector will say when they can leave.

Election Officers never serve as or assist any Challenger or Party by recording voters' names.

#### INSPECTOR:

- Visits the Polling Place before Election Day to find out who will unlock the building and put out signs; calls Election Officers on his/her team to

coordinate meals, verify teammates are working and helps to find replacement workers if needed.

- Picks up the *Polling Place Absentee Report* and the *Supplemental Poll List* the day before the election, and takes these documents on Election Day.
- **May ask for advice and guidance** from the Department.
- Supervises the Election Officers and the Polling Place.
- Decides how to solve problems.
- Returns material to the drop-off point **immediately** after leaving the Polling Place on election night.

**JUDGES.** There are two Judges assigned to each ED. The Majority Judge is from the same political party as the Inspector, and the Minority Judge is from another political party. Judges should be prepared to assume duties of the Inspector if the Inspector is unable to serve.

The 2 Judges:

- With the Inspector, decide questions about voter eligibility.
- Verify voter eligibility.
- Make sure that a voter without ID fills out an *Affidavit of Affirmation of Voter Identity* before voting.
- Make sure that a voter signs the *Poll List*.
- Make sure that a person authorized to vote by the Department of Elections or by Court Order fills out a *Voter Registration Application* **before** voting.
- Help with Provisional Voting and/or voter name and address update.
- Operate voting machines.
- Help complete paperwork.
- Help close the voting machines.
- Do whatever the Inspector tells you to do.

**CLERKS.** Two Clerks are appointed for each voting machine. 16 and 17 year old students who are appointed have the same duties and responsibilities as any other Clerk and are full-fledged members of the team.

The Clerks:

- Help set up the Polling Place.
- Check voter eligibility and call the Voter Information Center if needed.
- Make sure that a voter without ID fills out an *Affidavit of Affirmation of Voter Identity* before voting.
- Make sure that a voter signs the *Poll List*.
- Make sure that a person authorized to vote by the Department of Elections or by Court Order fills out a *Voter Registration Application* at the Update Table before voting.
- Help with Provisional Voting and/or voter name and address update.
- Operate voting machines.
- Help complete paperwork.
- Help close the voting machines.
- Do whatever the Inspector tells you to do.

**UPDATE CLERKS.** The Inspector assigns two Clerks as Update Clerks who:

- Send voters to the correct Polling Place after the voter has completed the required document(s).
- Checks a person's eligibility to vote by calling the Voter Information Center.
- Handles and/or assists with Provisional Voting and updating a registered voter's address or name change.
- Do whatever the Inspector tells you to do.

**GREETERS.** Greeters receive the same training and compensation as Clerks. The Department may assign a Greeter when there is more than one Election District in a building.

### Greeters:

- Send voters to the correct Election District.
- Send people to the *Update Table* when necessary.
- Help disabled voters (see Standards of Service for important information).
- Answer voter questions about voting process, not politics or candidates.
- Do whatever the Inspector tells you to do.

### B. IF AN ELECTION OFFICER DOES NOT REPORT FOR WORK.

- Election Officers move up to fill the vacancy in the following sequence:
- The Majority Judge becomes the Inspector.
- If the Majority Judge cannot or will not perform the duties as the Inspector, the Minority Judge moves up to Inspector.
- If the Majority Judge becomes the Inspector, the new Inspector appoints a Clerk of the same party as the new Majority Judge.
- If the Minority Judge becomes the Inspector, the new Inspector appoints a Clerk of the same party as Majority Judge and the old Majority Judge becomes the new Minority Judge.
- Attempt to fill any other vacancies by recruiting a voter.
- Neatly write the full name, address, social security number, date of birth and telephone number of any registered voter that you hire as an Election Officer on the back of the *Election Officer Pay Voucher*.
- Do not report any changes unless you cannot operate with the number of Election Officers that you have.

### C. AUTHORITY.

The Inspector and two Judges are in complete and exclusive control of the Polling Place. They decide questions and challenges by majority vote. Clerks do not vote on these issues. §4945

If a situation arises on Election Day that cannot be resolved quickly, the Inspector should contact the Voting Machine Desk at **577-5060**. The Department will

*recommend* a course of action or seek advice from the Department of Justice. The final decision on the course of action is the responsibility of the Inspector and Judges.

## IV. STANDARDS OF SERVICE

The Department expects you to treat everyone with courtesy and respect. Dress and act in a business-like manner. Casual clothing is OK as long as it is neat, clean and modest. Avoid strong perfumes, colognes, after-shave lotion, etc. because they may bother other workers or voters.

Do not eat while processing voters. Move away from the processing and voting area to eat if you can.

Report any complaints about the voting machines **before the voter leaves the Polling Place** to the Voting Machine Desk.

Report any complaints or problems you have in dealing with a voter to the Voting Machine Desk.

Write down any problems or complaints in the *Election Day Issues Log*.

**DO NOT** talk on cell phones or text while inside the Polling Place. Put your phone on silence/vibrate. If you must make or take a call or text, and you are not helping a voter, use your phone away from the voting area. Voters and fellow workers should not have to listen to your personal business.

Ask voters who are talking on cell phones to turn them off while in the Polling Place. Texting is ok, but taking cell phone photographs is not.

Give an unhappy voter a Department business card. Suggest they call the Department after the election unless the issue is urgent.

Do not smoke anywhere in a Polling Place. State regulations prohibit smoking **anywhere** on public school property. This includes in private vehicles that are on public school property. Obey the smoking rules for all buildings and property.

**Dealing with issues.** Sometimes issues arise as the result of a misunderstanding or a lack of information. These situations call for flexibility, patience, creativity, and open communication – a willingness to listen to the other person’s perspective and to learn. The information provided below gives you tips about interacting with people that if followed may avoid potential issues. Call the Voting Machine Desk at 577-5060 if you have a problem that you cannot resolve.

**Here are a few tips about interacting with people with disabilities:**

**People with disabilities** are individuals with families, jobs, hobbies, likes and dislikes, and problems and joys. A person's disability does not define him/her. Some disabilities are obvious, many are not. Don't make voters into disability heroes or victims. Treat everyone as an individual.

**If you are not sure about what to do or say** just ask politely. Don't assume that a person with a disability needs help. Offer assistance only if a person appears to need it. If the person wants help, ask how before you act.

**Be sensitive about physical contact.** Some people depend on their arms for balance. Grabbing them could knock them off balance. Do not pat a person on the head or touch his/her wheelchair, scooter or cane. People with disabilities consider their equipment part of their personal space.

**Think before you speak.** Always speak directly to the person with a disability, not his/her companion, aide or interpreter. Making small talk is OK; just talk to him/her as you would with anyone else. Respect his/her privacy.

**Don't make assumptions.** People with disabilities are the best judge of what they can and can't do.

**Respond graciously to requests.** When a person asks for an accommodation, it is not a complaint. Do what you can to provide the accommodation in a pleasant and gracious manner.

**Talk in a normal voice.** Just because a person is disabled does not mean that he/she is hard of hearing.

Be considerate of the extra time that it might take for a person with a disability or an elderly person to get things done, and give full attention to a person who has difficulty speaking.

**Do not touch or talk to service animals.** They are the **only** animals permitted in Polling Places. These animals are highly trained and don't need special care other than that provided by the owner.

**Assistance permitted.** Federal law permits elderly voters and voters with disabilities to receive help by a person or persons **of their choice** in the voting booth. These people **shall not** be the voter's employer, an agent of the voter's employer and/or an agent of the voter's union.

**Here is some good information about interacting with people with specific disabilities:**

**Assisting people with mobility impairments.** These include people who use wheelchairs, canes, crutches, walkers, etc.

- Ask and ask “how” before giving any assistance.
- Don’t violate the personal space of a person in a wheelchair by touching it, leaning over the person in a wheelchair to shake another person’s hand, or putting something on a desktop or tray attached to the wheelchair.
- Be very careful not to touch the joystick or driving device on a wheelchair or scooter.
- Don’t push a person’s wheelchair (manual or power) unless the person asks.
- Make sure that there are clear paths within the building to the Polling Place.
- Don’t grab people who are using canes or crutches, because they may need their arms to balance themselves. Always ask before offering help.
- Some people who are not visibly mobility-impaired may have trouble walking long distances. We have asked buildings to provide enough chairs so that there are two or three extra chairs that can be used by people who may need to sit down.

**Assisting people who are visually impaired.** Many people who are visually impaired are able to travel unassisted. Some people have visual impairments that are not obvious. Be prepared to offer help if asked.

- Identify yourself before you make physical contact with a person who is blind. Tell him/her your name and what you are going to do.
- People who are blind may need their arms for balance, so offer your arm – don’t take his/her arm – after asking the person if he/she wants to be guided.
- Ask the person which arm he/she wants you to use. Allow the person to take your arm and tell him or her when you are approaching steps, inclines, or turning right or left. If it is necessary to warn the person about a hazard, be specific in the warning. Tell the person to stop, etc. not just to “Watch Out”.
- If the person has a guide dog, do not touch or distract the dog. The animal is working and must concentrate in order to properly assist his/her master.

- If you are walking with a person who has a guide dog, walk on the side opposite the dog.
- Don't touch the person's cane. The cane is part of the person's personal space. If the person puts the cane down, don't move it. Tell him/her if the cane is in the way.
- Offer to read written information and to complete forms that need to be filled out. The voter must, however, sign where a signature is required.
- Use the *Signature Guide* (in the Supply Bag) so that persons who are visually impaired can sign the *Poll List* and any other documents.

The Election Officer operating the voting machine explains how to operate the **ADAM** to any voter who wants to use it. He/She shall stay near the voting machine in order to answer any questions the voter might have after entering the booth. Offer to place a chair inside the booth.

### **Assisting people who are deaf or hard of hearing.**

- Speak calmly, slowly and directly to a person who is hard of hearing. Remember that your facial expressions, gestures and body movements help people understand your words.
- Don't shout or speak in a person's ear. If you don't think that the person understands your instructions, write the person a note. The Department has provided a pad of paper for this purpose.
- Follow a person's cues to find out if he/she prefers gesturing, writing or speaking. If you have trouble understanding his/her speech, let him/her know.
- Before speaking to a person who is deaf or hard of hearing, make sure that you have his/her attention.
- Re-phrase, rather than repeat, sentences that the person doesn't understand.
- Speak clearly. Most people who are hard of hearing watch people's lips as they speak to help them understand. Avoid chewing gum or obscuring your mouth with your hand while speaking.
- Do not shout at a person who is deaf or hard of hearing. If a person uses a hearing aid, it will be calibrated to normal voice levels; your shout will sound distorted.

**Assisting people with speech impairments.**

- If you have trouble understanding a person with a speech impairment, ask him to repeat or re-phrase.
- Give the person your full attention. Don't interrupt or finish the person's sentence.
- If you are not sure that you have understood, you can repeat for verification.
- If, after trying, you still cannot understand the person, ask him/her to write it down or to suggest another way of facilitating communication.
- Don't tease or laugh at a person with a speech disability. This is rude and will make the communication process much more difficult.

**Some final thoughts.** Treat people with disabilities with the same diligence and respect that you expect. With the information above and common sense, you should be able to handle just about any situation that you should encounter.

**NOTE:** Most of the information in this section was taken from *Disability Etiquette: TIPS ON INTERACTING WITH PEOPLE WITH DISABILITIES*, published by the United Spinal Association. We thank the United Spinal Association for publishing this great document and for their permission to use information from *Disability Etiquette* in this manual.

## V. BEFORE ELECTION DAY

This section describes the duties and responsibilities of Election Officers before the Election Day.

### A. ALL ELECTION OFFICERS.

1. Attend training.
2. Review and study *all* materials given to you.
3. Call the Election Operations Unit at **577-3464** if you have any questions about the training, your responsibilities or Election Day procedures.
4. Take the following items with you to the Polling Place on Election Day:
  - The Manual, Checklists and other written instructions that were given or mailed to you.
  - Flashlight.
  - Seat cushion.
  - Your meals, snacks and beverages. You provide your own.
5. Election Officers may not leave the Polling Place for any reason while the polls are open and may only leave after all work has been completed and they have been released by the Inspector.
6. Vote by Absentee Ballot before the election if you are assigned out of your Election District. If your Election District is in the same building where you are working, you may go to your Election District and vote.
7. Report to the Polling Place at 6 a.m. on Election Day.
8. Buildings used as Polling Places and their employees are not responsible for providing Election Officers food, drinks or kitchen facilities. **DO NOT** ask them to give you or get you food or drinks. Election Officers are responsible for providing their own food and drinks.

## B. INSPECTORS.

### 1. Call the Election Officers assigned to your Polling Place.

- The Department will send the Inspector a list of the Election Officers assigned to work with him/her about 10 days before the election. If the Inspector does not get the list, he/she should contact the Election Operations Unit at 577-3464.
- The Inspector should call the Election Officers assigned to work with him/her **immediately** to coordinate meals and any other matters.
- If the Inspector discovers a problem regarding an assigned Election Officer, he/she should call the Election Operations Unit at 577-3464.

### 2. Visit the Polling Place to:

- Become familiar with the facility - this includes handicapped entrances and other handicapped accessible features of the building.
- Plan where to put equipment (voting machines, tables, etc.).
- Determine if extension cords are needed - voting machines must be within ten (10) feet of an outlet to operate without an extension cord.
- Coordinate with the principal, building administrator or the custodian and make sure you know where the voting machines will be stored when delivered. Review where the voting machines, tables and chairs will be set up in the Polling Place before 6 a.m. on the day of the election and location of light switches that may be set on automatic timers.
- If the Inspector finds a problem with the Polling Place or arrangements, call the Election Operations Unit at 577-3464.
- Inspectors shall not change or approve a change in voting room location without the prior approval of the Elections Operations Unit.

3. Go to the Department of Elections warehouse to pick up other supplies you might need that are not provided.
4. Pick up and sign for a pair of wire cutters at your class.
- 5. Pick up the *Polling Place Absentee Report* and *Supplemental Poll List* for your district the day before the election.**
6. In addition to the items listed in Paragraph A above, take the following items with you to the Polling Place on Election Day:
  - String - to tie polling place sign(s) to a tree, post, or railing.
  - The wire cutters and the *Oath of Office* form.
  - A ruler or straight edge to use with the *Street Districting Book*.
  - Any materials (extension cords, etc.) that were issued to you and/or that you picked up at the Department of Elections warehouse.
  - The *Polling Place Absentee Report* and *Supplemental Poll List* you picked up from the Department of Elections on the day before the election.
  - Any items not listed on the Materials Inventory in the Checklists that would assist the operation of your Polling Place.

## VI. ELECTION DAY OVERVIEW

### A. ARRIVE AT THE POLLING PLACE AT 6 A.M.

- Call the Voting Machine Desk at 577-5060 if the Polling Place is locked.
- Ask the building staff:
  - To help with building problems,
  - Who will lock the building at the end of the day,
  - Where to find bathrooms, telephones, etc. and
  - About any other issues.
- Let authorized Challengers and observers into the Polling Place to watch the opening process.
- The Inspector swears in all Election Officers present.
- Make sure that the voting machines in the Polling Place are the ones assigned to the Election District.
- Set up the voting machines.
- Set up the Polling Place.
- Make sure that the outside signs are in the right place. Fix any problems.
- Post inside signs to direct people to the Polling Place.

### B. OPEN THE POLLING PLACE TO VOTERS AT 7 A.M.

- Let voters and authorized Challengers into the Polling Place.
- Process the voters.
- Find the voters' names on the *Poll List* and have the voter sign.
- If a voter's name isn't on the *Poll List* or the *Supplemental Poll List* and if he/she doesn't have other documentation that permits him/her to vote at your Polling Place (completed *Voter Registration Application* sent from another Polling Place, or a *Court Order*), send him/her to the *Update Table* for processing.

- If you determine that a person is not eligible to vote at your Polling Place (after calling the Voter Information Center) and the person insists that he/she is a registered voter in the Election District, permit the person to vote by Provisional Ballot. See p. 23 for more details on provisional ballots.
- Permit eligible persons to vote.
- Coordinate activities with other Polling Places in the building.
- Have voters complete Bribery Oaths and/or Affidavits of Affirmation of Voter Identity when required.
- Make sure that the 50-foot rule is being observed.
- At 7:30 p.m. announce that the Polls will close in 30 minutes.
- At 8 p.m. announce that the Polls are closed. Let anyone in line before 8 p.m. vote before closing the machines.

### **C. CLOSE THE POLLING PLACE AFTER THE LAST PERSON HAS VOTED.**

- Let party representatives and/or authorized Challengers into the Polling Place.
- Do Checklist XII- Close the Voting Machines.
- Take the tapes and Memory Cartridges out of the voting machines.
- Send a Clerk with the *Memory Cartridge Pouch* that has all of the required items to the Zone Reporting Station.
- An Election Officer then:
  - Reads the results to any observers in the Polling Place,
  - Reads the results to anyone waiting outside the Polling Place, and
  - Tapes Extra Copy 2 from each machine on the building's door.
- All remaining Election Officers sign all remaining copies of the tapes.
- Put the tapes and other documents into the right envelopes.

- Put the items that are returned in the voting machines into the voting machines.
- Put the items returned by the Inspector on the Officers' Table.
- Close up the voting machines.
- Check that the outside signs have been put in the voting area. If not, get the signs and put them near the voting machines.
- All remaining Election Officers complete and sign the *Pay Voucher*.
- Finish paperwork, put the documents into the right envelopes and seal the envelopes.
- Put trash into a trash can and return the voting area to the same condition that you found it.
- The Inspector releases the Election Officers, makes sure that the facility is locked and/or that it will be locked by the custodian, and then takes the documents and materials to a Drop-off Point.

## VII. VOTER ELIGIBILITY

A person must be registered to vote in Delaware in order to vote in the General Election.

### A. REGISTERED TO VOTE CRITERIA.

- If the person's name is on the *Poll List* or *Supplemental Poll List*, he/she shall be permitted to vote unless the person has moved.
- EXCEPTIONS:
  - A person who is registered to vote at another ED but who has moved into the ED where he/she appears to vote may be permitted to vote **after** he/she completes the Update process.
  - A person shall be permitted to vote if he/she appears at the Polling Place with a Court Order. Have him/her complete a *Voter Registration Application*, attach it to the Court Order, note in the upper right corner of the *Voter Registration Application* if the person voted or not, and put in the *Update Envelope*. Call the Voting Machine Desk at 577-5060 if you have any questions.
  - A person shall be permitted to vote at the Polling Place if a Department of Elections staff member tells the Inspector or other Election Officer that the person is a registered voter in the ED.

### B. CHECKING VOTER ELIGIBILITY.

- If there is a question about a person's eligibility, call the Voter Information Center or the Registration automated inquiry number.
- For the Voter Information Center, you need the person's full name, date of birth and Social Security Number (if the person gives it to you).
- For the Registration automated inquiry system, you need the person's house number and date of birth.

## VIII. ADDRESS AND NAME UPDATE

The *Update Table* handles Name and Address changes. Individuals who are registered to vote anywhere in the State of Delaware but have moved and/or legally changed their name before Election Day are permitted to vote at the Polling Place for their new address **AFTER** completing an *Eligibility Affidavit*.

Each Inspector is responsible for setting up an *Update Table* near the entrance to the voting area. In buildings with more than one district, the Inspectors may choose to set up a common *Update Table*. The supplies for the table will be delivered in one of the voting machines assigned to the ED. The *Poll List* for the *Update Table* will have the word "UPDATE TABLE" printed on the binder destination card.

The Department of Elections processes name and address changes through the Friday before the election. The *Supplemental Poll List* picked up by the Inspector the day before the election has the changes for the ED processed after the *Poll List* was printed

A person must complete the *Update* process in the Polling Place **before** voting in three situations:

- A person listed on a *Poll List*, or *Supplemental Poll List* has a different address or name.
- A person is not listed on the *Poll List* or the *Supplemental Poll List* and does not show a properly completed Update transaction.
- When directed by Department of Elections personnel.

A person whose name is on a *Poll List* or *Supplemental Poll List* but moved to an address outside of the ED completes an Update transaction and then takes the completed *Eligibility Affidavit* to the correct Polling Place.

If you decide that a person who has completed an *Eligibility Affidavit* in the Polling Place, or who has given you a completed Update transaction, is not eligible to vote in the election, write the word "Ineligible" on the upper right corner of the *Eligibility Affidavit* and return the documents to the Department of Elections in the *Address and Name Update Return Envelope*.

If you decide that a person who has completed an *Eligibility Affidavit* in the Polling Place, or who has given you a completed Update transaction, is eligible to vote at another Polling Place, neatly print the name and address of that Polling

Place on the envelope and send the person with the completed *Eligibility Affidavit* in the envelope to that Polling Place.

Authorized Challengers, Election Officers, and people waiting to vote may challenge a voter in accordance with Delaware Code, Title 15. Challenges of persons who are listed on a *Supplemental Poll List*, or who present a completed *Eligibility Affidavit* transaction **should not be upheld** unless there is substantial evidence that the person does not live at the address shown on the respective document(s).

## IX. PROVISIONAL VOTING

Provisional Voting is used when a person claims to be registered in an Election District, but whose eligibility to vote in that Election District cannot be determined by the Election District records and by the Voter Information Center.

Provisional Ballots only have federal offices. Provisional Ballots will not be used if there are no federal offices on the ballot.

Make every effort to find out that a person is registered to vote and at the correct Polling Place before offering a person a Provisional Ballot. Call the Voter Information Center. In buildings with multiple polling places, make sure the person is at the correct ED. A Provisional Ballot cast in the incorrect district, even in the same building, will not be counted.

If you find that the person is registered to vote at a different Polling Place, send the voter to that building. If the person refuses and demands to vote at the wrong Polling Place, he/she shall be permitted to vote by Provisional Ballot.

Provisional Ballots are validated and counted by the Department of Elections beginning the day after the election.

A Provisional Ballot will only be counted if the person who votes the ballot is registered to vote in the Election District where the ballot was voted.

Provisional Ballots are not counted if:

- The person is not registered to vote.
- The person voted at the wrong Polling Place.
- The person did not show proof of identity to the Election Officers at the Polling Place.
- The affidavit on the Provisional Ballot Envelope is substantially incomplete.

The Inspector shall return all voted Provisional Ballots to the Department of Elections for New Castle County in the Provisional Ballot pouch along with the log listing all persons who voted by Provisional Ballot.

The Provisional Voting procedures are in Checklist XI.

## X.HOW TO USE THE STREET DISTRICTING BOOK

Use the *Street Districting Book* at the Update Table to find the Election District for an address.

The *Street Districting Book* has 14 columns of data. You use the first 10 columns to determine the Election District for an address. Each row, known as a street segment, lists the house numbers of all or part of a street.

STREET	TYPE	DIR	FROM	TO	SIDE	DEVELOPMENT	CITY	ZIP CODE	ED_RD	SEN DIST	REP DIST	CNTY DIST	CITY DIST
ADAMS	DR		700	715	B	VICTORIA MEWS APTS	NEWARK	19711	06-23	6	23	5	
ADAMS	ST		1	422	B		DELAWARE CITY	19706	04-09	14	9	6	
ADAMS	ST	N	100	798	E		WILMINGTON	19801	04-03	3	3	4	5
ADAMS	ST	N	800	998	E		WILMINGTON	19801	09-02	3	2	4	5
ADAMS	ST	N	1000	1598	E		WILMINGTON	19801	06-02	2	2	4	4
ADAMS	ST	N	101	799	O		WILMINGTON	19806	04-03	3	3	4	5
ADAMS	ST	N	801	999	O		WILMINGTON	19806	09-02	3	2	4	5
ADAMS	ST	N	1001	1499	O		WILMINGTON	19806	04-02	2	2	4	8
ADAMS	ST	N	1501	1599	O		WILMINGTON	19806	04-04	2	4	4	8
ADAMS	ST	S	1	398	B		WILMINGTON	19801	07-03	3	3	4	6
ADAMS DAM	RD		1	98	B		WILMINGTON	19807	08-10	4	10	2	
ADAMS DAM	RD		100	999	B		WILMINGTON	19807	06-10	4	10	3	
ADDICKS	CT		1	98	B	LIMESTONE HILLS WEST	WILMINGTON	19808	11-22	8	22	3	
ADDISON	DR		1	198	B	THE WOODS	NEWARK	19702	10-18	9	18	1	
ADDISON	DR		3200	3299	B	BRANDYWINE SPRINGS MNR	WILMINGTON	19808	05-12	7	12	3	
ADEL	DR		1	98	B		NEWARK	19702	08-24	11	24	5	
ADELAIDE	CT		1	12	B	THE RESERVE	NEWARK	19702	05-25	10	25	5	
ADELAIDE	CT		600	699	B	FOX HUNTER CROSSING	MIDDLETOWN	19709	01-08	10	8	6	
ADELE	PL		200	299	B	COLLINS PARK	NEW CASTLE	19720	11-16	2	16	6	
ADELENE	AVE		1	20	B	STAFFORD	NEWARK	19711	13-21	9	21	5	

- STREET. The name of the street.
- TYPE. The street name's suffix such as ST, RD, etc. In some instances it is blank.
- DIR. The Direction when it is part of the name of a street.
- FROM. The first house number for the addresses on the street segment.
- TO. The last house number for the addresses on the street segment.
- SIDE. This column tells you whether the number range includes odd – O, even – E, or all numbers – B.

- DEVELOPMENT. The Development in which the street segment is located.
- CITY. The city, town or area in which the street is located.
- ZIP. The Zip Code for the street segment.
- ED-RD. The Election District in which the street segment is located.

### Procedures.

- Get the person's *complete address* -- house number, street name, development, city, and ZIP code before trying to find the Election District for his/her address.
- Always use a ruler or other straight edge to read the *Street Districting Book*. It is very easy to lose your place as your eyes move across the page.
- Find the "Street Name". Use the directional prefix, house number, development, and ZIP Code, as necessary, to select the right entry.
- Find the ED and RD for the address.
- Find the building and the address of the Polling Place for the ED-RD on the *List of Polling Places*.
- If the Street Name is at the *top* of a page, look at the *bottom* of the previous page to make sure you are looking at all the relevant data. And, if the Street Name is at the *bottom* of a page, look at the *top* of the following page.



## XI. ABSENTEE BALLOTS

**Do not** take Absentee Ballots. Tell people to take ballots, before 8 p.m. that day, to:

Department of Elections for New Castle County  
Carvel State Office Building, 4<sup>th</sup> Floor  
820 N. French Street, Wilmington

The Department counts the Absentee Ballots.

## XII. MANAGING THE POLLING PLACE

### Good practices:

- Treat everyone with respect.
- Know the strengths and weaknesses of your colleagues.
- Work as a team to get the job done.
- Everyone helps set up, operate and close the Polling Place.
- Delegate tasks.
- Let people do various jobs if possible.
- Help someone who can't do a job or give them another job.
- Give everyone breaks during the day and enough time to eat meals.
- Deal with issues before they become serious problems.
- Know the boundaries of the Election District and any other Election District(s) in the same building.
- Cooperate with the Election Officers at other Polling Places in the same building.
- Set up a single *Update Table* when there are two or more Polling Places in the same building.
- Use an Election Officer as a greeter to get voters to the right district when there is more than one in the same building.
- Set up the *Officers' Table* so that two or more voters can be processed at the same time.
- Listen carefully. People may use wrong words when explaining an issue. Make sure everyone is talking about the same thing before acting or reacting!
- Follow the instructions in this Manual, the Checklists and the Supplemental Instructions.

**Some things that can create problems:**

- Doing things the wrong way!
- Not following instructions.
- Inventing procedures instead of following the checklist.
- A bad attitude. Saying that something is not your job.
- Inspectors who do nothing but watch. The Inspector should be actively involved in the operation of the Polling Place.
- Doing things from memory instead of following instructions or Checklists.
- Being insensitive to your colleagues, voters, etc.
- Not taking all of the right items to a Drop-off Point.
- Election Officers who do things the way they used to be done. Things change.
- Treating people with special needs in an insensitive and disrespectful way.
- Refusing to let a voter use ADAM because a visual impairment is not obvious.
- Not asking for help from the Department when there is an issue that needs clarification.

## XIII. PEOPLE PERMITTED IN THE POLLING PLACE

The following people are permitted in the Polling Place:

- Election Officers,
- Department staff with ID,
- Members of the Board of Elections with ID,
- The State Election Commissioner and staff with ID,
- Authorized Challengers,
- A person voting or waiting to vote
- Children with a voter (see below), and
- A person who is assisting a disabled voter.

A voter may take children who are 17 years of age or younger into the Polling Place and voting machine. If anyone challenges a child's age, the voter shall verbally attest the child's age to the Inspector.

The Inspector and both Judges by unanimous vote may admit other persons whom they deem "...necessary to the conduct of the election..." to the Polling Place.

**Under no circumstances shall members of the media or any exit polling service be in the Polling Place unless escorted by members or staff of the Board of Elections, Department of Elections or State Election Commissioner with ID.** Persons conducting Exit Polls and unescorted media may be inside the 50 foot exclusion zone but may only talk to persons who have already voted and have left the building and are willing to speak with them.

Media accompanying candidates, elected officials or other persons **SHALL NOT** be permitted in the Polling Place. Report all incidents involving the media or unauthorized persons to the Voting Machine Desk at **577-5060**.

## XIV. EXPLANATION OF THE 50 FOOT RULE

GREATER THAN  
50 FEET

### PERSONS PERMITTED IN THIS AREA

- Anybody including candidates and campaign workers.

-----

( Line 50 feet from any entrance used by voters. )

WITHIN 50  
FEET

### PERSONS PERMITTED IN THIS AREA

- Persons going to vote.
- Persons who have voted and are leaving.
- Exit pollers.
- Media.

**NOTE:** Members of the media and exit pollers may not talk to persons who have not voted while in this area.

\_\_\_\_\_

( Any entrance to a Polling Place used by voters. )

### PERSONS PERMITTED IN THE POLLING PLACE

- Persons voting, waiting to vote, accompanying children or assisting voter with a disability.
- Authorized Challengers.
- Election Officers.
- Department of Elections (DOE) observers and technicians with ID.
- Members of the Board of Elections (BOE) with ID.
- The State Election Commissioner (SEC) and employees with ID.
- Observers or media escorted by BOE, DOE or SEC with ID.

## XV. ELECTIONEERING

State law prohibits electioneering:

- In the Polling Place; and
- Within 50 feet of any entrance used by voters.

Electioneering includes:

- Wearing buttons or clothing about a candidate, issue or party,
- Displaying candidate literature,
- Talking about a candidate on the ballot,
- Applies to issues as well as candidates,
- Loudspeakers that can be heard inside the Polling Place,
- Keeping voters from entering or leaving the Polling Place, and
- Putting candidate signs or banners in or near the Polling Place (50 foot rule)

Voters may use information to help them vote. They:

- May take it into a voting machine, and
- Be discreet and not display or discuss it in the Polling Place.
- Election Officers must stop electioneering by:
  - Using the 50 ft string from the Supply Bag to show people where the exclusion zone begins,
  - Telling people to stop,
  - Telling people to remove buttons,
  - Telling people to cover up clothing or go home and change,
  - Throwing away literature left in the Polling Place,
  - Removing posters, signs, etc. before the Polls open, and

- Reporting problems to the Voting Machine Desk.

Candidates **SHALL NOT** be in any Polling Place except to vote or to obtain the results after the polls have closed.

## XVI. CHALLENGES AND CHALLENGERS

Conducting *fair* and *impartial* elections includes Challengers observing the election. They have the authority to challenge a person's right to vote. Treat Challengers with courtesy and respect at all times.

Any Election Officer, voter or authorized Challenger may make a challenge. Election Officers under oath shall not knowingly allow an ineligible person to vote.

Elected and political party officials or their representatives have no special status. They may not be in a Polling Place except to vote, unless they are authorized Challengers.

Each Party on the ballot may have one Challenger at a time. § 3164

- A Challenger gives the Inspector written authorization signed by the chairperson of the political party's county committee listing the Challenger's name, the political party for whom he/she is acting as a Challenger and the date of the election.
- The Inspector takes the authorization, writes the party's name on a *Challenger Badge*, gives the badge to the person and gives the authorization back to the Challenger.
- Each Challenger wears the *Challenger Badge* while in the Polling Place. This is not electioneering.
- A Challenger either gives the badge to their replacement or gives it to the Inspector when he/she leaves.
- Challengers may be replaced during the day and may return as long as they give the authorization to the Inspector and as long as there is only one Challenger for the party in the Election District.

### Challengers have the right to:

- Watch the election and see election records,
- Hear and record the voter's name,
- Challenge a voter because of identity, address or bribery, **before the voter enters the booth,**

- Look at the Public Count/Display and Protective Counter on the OCP, and
- Assist, if requested, the Election Officers in preserving the peace in the event of a disturbance.

### When a challenge has been made:

- The Inspector and both Judges *immediately* hear and resolve the challenge *before* the voter enters a voting machine. Challengers do not debate the decision with the Election Officers.
- The decision of the Inspector and Judges is final. Once a decision is made, the challenged person should either vote or leave.
- Persons may be challenged for:
  - **Identity:** the person is not the one listed in the official election records. The Inspector and Judges may ask the person being challenged for proof of identity.
  - If not permitted to vote, tell the person that he/she may appear before a Superior Court judge. Call the Voting Machine Desk to arrange a hearing, or
  - Tell him/her they may vote by Provisional Ballot if there is a Federal Office on the ballot, and send voter to the Update Table.
  - If the person does not vote by Provisional Ballot, he/she leaves the Polling Place.
  - **Address:** the person does not live at the address listed in the official election records. The Inspector and Judges may ask the person for proof of address. If none, or the person moved, send him/her to the Update table.
  - **Bribery:** the person has received money or other valuable consideration for voting or voting in a particular manner. The voter shall be permitted to vote after completing and signing a *Bribery Oath Form*. Put the completed form in the *Other Documents* envelope.

### Challengers shall not:

- Interfere with or unreasonably delay an election,
- Perform the duties of any Election Officer,

- Tell Election Officers how to do their job,
- Sit with the Election Officers, or
- Make any marks or notes on any election record.

Election Officers shall not keep lists for, or otherwise assist, Challengers.

The Inspector and Judges may seek advice and guidance from a Department of Elections administrator and/or the Department of Justice by contacting the Voting Machine Desk at **577-5060**.

If a Challenger is disruptive, the Inspector tells the Challenger what is objectionable. If the Challenger continues, the Inspector and both Judges may by majority vote eject the Challenger from the Polling Place. § 4934(b)

If the Inspector and Judges willfully eject a Challenger without cause, they shall be deemed to have knowingly and willfully violated their official duty. § 4934(c)

### **RULES ON THE USE OF ELECTRONIC DEVICES**

- Challengers may use electronic devices as long as they don't make any noise – beeps, rings, buzzes, etc. All devices shall be muted while in a polling place.
- Challengers shall not talk on a cell phone or any other device while in the Polling Place. This includes hands-free devices.
- Challengers may send and receive text messages as long as there is no associated sound – beeps, rings, buzzes, etc.
- Challengers shall not take any pictures or video while in a polling place, or stream any video or sound from a polling place.
- Challengers shall not record any sound while in a polling place.
- Challengers may plug a device and/or charger into an outlet as long as the cord does not cause a tripping hazard. The Inspector is the sole judge of whether or not a cord poses a tripping hazard.
- The Inspector shall tell a Challenger to stop using a device if it makes any noise that can be heard in the polling place. If the challenger does not stop, the Inspector and both judges shall vote whether or not to eject the challenger.

## XVII. SIGN PLANS

The Department of Elections has made a *Sign Plan* for each Polling Place. The plan shows the type and location of signs, etc. needed to:

- Make a building more accessible,
- Direct voters to the Polling Place, and
- Mark accessible parking places.

The Department will have the signs and traffic cones delivered to the Polling Place:

- The number of signs delivered may not agree with the *Sign Plan*.
- Use common sense when placing the signs you have.
- Call the Department at the Voting Machine Desk if you need more signs.

The building staff may put out the signs and traffic cones before the Polls open. This person should also retrieve them and put them near the closed voting machines after the polls have closed.

The Inspector is responsible for:

- Using the sign plan to check placement and/or place signs, etc.,
- Putting out and retrieving the signs and traffic cones if building staff does not do it,
- Correcting the placement if necessary,
- Posting interior signs that direct voters to the voting area.
- Deciding if signs are needed to mark another entrance, and
- Calling the Voting Machine Desk to get more signs.

## XVIII. POST-ELECTION REVIEW

The Department of Elections may conduct a post-election review of several aspects of each election. The purpose of the review is to identify areas where there needs to be more training, as well as to give Inspectors feedback on the performance of Election Officers in their Polling Place.

The review will focus on things that can be measured, such as:

- Were all documents and other required items returned to the Drop-off point by the Inspector?
- Were all required documents and tapes in the correct envelopes?
- Were all required documents, tapes and cartridges returned in the black canvas *Memory Cartridge Pouch*?
- Were Update documents properly completed?
- Were all Memory Cartridges properly closed?
- Were all changes of address and name handled as Update transactions?
- Were all signs and posters put up at eye level in the Polling Place?
- Were exterior signs and interior signs directing people to the Polling Place put out and/or up?

Election Officers are encouraged to submit written comments, suggestions or concerns to the Department after the election.

## XIX. DRAWING OF A TYPICAL POLLING PLACE

- Set up the Polling Place so that people can move through the process with relative ease.

- |                       |                       |
|-----------------------|-----------------------|
| A. Voting Machines    | 1. Election Officers  |
| B. Officers' Table    | 2. Challengers        |
| C. Challengers' Table | 3. Polling Place Sign |
| D. Update Table       | 4. Update Sign        |

