

RED: Disruptive behavior



**TEAM LEAD
AND/OR
MANAGEMENT**

What can you do?

- Learn what has occurred so far if transferred to you.
- Inform the person that their behavior or comments are not acceptable.
- End the phone call or tell the person to finish their transaction and leave the site.
- Have protocol for another team member to call the SOE office for help.
- Call law enforcement if serious threat.

Examples

- Person uses profanity directed at staff or other voters.
- Person makes racist, sexist or homophobic jokes or comments.
- Person makes a physical threat to staff or others.
- Any comments towards using a weapon or returning to the site.
- Person will not cease using a video filming device inside the polls after being asked not to.

YELLOW: Person becomes agitated

TEAM LEAD

What can you do?

- Be calm; acknowledge their frustration.
- Avoid arguments; confirm what you understand to be the issue.
- Give them the options that are legally available and let them choose.

Examples

- Voter is mad that another voter is not wearing a mask. (Election Workers are not the “mask police”)
- Voter does not like what is on their ballot.
- Voter disputes their information on file is accurate.
- Voter waited too long to get service from us.

GREEN: Person has questions

**ELECTION
WORKER**

What can you do?

- Put yourself in their shoes.
- Listen and try to understand.
- Be a partner and find a solution.
- Provide information you have.
- Escalate to higher level if needed.

Examples

- Questions about their ballot.
- What happens when I....?
- How do I....?
- How do I know my vote will be counted?