**RED: Disruptive behavior**

**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**

**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**

**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?