

HAVA Speaker Talking Points

General Guidelines:

1. Treat adults as adults. Address people who have disabilities by their first names only when extending the same familiarity to all others.
2. If you offer assistance, wait until the offer is accepted. Then listen to or ask for instructions.
3. Don't be afraid to ask questions when you are unsure of what to do.
4. Relax. Don't be embarrassed if you happen to use common expressions such as "See you later" that seem to relate to a person's disability.
5. Be patient. Take as much time as is necessary.
6. Treat all voters with dignity, respect and courtesy.

Mobility:

1. Need to ensure that parking meets the needs of those voters with mobility concerns:
 - a. Are the spaces designated?
 - b. Is the path into the polling place clearly marked with signage?
 - c. Is the same entrance used or is there another with a ramp?
2. Pay attention to clutter or barriers that impede access.
3. Ask the voter if they need your assistance in entering or exiting the polling place, do not assume that they want you to push them.
4. Do not lean on a wheelchair or other assistive device.
5. Do not patronize people who use wheelchairs by patting them on the head or shoulder.
6. Offer assistance if the individual appears to be having difficulty opening a door.

Visual:

1. Speak directly to voters, not companion or service animal. Never touch the dog or offer food to a service animal.
2. Identify yourself to the voter.
3. Ask the voter what you can do to assist them.
4. Offer your arm rather than taking the blind or visually impaired voter's arm.
5. Allow voters to have assistance of their choice in the polling place, this includes the use of an assistive device.
6. Utilize the Signature Guide at the Signature Roster to aid the voter in signing their name.
7. Be descriptive when giving directions; verbally give the person the information that is visually obvious to those who can see. Example: "the early ballot box is sitting on a low table 3 feet to your left".
8. If you are offering the voter a seat, gently place the individual's hand on the back or arm of the chair so that they can locate the seat.
9. Notify the voter if you are leaving them alone.
10. Braille and Large Print ballots are available but accommodations must be requested before Election Day. Voters can make that request by calling the Voter Information Line at 602-506-1511 or online at www.recorder.maricopa.gov.

Hearing:

1. Rephrase don't repeat your statements.
2. Have a pad of paper and pen handy for communicating.
3. Utilize the Voter Instruction Cards as a communication tool—the instructions are in both English and Spanish with corresponding pictorial representation of what is required from the voter at each stage of the processing line.
4. Speak directly to the voter (not their companion), speak clearly and use short, simple sentences. There is no need to speak loudly or to shout. This will help if the voter is reading your lips.

Speech:

1. If you do not understand something that the voter has said, do not pretend that you did. Ask them to repeat what he or she said and then repeat it back to the voter to be sure you understood correctly.
2. Try to ask questions that require a short answer or nod of the head.
3. Do not speak for the voter or attempt to finish the voter's sentences.

Cognitive:

1. Be patient, flexible, and supportive. Take time to understand the voter and make sure the voter understands you.
2. Try to limit distractions and keep things simple—take one task at a time.
3. Offer assistance completing forms or understanding written instructions and provide extra time for decision-making. Wait for the individual to accept the offer of assistance; do not "over-assist" or be patronizing.
4. Be sure signage is posted designating where to start and how to mark the ballot.

This information was compiled from the following sources: Arizona Bridge for Independent Living, Arizona Center for Disability Law, the Office of Disability Employment Policy, the Media Project, Research and Training Center on Independent Living, University of Kansas, and the National Center for Access Unlimited.