

## 2024 Captain's Chat Tips

This document includes some tips for common scenarios that can arise in the team chats. In most cases it includes example language you can copy and use. You can copy and paste verbatim, but you can also adapt to your own style, as long as the substance remains the same (DO NOT edit directly in this document).

We have included formatting marks to help important information stand out. Include any ` \* : \_ on both sides of the text for the formatting to work.

See the clickable table of contents on the left for easy navigation. (Click the 3 lines if closed).

This is not meant to be exhaustive, but an evolving resource to help save you time.

### Suggestions

Have a suggestion for a tip? See great advice we should add? Put it here:

[☰ Chat Tip Suggestions](#)

### Opening

#### **NOTE on Welcome Message**

Use the welcome message linked off of Captain's Home. Please always follow the link, do not use a saved copy as information may be updated.

### ANNOUNCEMENTS

Please post these immediately to all volunteers on your team

### REMINDERS

These should be pushed out to all volunteers on your team a minimum of once per shift (but not all at once)

### **Accurate better than fast**

`Accurate is always better than fast.` Feel free to put the caller on hold while you are researching and discussing with a captain. Start with the FAQ, but look at all parts of the state page. Giving \*accurate information is crucial.\* `Take the time to get it right.`

### **Always Give Complete Information**

:ballot\_box\_with\_check: `Make Sure the Voter Has All the Info They Need`

:ballot\_box\_with\_check:

- (1) Review their \_registration\_
- (2) Ask what \_ID\_ they plan to use. Check the expiration date.
- (3) Ask if they've \_moved\_.
- (4) Ask how they \_plan to vote\_.
- (5) If they plan to vote by mail, show them how to \_track their ballot\_.
- (6) Review \_important dates and deadlines\_ (registration, MIB requests).
- (7) Let them know that they can always \_contact their BOE\_ (provide contact info)

Many states have changed ID requirements, ballot request procedures, and poll locations.

\*Always double check they have what they need for this election\*.

And always, ALWAYS, let them know that if they are experiencing a problem while trying to cast their ballot that \*they can call the hotline in real time,\* to not wait.

### **Registration Reminders (use as appropriate based on the state deadlines in your region)**

:clipboard: :vote\_button: `Registration Deadlines Approaching` and many states have been purging the voter rolls. :vote\_button: :clipboard:

\*CHECK REGISTRATION WITH EVERY CALLER\*. If they are NOT registered and the deadline hasn't passed, \*MAKE A REGISTRATION PLAN\*.

Explore different \*options to register\*. Never assume a caller has computer/printer access.

Confirm that the \*caller has the requisite documentation/identification\* to register. If not, help the voter problem-solve that. Voteriders.org can help them.

Make sure they \*know their state's registration deadlines\*, and tell them to mark that on their smart phones/calendar.

Educate them on how to \*confirm that their registration application has been accepted\* (online tracking tool, or provide BOE number), and give them a timeline to confirm, in case their first application may be challenged or rejected.

## **Returning to volunteering**

### **\*Returning to Hotline\***

Coming back to Hotline after a break? If you are nervous about dealing with the technology, process, or substance of handling calls because you are new to the 2024 cycle:

- (1) you are in good company – many volunteers are new or rusty. *\*Ask for help here\**, others may benefit from your question as well.
- (2) *\*Every shift helps you learn\**. After a few shifts, you will feel a lot more confident and, with a few more, you'll be a pro.

Remember the EP motto: *\*accuracy is more important than speed.\** Just take things slowly and methodically – callers are happy to wait while you figure out how to solve their problem.

*\_Remember to use the resources available to you, including the How Do I?s:\_*

<https://eplegal.wpengine.com/hotline-guides/#how-do-i>

## **General Reminders-Give As Needed**

### **Escalating Calls**

:arrow\_up: :tickets: *\*ESCALATING A TICKET\** Please don't escalate an issue without the approval of a Captain or Lead. *\*Best practice:\** check about escalating while the caller is still on the line, in case more information is needed. *\*DO NOT tell callers\** that their concern will be escalated and make sure to write *\*detailed ticket notes for any escalated ticket\**.

### **Calls to the BOE**

:timer\_clock: :telephone\_receiver: :classical\_building: `Limit calls to state or local election authorities`. If there is a long wait, give the contact info to the voter, and leave the 3 way. Let the voter know they should call us back after speaking with the official if their problem was not resolved.

### **Provide all the Info Needed**

:loudspeaker: A FRIENDLY REMINDER to please do your best to provide voters with *\*all the information they will need to vote\**. If a caller asks about a polling place location, please take the opportunity to provide that information AND ALSO let the voter know the hours of voting and the voter ID requirement! :flag\_us:

### **Widespread issues/Intimidation**

:loudspeaker: `Report Immediately` *\*While the caller is on the line\**, report to a *\*Captain\** or *\*Lead\** any issue that could *\*prevent a significant number of people from voting\** and any *\*intimidation.\** Follow your captain's instructions on questions to ask.

# GENERAL ISSUES

Post these reminders as appropriate/as needed

## Forms

:no\_entry\_sign: :pen\_fountain: `DO NOT complete any applications or forms for the voter`

:no\_entry\_sign: :pen\_fountain:

This includes voter registration or absentee ballot applications. You may answer the voter's questions about how to fill out the form. We can also text them the link to the form (after getting their permission to text them). Make sure you understand which form the voter is asking about.

## Irate/Abusive Callers

### General Advice

`You never have to deal with abuse here.` Please end the interaction if a caller is getting angry with you or cursing at you. Send the phone number with a description of what happened to your captain.

### Specific to the Volunteer who took an abusive call

The vast majority of our callers are so grateful we are here, but election season can get heated. Sorry you had to deal with that. Please give me the phone number and a description of what happened.

## Logging Calls Advice

:pencil: **\*Pro-Tip re Logging Calls\*:** Before closing out your OVL ticket, it's helpful to **\*write down\*** on a legal pad (a) the **\*phone number\*** of each call/text you receive when it comes in, (b) the caller **\*location\***, (c) a word or two about what the **\*issue involved\*** and, (d) when you complete the OVL ticket, the **\*ticket number.\*** That way, if you have to go back to the ticket for some reason (e.g., a captain asks you to supplement what you wrote) or call the voter back for some reason (e.g., you got new/better info after the call ended) it's easier to find the ticket in the system and finish your work. Delete or destroy/dispose of these notes after your shift to protect voter privacy.

## No Callbacks Promises

`Do not promise a callback` Give the caller the information they need during your interaction. If you can't fully solve the problem, consult with a captain.

## Partisan Issues

`The Election Protection Hotline is strictly non-partisan` If a caller gets into partisan territory, respond that EP is a non-partisan organization. **\*We are only able to answer questions about voting procedures\***. Voters can go to [vote411.org/ballot](http://vote411.org/ballot) if they need info on candidates or what is on their ballot.

## Stay in Line

`Polls Closing? Voters Must Stay in Line!` As polls are closing, anyone who was \*in line before the closing time still gets to\* :vote\_button: Tell callers to \*stay in line\*, and to \*tell other voters to stay in line\*.

### **Text Messaging**

:stop\_sign: :iphone: `You should never send an unsolicited text/SMS message to a voter`  
:stop\_sign: :iphone: Never send a text in response to a voicemail. You must get the caller's consent to open a text interaction before sending links, etc. "Is it okay if I send you a text?"

### **Three-Way Calling**

:three: :telephone: `Should we do a 3-Way Call?` :three: :telephone:  
Generally we want to \*avoid 3-way calls\* when the hotline is busy. They tie us up too long with one caller, so we're not free to help more people.  
\_However,\_ \*check with your captain\* if a 3-way call may be appropriate, particularly with:  
Voters who \_do NOT have online/printer access\_  
Voters who are \_intimidated\_ by having to call a governmental agency and may get easily frustrated or confused with all the prompts, or  
It's a really \_tough question\_ that may \_need BOE's guidance.\_  
If you call, and there's going to be a long wait, make sure the voter has the contact information, and leave the 3way. Let the voter know they can \*call us back\*

### **Trained volunteers-not lawyers**

`Do not refer to yourself as a lawyer or an attorney` \*We provide information, NOT advice\*. You can introduce yourself as a "trained volunteer."

## **OVL Reminders**

Post these reminders as appropriate/as needed

### **Caller Name Needed**

:tickets: \*Let's Talk Tickets\* :tickets:  
:telephone: :notepad\_spiral: \*INPUT THE CALLER'S NAME\* Ask their name up front. If the caller refuses to give their name, write that in the ticket notes.

### **Correct and Complete Tickets**

:tickets: \*Let's Talk Tickets\* :tickets:  
OVL entries should be \*Correct and Complete.\* Please include \_specific details\_ including the \*full question\*(s) asked, the \*answer\*(s) you gave, and the \*source\* for your information. If the caller forgets everything and calls back, \*would the next volunteer who answers have everything they need\*?

## Demographic question

:tickets: \*Let's Talk Tickets\* :tickets:

\*Closing Questions\*

The closing questions on where they heard about the hotline and race/ethnicity are crucial to the work we do.

\_Good language to use if callers push back on demo questions\_ "It's important to understand the communities we serve. We also use it to detect patterns of discrimination."

Knowing why can help a caller be more comfortable about us asking. But if the caller is still unwilling to share, never push. "I have to ask, you don't have to answer."

## Issue Tagging

:tickets: \*Let's Talk Tickets\* :tickets:

Please take some time to read through all the possible :warning: *issue tags* :warning: and make sure your \*tags are complete\*. Include tagging for everything that applies. This helps all the back-end folks who run the hotline/field partners identify big issues faster / conduct better research! :star: :notebook: :bulb: :key2: :star:

:question: Question/info requests tags :question: alone should \_only\_ be for very \_basic inquiries\_ with \_clear answers\_.

## Location Needed

:tickets: \*Let's Talk Tickets\* :tickets:

:telephone: :notepad\_spiral: `Tickets need a location` It is \*vital\* we know at least the \*state.\* \*Enter the state the question is about/where the vote happens\*, not necessarily the area code or where the voter currently is located or calling from. If the \*issue involves a polling place or early vote center, we must have that\* for partner follow up.

## Phone Number Needed

:tickets: \*Let's Talk Tickets\* :tickets:

:telephone: :notepad\_spiral: \*Tickets need a phone number\* If you forget to ask for one, use the number from the caller id. If the \*caller refuses\* to give it, then check, "Could not collect phone number." Indicate the caller refused to give number in the ticket notes.

## PII/Personally Identifying Information not allowed in ticket notes

:tickets: \*Let's Talk Tickets\* :tickets:

`Keep PII out of the ticket notes` Rather than writing the caller's name in the call description, write "voter" or "caller." If the voter is asking a question about a political party, you can write "political party." Please do not include any voter addresses, phone numbers, dates of birth, or email addresses in the call description or outcomes. Any information we need to contact the voter will be stored in the necessary fields in OVL.

## **What Isn't PII**

:tickets: \*Let's Talk Tickets\* :tickets:

`When a name isn't PII` \*PII only applies to the VOTER'S information\*. Public officials' names, including poll workers, can be noted. For electioneering calls, document the party and candidate at issue.

## **Voicemails**

### **Looking for Volunteers**

`We are looking for volunteers to help answer voicemails.` Voicemails are a great way to gain familiarity with hotline tools and resources. \*If you haven't done voicemails before, let us know\*.

### **General Voicemail Guidance**

:telephone: :vhs: `Some Pro Tips for Voicemail Return` :telephone: :vhs:

Please review this: [elegal.wpengine.com/wp-content/uploads/Answer-Voicemails.pdf](http://elegal.wpengine.com/wp-content/uploads/Answer-Voicemails.pdf)

Step 1: Write down the number, then \*check the number in OVL\* to see if the same person has called about this issue before. If there's an existing ticket from the same day and it's about the same issue, you can complete the VM. If not or can't tell, call the voter back.

Step 2: \*Check the transcript for abuse\*

Step 3: Listen and \*quickly pull up where you'd find the answer\*.

Step 4: \*Call the number back\*. If someone answers, deal with it like a normal interaction. If you leave a message, give any useful information you can, and invite them to call the Hotline back for any needed follow-up.

Step 5: \*Write VM- at the beginning of the OVL ticket notes\* so others know this was in response to a VM. Indicate if you spoke with someone or left a message.

Step 6: Do NOT requeue the voicemail. \*Complete\* it. \*Wrap up/complete all parts of the interaction\*-both the outgoing call and voicemail task.

### **No Message in Voicemail**

:telephone: :vhs: `Returning voicemails and no message?` \*Still call the number back\*.

Worst case it was a wrong number and you get to wish someone a nice day. Best case we can help a voter with an issue.

### **Can't Use the Automatic Redial with a Voicemail?**

If the automatic redial gives an error message, manually enter the number using the keypad.

## When the Hotline is busy

### Breaks

:coffee: `Need a break?` :coffee:

\_Short\_ breaks are always allowed, but please coordinate with your captain to *\*make sure enough people are available to help voters\**.

### Interactions Taking Too Long

:stopwatch: :free: `Make sure you're free for a new interaction` :free: :stopwatch: Once the substantive questions have been answered and you have the information for your OVL entry, please *\*thank them for calling\**, let them know *\*to call again\** if any future voting-related issues, then tell them *\*you need to free up the line to help other voters\**. Complete the interaction, finish the ticket, and wrap the task so you can help someone else :vote\_button:

### Stay on Available

`Please Stay on Available`. Calls are steady and we need *\*everyone taking calls\**. Be prepared to take calls your entire shift.

## When the Hotline is slow

### Good Time to Review Materials

:books: `Good Time to Review Materials` :books:

In between calls is a great time to review materials. While waiting for a call, you can:

- (1) Take a look at the "How Do I?" guides.
- (2) Review the Volunteer Guide.
- (3) Pick a state in your region with upcoming deadlines and review the Hot Topics and FAQ
- (4) Refresh your memory of the resources in General Information.

### Good Time to Refresh Skills

:tools: `Do You Know Your Hotline Tools?` :tools:

Now is a great time to refresh your memory on skills you may not have used recently.

Do you remember how to:

- (1) Make a 3-way Call?
- (2) Forward a Call?
- (3) Answer Voicemails?
- (4) Initiate a text?
- (5) Troubleshoot a technical issue?
- (6) Look up Mail in Ballot status?
- (7) Check for deadlines?
- (8) Advise a caller on rights restoration?



\*Captains are happy to assist\* you with finding resources if you can't find the answer yourself.

## Tech Issues

### Tech Checklist

:computer: or :microphone: or :telephone\_receiver: `tech issues`?

Use \*Chrome\*

When not on a call or working on an OVL entry, \*refresh\*

Make sure your \*microphone is set up\*

[http://eplegal.wpengine.com/wp-content/uploads/Twilio\\_Setup-Test-Mic.pdf](http://eplegal.wpengine.com/wp-content/uploads/Twilio_Setup-Test-Mic.pdf)

Check the \*Hotline Tech FAQ\*

<http://eplegal.wpengine.com/wp-content/uploads/Hotline-Tech-FAQ.pdf>

Disable any \*VPNs\*

Unplug from any \*docking station\*

Use \*personal or guest wifi\* instead of law firm network

Use \*personal equipment\* instead of office computer

If problems persist \_after\_ these steps, go to the tech help chat.

### Opening Links in FAQs

`FAQ Pro Tip` When you are in the embedded PDF for a State FAQ, you cannot "right click" to open the linked information in a new tab—if you click the link, you leave the FAQ. If you \*hold the CTRL key and click, it opens the link in a new tab without taking you out of the FAQ\* in the original tab. Use CMD/⌘ key if on a Mac.

### Text Won't Send

Text won't send? Add a space after the 1 in the phone number.

### Unwrapped interactions

Having any issues wrapping up your last task? This can help:

[eplegal.wpengine.com/wp-content/uploads/Complete-a-Task.pdf](http://eplegal.wpengine.com/wp-content/uploads/Complete-a-Task.pdf)

## DMs

### Check DMs-General Reminders

Please keep an eye out for DMs from hotline leadership and respond promptly. We try to keep the substantive discussions in this chat but sometimes we just need some specific info and use the DM.

### **Check DMs-Individual Nudge, @ the vol**

Please check your DMs, your captain has an issue to discuss.

### **No DMs-General nudge against vol initiated DMs**

Keep substantive discussions in the main chat room. That way everyone can learn, and it reduces the number of chats to monitor.

### **No DMs-Individual nudge against vol initiated DMs**

Thanks for reaching out. Please feel free to ask questions in our Team chat. We all learn from each other.

## **ANSWERS TO COMMON QUESTIONS: Substantive Issues**

### **Intimidation/Misinformation/Polling Place Issues**

#### **Misleading Robocalls**

:robot: `Misleading Robocalls` :robot:

Election misinformation, whether via robocall, mailer, flyer, or social media post, are \*intentional attempts to use false information to affect the participation of voters in elections\*.

This may include spreading an incorrect election date, false and misleading information about candidates, or other types of information intended to deceive, dissuade, or discourage people from voting.

\*Flag all misinformation reports to your captain\*. Ask the appropriate questions and document with details in OVL. Go here for questions to ask: [eplegal.wpenqine.com/#misinformation](https://eplegal.wpenqine.com/#misinformation)

#### **Election Misinformation**

:dizzy\_face: :vote\_button: `Election Misinformation` :dizzy\_face: :vote\_button:

Election misinformation, whether via robocall, mailer, flyer, or social media post, are \*intentional attempts to use false information to affect the participation of voters in elections\*.

This may include spreading an incorrect election date, false and misleading information about candidates, or other types of information intended to deceive, dissuade, or discourage people from voting.

\*Flag all misinformation reports to your captain\*. Ask the appropriate questions and document with details in OVL. Go here for questions to ask: [eplegal.wpenqine.com/#misinformation](https://eplegal.wpenqine.com/#misinformation)

## **Voter Intimidation**

:sos: `Voter Intimidation` :sos:

Voter intimidation refers to the act of \*intimidating, threatening, or coercing another person to interfere with their right to vote\* for the candidate or issue of their choice. Voter intimidation can happen at the polling place or at a voter's door by people canvassing.

\*Flag FIRST PERSON reports of voter intimidation to your captain\*. Refer to FAQ 71 if it is at the polling place, ask the appropriate questions and document with details in OVL. Go here for questions to ask: [elegal.wpengine.com/#voter\\_intimidation](https://elegal.wpengine.com/#voter_intimidation)

## **Polling Place Issues: Broken Machines**

:tools: :vote: `Broken Vote Machines` :vote: :tools:

\*Broken, missing, or malfunctioning voting equipment\* can cause increased wait times, and in the worst cases, poll closures requiring voters to go elsewhere. Since broken machines typically cause long lines, your ticket may include both issues.

\*Flag reports of broken machines to your captain\*. Refer to FAQ 67, ask the appropriate questions, and document with details in OVL. Go here for questions to ask: [elegal.wpengine.com/#broken\\_machines](https://elegal.wpengine.com/#broken_machines)

## **Poll Worker Misconduct**

:no\_entry\_sign: :vote: `Poll Worker Misconduct` :no\_entry\_sign: :vote:

\*Flag FIRST PERSON reports of poll worker misconduct to your captain\*. Refer to FAQ 70 and other necessary FAQs to determine if the poll workers actions were inappropriate. Ask the appropriate questions and document with details in OVL. Go here for questions to ask: [elegal.wpengine.com/#pollworker\\_misconduct](https://elegal.wpengine.com/#pollworker_misconduct)

`NOTE` It is acceptable to include the names of elections officials, including poll workers, in OVL tickets. This is not considered PII as they are serving in a public capacity.

## **Polling Place Issues: Long Lines**

`Long Lines at the Polls` :vote: :woman\_walking\_tone5: :person\_walking:  
:woman\_walking\_tone3: :man\_walking\_tone4:

Unfortunately, \*long lines to vote\* are the norm in some places, but \*may be a sign of a bigger issue\*. Depending upon the situation and state laws, you should \*investigate other options for the voter\*, including if there are other locations where the voter can vote, including county vote centers or other locations if voters are not required to vote at a specific polling place. \*Flag reports of long lines to your captain\*

\*Discuss all the options with the voter\* and \*be aware of poll closing hours\* before suggesting they go elsewhere, especially if travel time means they will be "cutting it close."

Refer to FAQ 66, ask the appropriate questions, and document with details in OVL. Go here for questions to ask: [elegal.wpengine.com/#long\\_lines](http://elegal.wpengine.com/#long_lines)

### **Polls Closed**

:lock: :classical\_building: `Polls Closed` :classical\_building: :lock:

The majority of states have *\*officially designated poll open and close times\**. FIRST, you should *\*check the caller's voter registration\** to confirm that they are at the correct polling place.

*\*Flag reports of polling places that are not open but should be to your captain\**.

Go here for questions to ask and more: [elegal.wpengine.com/#polls\\_closed](http://elegal.wpengine.com/#polls_closed)

`NOTE` This may or may not apply to early in person voting. See FAQ 25-28 for more on early voting.

## **Other Substantive Issues**

### **Substantive Questions**

"What does the FAQ say?"

"Anything on that in the Hot Topics? The state page Hot Topics?"

"What's the language on the county BoE site?"

"Have you been able to find their registration information?"

### **General Reminder:**

`Where to find answers` The *\*first place you look for answers should always be the state FAQ\**.

Then *\*check the Hot Topics\**. See the sites linked in *\*Other State Resources\**. You can always

*\*ask your captain for help\**. Google is the last, not first place to look.

### **Absentee/Mail Ballot Arrival Status:**

:mailbox\_with\_no\_mail: `Voter hasn't received their absentee/mail-in ballot?`

:mailbox\_with\_no\_mail:

\_First\_ use the *\*MIB lookup tool\** to confirm they've properly requested one. \_Then\_ check *\*when their state will begin mailing\** ballots, and \_always\_ check the *\*state's hot topics\** for notice of any delays.

### **Arrest/Conviction/Rights Restoration**

`Rights restoration` questions are complex, and have a high risk of negative consequences if gotten wrong. *\*Carefully review our guidance on these calls\**:

[elegal.wpengine.com/wp-content/uploads/Arrest\\_Conviction-Procedural-Guidance-1.pdf](http://elegal.wpengine.com/wp-content/uploads/Arrest_Conviction-Procedural-Guidance-1.pdf) Note the exceptions for *\*Florida\** and *\*Texas.\** Make sure to tag ticket with *\*issue type (Question) Arrest or Conviction\**.

## Look Up Tools

`Using Lookup Tools` \*We CAN assist voters and use lookup tools in NY and MA.\* For \*FL, it depends on the type of warning\* for that county, see guidance here [eplegal.wpengine.com/wp-content/uploads/Florida-Look-Up-Tool-Guidance.pdf](http://eplegal.wpengine.com/wp-content/uploads/Florida-Look-Up-Tool-Guidance.pdf)

## Mailers

:mailbox\_with\_mail: `We didn't send them that`:mailbox\_with\_mail: Please see the \*guidance on mailers in General Information\*. You can assure the caller that the Hotline did not send the flier, text, or email. The hotline does not send such mass communications. Other orgs often include our number as a trusted resource for voting questions. Remind them that voter registration information is publicly available, if that is their concern. For unwanted texts they can reply 'STOP' to get removed from outreach lists, or mark it as junk.

## Provisional Ballots

`Provisional ballots are a last resort`

1. \*All efforts should be made to ascertain eligibility\* so someone can vote a regular ballot.
2. \*Provisional ballots may not be counted\* if they are not "cured", which means the issue regarding the voter's eligibility must be resolved.
3. Depending on the state, provisional ballots \*may only contain federal races\*, disenfranchising the voter in local and state elections.

If a provisional ballot is used, make sure the voter understands the \*requirements for curing\* and give them the \*deadline\* when the requirements must be met.

## Residency

:house\_buildings: `Only Voter Can Decide Residence`:house\_buildings:

Residency questions often turn on intent, which is subjective. \*Give the rules about residency\*, and the voter decides for themselves where it is appropriate for them to vote. \*DO NOT give an opinion or answer on where a voter resides for voting purposes\*.

## Voting Options

:mailbox\_with\_mail: :vote: Whether called Vote by Mail, Early Vote, Absentee Vote, Absentee Vote in Person, or Emergency Absentee, make sure the \*voter knows their options\*.

:mailbox\_with\_mail: :vote:

Each state has \*distinctions in terminology and execution\* of these voting methods.

Pay \*attention to the question\* the voter is asking and be aware that the \*voter may not be using the right terminology for their state\*.

Use the \*terms used in that state\*, as given in the FAQ.

Be sure to \*give all voting options available\* to the voter.

# Unrelated questions/Off-topic calls

## Specific Question

That sounds outside of what we can help with. Sometimes people just want to feel heard. Be polite, but feel free to wrap things up. We want them to have good memories of us if they do have a substantive issue in the future. You can tell them, "That's outside of what we can help with. Please call back if you have a voting question. I need to go now so I can help other voters."

### **General Reminder**

**OFF-TOPIC CALLS** We sometimes get calls outside of Election Protection's purpose. Kindly ask such callers if you can help them with *a specific voting question.* If not, politely end the call as quickly as possible. *If the caller is abusive or threatening, please report to a captain so the number can be blocked.*

### **Info on Candidates/Initiatives**

**Questions about Candidates or Ballot Language**

As a non-partisan organization, *we CANNOT* give information on candidates or issues\*. Please direct the caller to [vote411.org](http://vote411.org) or a state/local government page or election guide as a possible resource. Their local library or political party of their choice may also have information.

### **Concerns About a Long Past Election**

**Problems in the Past? Focus on What the Voter Can Do Now**

When a caller is concerned about a *vote not counting in a previous election,* redirect to *what they can do now to make sure their vote counts*:

- (1) Review their *registration*
- (2) Ask what *ID* they plan to use.
- (3) Ask if they've *moved*.
- (4) Ask how they *plan to vote*.
- (5) If they plan to vote by mail, show them how to *track their ballot*.
- (6) Review *important dates and deadlines* (registration, MIB requests).
- (7) You can advise them that they can always *contact their BOE* (provide #).

**Suggested language**: "I hear you are feeling really anxious that your vote was not counted last time, and it is really weighing on your mind. I can't help you with what happened before, because there is no way to go back and check that, but I CAN help you right now, for this election."

And always, ALWAYS, let them know that if they are experiencing a problem while trying to cast their ballot that they can *call the hotline in real time,* to not wait.

# Closing

## Closing Message

:timer: `We are coming to the end of our shift. Thank you for volunteering on the Election Protection hotline!` :timer:

Please stay until the end of the shift. When the shift ends, please finish any communications you are undertaking, complete any OVL tickets, set your Twilio status to "Offline," and close out your EP tabs.

`Want to help more?` \*Become a captain and help fellow volunteers\* This is also the \*best way to guarantee an Election Day\* spot if you don't have one. Sign up here:

[docs.google.com/forms/d/e/1FAIpQLSfXLOusGLNsWbfagBAkDFg4gxOJQcGsehcx9oB-sqtrnAoZQ/viewform](https://docs.google.com/forms/d/e/1FAIpQLSfXLOusGLNsWbfagBAkDFg4gxOJQcGsehcx9oB-sqtrnAoZQ/viewform)

`Volunteers Needed on November 4` Help ensure voters have what they need before they go to the polls. Sign up here: [elegal.wpengine.com/wp-content/uploads/On-Hotline-Recruitment.pdf](http://elegal.wpengine.com/wp-content/uploads/On-Hotline-Recruitment.pdf)

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