

**ELECTION
PROTECTION**



LAWYERS' COMMITTEE FOR
CIVIL RIGHTS
U N D E R L A W

Welcome Message to Volunteers

@all `VOLUNTEERS:`

****Thank you for being here today!****

`Please check in and say "Hi" when you arrive`

Your captain for this shift is [NAME]. I will be your primary point of contact during your shift and here to help with any questions you may have or to help navigate complicated issues that arise, please ****do not hesitate to ask for help.**** If you are ****a first-time volunteer, please let us know.****

When you receive a call or text from a voter, ****remember that taking the time to accurately handle the question or issue is more important than doing it quickly.**** Use the Election Protection materials found on EP Legal (<https://eplegal.wpengine.com/>). If the FAQs do not cover the issue, try the Sec of State/State Board of Elections website. If the question is about municipal elections, check the county/town election office or the county clerk's office. ****When in doubt, ask your captain for guidance.****

`DO NOT complete any applications or forms for the voter` This includes voter registration or absentee ballot applications. You may answer the voter's questions about how to fill out the form. Make sure you understand which form the voter is asking about.

**ELECTION
PROTECTION**



**LAWYERS' COMMITTEE FOR
CIVIL RIGHTS
U N D E R L A W**

Welcome Message to Volunteers

Please fill out the OVL ticket completely so we have an accurate record of each call. Each OVL ticket must identify the STATE and COUNTY from which the call came. The "details" section of the OVL ticket must describe the caller's question/concern, and what action you took to address it, _but must NOT contain any personal identifying information about the caller, such as name, address, phone, or email._ **Please do not escalate a ticket without first checking with a captain to confirm that it presents a problem that requires follow-up from Lawyers' Committee legal staff or state partners.**

****Before setting yourself to available please read the Hot Topics****

(<https://eplegal.wpengine.com/#hot-topics>) carefully to catch the latest updates from around the country.

If this is your first time volunteering please let your captain know and confirm that you have completed your training and signed the code of conduct (<https://eplegal.wpengine.com/#code-of-conduct>). Returning volunteers should sign the code of conduct once per election cycle. Please use the hotline guides and 'How do I?' (<https://eplegal.wpengine.com/hotline-guides/>) page to help get oriented and troubleshoot most problems. If you need technical assistance please post in the 'Tech Help' Chat. It's also a good idea to check the calendar (<https://eplegal.wpengine.com/calendar/>) for upcoming elections.

`That's it for now. Let's help some people vote!` :vote_button: