



# **Pelham Election Team: Poll Supervisor Guide**



**Election Team**

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## **Election Position Roles and Responsibilities**

Your role as a Poll Supervisor/Deputy Returning Officer (“DRO”) is an important one, and it is imperative that you become familiar with all of the details of this position before you begin your posting, as election rules and procedures change from election to election. Please read this handbook carefully as it will assist you to know what to do under the current rules and in various situations. You are also being provided with the guides for a DRO and Vote Tabulator Operator (“VTO”). You should review these references as well to ensure a smooth election day!

### **Poll Supervisor**

The Poll Supervisor is in charge of overseeing the Polling Location.

Responsibilities include:

- In conjunction with each DRO, deliver of all supplies to the facility, i.e. all ballots, supplies, voting screens, etc.;
- Maintain order at the polling station throughout the day;
- Canvas the interior and exterior of the polling station to ensure no campaign material is visible;
- Administer oaths to election staff;
- Sign-in each scrutineer or candidate present at the polling station;
- Answer any questions from the media and scrutineers;
- Assist in guiding electors;
- Ensure the proper opening and closing of the poll;
- Accompany the VTO from the polling location to be in charge of the prompt delivery of the ballot boxes, memory card, vote tabulator and all printouts to Town Hall, and ensure this is done as soon as possible after the poll closes at 8:00 p.m.; and
- Ensure the delivery of all remaining materials to Town Hall after the polling location has closed and packed up.

Please note, each Poll Supervisor will be appointed as a Deputy Returning Officer.

### **Deputy Returning Officer (“DRO”)**

The DRO is responsible for confirming voter’s information and issuing the correct ballot type to electors and providing instruction on how to vote for each race. The DRO is responsible to ensure the ballots they issued balance at all times.

Responsibilities include:

- Deliver supplies and ballots to the polling station;
- Assist polling station team with setup;

- Count and verify that the correct number of ballots have been received and sign the applicable form provided by the Clerk;
- Process electors within a specific voting poll by scanning the voter cards;
- If the elector does not have voter card, manually search the elector;
- Verify the elector's identification and ensure the elector's name and address are correct;
- If changes are required, send directly to the Revisions Deputy Returning Officer;
- If no changes are required, automatically strike voter off the voters' list;
- Initial the back of the ballots in the appropriate space;
- Distribute the correct ballot to the voter and instruct the voter on the applicable races and how to mark ballot;
- Place ballot into secrecy sleeve;
- Maintain the tally sheet and periodically balance ballots issued; and
- Assist with closing of polling station procedures.

Note: a Floating DRO will be provided busy polling station locations to provide assistance where necessary.

### **Revisions Deputy Returning Officer**

The Revisions DRO is responsible to update the voters' list for electors not on the list, or to make corrections to voter information, and then issue the correct ballot to the elector.

Responsibilities include:

- Assist polling station team with setup;
- Make changes to elector information as required;
- Add electors to the voters' list and required;
- Issue the correct ballot to the elector;
- Assist DRO's with periodic balance processes; and
- Assist with closing of polling station procedures.

### **Vote Tabulator Operator ("VTO")**

The VTO's role is input the complete ballot into the vote tabulation machine to read the vote and tabulate the results onto a memory card, while protecting the secrecy of the ballot at all times.

Responsibilities include:

- Assist polling station team with setup;

- Produce tabulation tapes before the poll opens to indicate a zero balance on the machine;
- Allow scrutineers to observe and place their initials on all tape copies;
- Insert ballots into the vote tabulation machine using the secrecy sleeve;
- Ensure the secrecy of the voter's ballot at all times;
- If the ballot is rejected, the VTO will discreetly direct the elector to the DRO in order to receive a new ballot (the Poll Supervisor can help in cases such as this);
- Initiate the "ender card" process and produce the tabulation tapes at the close of voting;
- Assist with closing of polling station procedures;
- Accompany Poll Supervisor to return Tabulator and supplies to Town Hall.

### **Information Clerk**

The Information Officer is the first person the elector sees when entering the polling location. A positive greeting will set the tone for the elector's voting experience.

Responsibilities include:

- Assist polling station team with setup;
- Kindly greet each elector;
- Canvas the interior and exterior of the polling station to ensure no campaign material is visible;
- Ensure information on voter card matches the voter's identification;
- Direct the voter to the appropriate DRO;
- If changes to the elector's information are required, or the voter is not on the voters' list, send the voter to the Revisions DRO;
- keep the line moving in an organized manner;
- Answer questions as needed;
- Assist with closing of polling station procedures.

### **The Role of Poll Supervisor**

In the absence of the Clerk, the Poll Supervisor is responsible for the polling station for which they have been assigned. The Poll Supervisor acts in a supervisory capacity to oversee set up, operation and closing of poll, including monitoring and coordinating all polling activities throughout the day. The Poll Supervisor is also responsible for the overall security, peace and order of the polling facility.

The Poll Supervisor is an appointed Deputy Returning Officer; please become familiar with the role. In the event that the DRO's require assistance throughout the day to process electors and maintain the voters' list, the Poll Supervisor can assist in exceptional circumstances. The Poll Supervisor is encouraged to minimize this component given the main role as supervisor.

### **Before Voting Day**

- Pick-up election supplies from Town Hall, including but not limited to: maps, voting screens, accessible voting booth, general election signs, general election supplies, PPE, identification tags, scrutineer package and Poll Supervisor Binder;
- The VTO will be responsible to pick-up the vote tabulator assigned to the polling station;
- DRO's are individually responsible to retrieve their ballots and secure them until voting day.

### **Set Up and Opening the Polling Station**

- By 8:00 a.m., telephone the members of your polling station team to ensure they are healthy and able to fulfill their assigned responsibilities. If any are not available, advise the Clerk immediately so that a replacement can be assigned;
- Arrive at the assigned station between 8:30 a.m. and 9:00 a.m. and upon arrival, begin taking attendance of the team and record this information in the Poll Supervisor Binder;
- Unload election supplies and set-up the station together with the team. A suggested layout will be provided;
- Place exterior signs and canvas the exterior of the polling station for campaign material. Remove any material situated on the property. Continue to periodically check the property throughout the day (campaign material should not be situated within 60 metres of the polling station);
- Gather DRO sample initials on the form provided in the Poll Supervisor binder and give to the VTO;
- Administer the election officer oaths provided in the Poll Supervisor binder;
- Oversee the set-up of the vote tabulation machine;
- At 9:45 a.m. supervise the VTO while they run the zero balance tape;
- Ensure that one copy of the zero balance tape is displayed and visible to electors at all times;
- Unlock the doors at 10:00 a.m. sharp;

Note: Poll Supervisors should be stationed near the entrance of the polling station to assist electors and monitor the entrance/ exit. A table will be provided and location indicated on the layout for this station.

### **Throughout the Day**

- In conjunction with the Information Clerk, direct electors to the appropriate DRO or Revisions DRO;
- Answer general questions and assist the election staff as needed;
- Check with the DRO's and VTO periodically to balance the ballots against the tabulator;
- Monitor the activity of election staff;
- Assist and/or instruct election staff to retrieve secrecy sleeves to from the VTO to be put back into rotation if necessary;
- Monitor the attendance of scrutineers and candidates at the polling station (1 representative per candidates at the location);
- Canvas the exterior and interior of the polling station for campaign material and request removal/ remove where necessary;
- In case of an medical emergency, contact 911 then the Clerk immediately;
- In case of an election emergency, contact the Clerk immediately. Where the Clerk cannot be reached, contact the Deputy Clerk;
- In case of a power failure, the vote tabulation machine should continue to operate by battery power. If this is not the case, the back-up procedure is to direct the VTO to insert un-tabulated ballots into the back-up ballot box until the machine's power is restored or replaced, under the supervisor of the Poll Supervisor, scrutineer(s) etc. and contact the Clerk immediately.

### **Directing Voter's**

- If the voter has a voter notification card and proper identification, the Information Clerk shall direct the voter to the next available DRO;
- If the voter has proper identification but does not have a voter notification card, and indicated they left the card at home, the Information Clerk shall direct the voter to the next available DRO;
- If the voter has a voter notification card and proper identification, but arrives at the incorrect polling station, the Poll Supervisor may assist in determining the correct polling station and re-direct the voter;
- If the voter has proper identification and indicates they did not receive a voter notification card in the mail, the Information Clerk shall direct the voter to the Revisions DRO to determine if they are on the voters' list and if not, add them;

- If the voter has a voter notification card and proper identification but indicates that the information on the voter notification card is incorrect, the Information Clerk shall direct the voter to the Revisions DRO to amend the voters' list and issue the corresponding ballot;
- If the voter has a voter notification card but no proper identification, the Information Clerk shall direct the voter to retrieve identification prior to voting or complete a Form 9 with a DRO declaring their identity.

## Helping to Stay Balanced

Each DRO will maintain a manual count of ballot issued on a tally sheet, while simultaneously striking voters from the electronic voters' list. DRO's have the ability to record comments on the electronic Voter's List. DRO's will be directed to enter the number on the tally sheet into the electronic voters' list in an effort to stay balanced.

Steps to assist DRO's to balance:

1. Wait for a "slow time" when there are not as many voters waiting to be processed;
2. Determine the number of ballots that the vote tabulation machine has processed. This is the number you will want to balance to;
3. Ask each DRO for the number of ballots that were "voted". This will be the total number of ballots issued, subtract any that's were returned (ex. cancelled, declined, etc.). This is the number of ballots that they issued that were processed by the VTO;
4. Add up the number of voted ballots issued by the DRO's, which should equal the number processed through the vote tabulation machine; and
5. Record these numbers on your Progress Report for Ballot Counts sheet. Additional paper is provided to you that you may use for rough calculations.

If the ballots do not balance, ask each DRO to:

1. Check the tally sheet number against the counter on the VoterView system;
2. Consider all ballot issued may not be all ballots voted;
3. Ask each DRO to check their cancelled and declined envelopes and subtract these from the number on the tally sheet;
4. If a DRO cannot get balanced, close the station and ask the Floating DRO to assist if necessary. Cross reference the tally sheet with the numbers recorded for each elector.



## Ballot Removal from the Polling Station

There is only ONE time that a ballot issued may leave the polling station; this is to allow an elector to vote from their vehicle. If this process is requested, the Poll Supervisory shall:

1. Obtain the assistance of an available DRO;
2. Accept the voter notification card and proper identification of the voter;
3. Obtain a ballot from the Revisions DRO and ensure the elector is stricken from the voters' list with a comment noting this procedure was utilized;
4. Bring the ballot, secrecy sleeve, pen and clipboard to the vehicle (Poll Supervisor and DRO);
5. Accept the completed ballot in the secrecy sleeve and deposit with the VTO; and
6. Record in the incident log.

Under no circumstance shall a candidate or scrutineer be present at the marking of a ballot, other than their own.

It is strongly encouraged that the Poll Supervisor maintain a record of unusual occurrences. The Clerk may need to rely on these notes to defend the election process in the event of a court challenge.

## Closing the Polling Station

If balancing efforts were maintained throughout the day, closing the polling will run more smoothly.

Here is a checklist to assist:

- ❑ Lock the door promptly at 8:00 p.m. No one is to enter the polling station once the Poll Supervisor lock the polling station. This includes candidates, scrutineers or family and friends of election. If candidates or scrutineers are not present in the poll by 8:00 p.m., they are not permitted entry.
- ❑ Any elector's that are inside the polling station or were in line outside of the polling station prior to 8:00 p.m. at closing time shall be given the right to vote. DRO's shall process all electors and allow the VTO to tabulate all ballots before generating the Totals Report.
- ❑ Station the Information Clerk at the entrance to ensure no one not present by 8:00 p.m. enters.

- ❑ Poll Supervisor and VTO are responsible for tabulation of results, after all balancing of ballots is final. Do not allow the VTO to run totals tape until all DRO's have balanced successfully.
- ❑ Ensure DRO's complete the Statement of Ballot Account (refer to DRO guide).
- ❑ Collect the completed Entry as to Number of Electors Who Voted form and Statement of Ballot Account form from each DRO.
- ❑ Once successfully balanced, supervise any processing from the back-up ballot box (if used due to technical failure). This must be done before the VTO begins the ender card process. This process is appended to this manual.
- ❑ Once certain that all ballots have been accounted for and duly processed, instruct the VTO to begin the ender card process. This notifies the tabulator that no more ballots should be accepted.
- ❑ The ender card process will trigger the printing of the results tape. Ensure the print cover is removed.
- ❑ Once the VTO prints two copies of the results tape, sign both.
- ❑ Together with the VTO, place the full copy into the tape report compartment (the one with the zero totals attached). This should be one full continuous tape showing opening zero totals and close of poll election results for this polling station.
- ❑ **Call the Clerk with the results: 905-980-6657**
  - If you cannot reach the Clerk the first time, call continuously (She may be on the other line with another polling station)
- ❑ Place the separate zero total tape and results report tape in the envelope provided to the VTO and place in the folder with the DRO statements to return to the Clerk.
- ❑ Complete the Poll Supervisor Summary Statement using the DRO Statements of Ballot Account, Box "I".
- ❑ Place original statement in statement envelope, together with all original DRO Statements of Ballot Account, the printed copy of the zero totals tape and results tape and return to the Clerk.
- ❑ Issue final oaths to all workers (payment will be distributed by the Clerk's department at a later date).
- ❑ Assist with delivery of supplies and materials to the Clerk at Town Hall. Staff will be present at the back door to receive this from you.

## Opening Remarks to Election Staff

Below, please see suggested opening remarks to your election staff. These remarks are suggested guideline, feel free to make them your own!

- Before you begin processing electors, please ensure that your computer state 10 a.m.
- Polls are likely to be busy at 10:00 a.m., again around dinner time as people come home from work, and then again between 7:00 and 8:00 pm – a last minute rush.
- When an elector is present, please ensure you are not on your cell phones, and that you keep as many eyes as possible on the elector(s). This is important to ensure ballots are fully accounted for throughout the day.
- Every member of election staff must be at their workstation when electors, or candidates/scrutineers are present.
- Information Clerk(s) are reminded that if someone does not have identification on their person, they can still vote. They will need to complete a Form 9, Declaration of Identity. This can be done with any DRO or Revisions DRO.
- Information Clerk(s) should not turn people away if they don't have ID.
- A PASSPORT ALONE IS NOT A SUFFICIENT PIECE OF IDENTIFICATION for proof of address (because you write your own address in). If no ID – use the Form 9.
- It is preferred to have a piece of ID with the address *as well as the voters' card* (i.e. if they only have Health Card and Voter Card – a driver's license is preferred but if they have nothing else, accept the OHIP).
- The VTO must always be present at the VTO station. The security of the ballot boxes and vote tabulation machine are paramount. Only the VTO or Poll Supervisor have the authority to process ballots. If the VTO must use the washroom, the Poll Supervisor shall be stationed at the tabulator.
- When a DRO opens a blister package of ballots, you will need to count them before you begin issuing ballots from that bundle. We have found a few bundles to be short a ballot so PLEASE count when you open! If you are short a ballot, count again. If you are still short, make a note on your certificate & receipt for ballots form so that you can adjust at day's end.
- Here is a quick review of the scanning process:
  - Information Clerk(s) will ensure the elector is in the proper voting place using the voter notification card. If they do not have a voter notification card, this information can be found using the VoterView system. I
  - We will use one single line to process voters – there is no need to send them to a specific DRO. Everyone in the polling place has the same voters list in electronic format. This is a Town wide voters' list and not ward or poll only. However, ballots have been distributed to each polling station based on the poll numbers.

Please only issued ballots to people that arrive to the correct polling station.

- When an elector does not have a voter card but DID receive one, process normally, using the “lookup by voter name or address” process instead of the scanner.
- If an elector indicates they did not receive a voter card, the Information Clerk(s) should have them go to the Revisions DRO so that they can be added to the list.
- Once the elector is present at the DRO station, the DRO will then scan the voter card. Be sure your “mouse” is in the barcode part of the screen. The scanner works best with an “in/out” motion as opposed to an “up/down” motion.
- The elector’s information will appear on the screen.
- Confirm the school support and qualifying address and compare the address with the identification you have been provided.
- Please be sure you have the same voter card as the voter and identification. These voter notifications come in packages per household – don’t scan the son if you are processing the father please!
- If the elector does not have identification, they may swear an affidavit of identity (Form 9). They must complete this in writing and each DRO is authorized to process this.
- Cross off the next number from the tally sheet, write the number on the voter card (this may be helpful if you don’t balance) and type the ballot number in the box on the screen, below the box that says “comment” (the comment box is a drop down menu).
- The DRO will then click “record” and the elector has been processed. The number in the top right-hand corner of your computer screen will increase by one.
- Instruct the voter, as per your training manual.
- Be sure to initial all ballots you issue.
- Refer to the “cheat sheet” about recording a cancelled ballot.
- Process each elector in a meticulous and organized way. Do not feel rushed – it is more important to get it done right than it is to get it done fast. The single line will ensure the elector goes to the next available DRO, no pressure!
- If an elector hands you a voter notification card for someone no longer living at this address, (i.e. moved or deceased) give the card to the Poll supervisor who will notify the Revisions DRO. If possible, write down on the card where the person now lives or if they are deceased. We need these to be kept separate so that the Clerk’s department can process them later.
- Some electors will be grumpy. That’s ok. Treat every elector with kindness and respect. If there are any issues that you cannot manage,

summon the Poll Supervisor and it will be handled with a follow-up incident report.

- Please be mindful and alert to electors having campaign materials with them. Campaign materials are NOT permitted in a voting place.

## Poll Supervisor Master Checklist

\*Remove from guide and utilize on Voting Day\*

### Set Up and Opening the Poll

- ❑ By 8:00 a.m., telephone the members of your polling station team to ensure they are healthy and able to fulfill their assigned responsibilities.
- ❑ Arrive between **8:30 a.m. and 9:00 a.m.**, confirm that all staff are present and record. Call the Clerk if any staff are missing by 9:15 a.m.
- ❑ Set up the Polling Station.
- ❑ Post all exterior and interior signs.
- ❑ Ensure no campaign material is present within 60 metres of the Polling Station. Remove or call By-law Services to remove.
- ❑ Issue the Oral Oath to all election staff.
- ❑ Sample DRO initials form to be completed and given to VTO.
- ❑ By **9:45 a.m.** supervise the zero totals by VTO (scrutineers may observe).
- ❑ Ensure that the computer clocks reflect the clock on the vote tabulation machine and that every computer is the same.
- ❑ **10:00 a.m.:** Open the doors.

### Throughout the Day

- ❑ Assist the Information Clerk in directing electors to DRO or Revision DRO.
- ❑ Guide election workers as required; troubleshoot.
- ❑ Answer general election questions of election staff and electors.
- ❑ Balance Ballots Issued (see form)
  - 11:00 am
  - 1:00 pm
  - 3:00 pm
  - 5:00 pm
  - 7:00 pm
- ❑ Canvas exterior and interior of polling station for campaign materials; remove if necessary.
- ❑ Assist voters who may have shown up in wrong poll station.
- ❑ Ensure each DRO has secrecy sleeves. Collect from VTO if necessary.
- ❑ Monitor the attendance of scrutineers and candidates at the polling station (1 representative per candidates at the location);
- ❑ Maintain Peace and Order – Call Clerk if needed!

- Record unusual incidents.

### **Closing the Poll**

- **8:00 p.m.:** Lock the polling station entrance and prevent entry to those who had not arrived before 8:00 p.m. Clear the polling location and ask the Information Clerk to act as an entry guard. If voters are present, allow them to vote. DRO's shall process all electors and allow the VTO to tabulate all ballots before generating the Totals Report.
- Do not allow the VTO to run totals tape until all DRO's have balanced successfully.
- Ensure DRO's complete the Statement of Ballot Account (refer to DRO guide).
- Collect the completed Entry as to Number of Electors Who Voted form and Statement of Ballot Account form from each DRO.
- Supervise any processing from the back-up ballot box (if used due to technical failure). This must be done before the VTO begins the ender card process. This process is appended to this manual.
- Once certain that all ballots have been accounted for and duly processed, instruct the VTO to begin the ender card process. This notifies the tabulator that no more ballots should be accepted.
- Ensure the print cover is removed and begin ender card process.
- Once the VTO prints two copies of the results tape, sign both.
- Together with the VTO, place the full copy into the tape report compartment (the one with the zero totals attached). This should be one full continuous tape showing opening zero totals and close of poll election results for this polling station.
- **Call the Clerk with the results: 905-980-6657**
  - a. If you cannot reach the Clerk the first time, call continuously (She may be on the other line with another polling station)
- Place the separate zero total tape and results report tape in the envelope provided to the VTO and place in the folder with the DRO statements to return to the Clerk.
- Complete the Poll Supervisor Summary Statement using the DRO Statements of Ballot Account, Box "I".
- Place original statement in statement envelope, together with all original DRO Statements of Ballot Account, the printed copy of the zero totals tape and results tape and return to the Clerk.
- Issue final oaths to all workers (payment will be distributed by the Clerk's department at a later date).
- Assist with delivery of supplies and materials to the Clerk at Town Hall. Staff will be present at the back door to receive this from you.

### **Items in the Ballot Box Before you Seal It**

- ☐ DRO copies of Certificate of Ballots Received
- ☐ Form 9 – Declaration of Identity
- ☐ Cancelled Ballots (collect from DRO's)
- ☐ Declined Ballots (collect from DRO's)
- ☐ Unused Ballots (LOOSE ONLY)
- ☐ EL25A's (certificate and receipt for ballots) from DRO's
- ☐ Statement of Ballot Account from DRO's (white copy)
- ☐ Attach Entry as to Number of Electors Who Voted to DRO copy of Statement form (above)- Form 1282
- ☐ Form 1272 – Final Oath of Election Workers
- ☐ Poll Supervisor Summary Statement (COPY)

### **To Return to Clerk:**

- ☐ Amend the voters' list forms
- ☐ Form EL28 - List of Persons who voted at Advance Vote (if applicable)
- ☐ Office Supplies (Paper, pens, signs, etc.)
- ☐ Tally Sheets from DRO's
- ☐ Statement of Ballot Account from DRO's (green copy)
- ☐ Form 1282 – DRO's Entry as to Number of Electors who Voted
- ☐ Final Oath or Affirmation (of ALL workers)
- ☐ Poll Supervisor Summary Statement (Original)
- ☐ VTO Reports Envelope (from Vote Tabulator)
- ☐ Form 9 - Declaration of Identity (Unused)
- ☐ List of Scrutineers who Attended
- ☐ Unused Ballots (bundled only)

### **Ender Card Process (VTO)**

1. Permit all eligible electors who are present in the Polling Station before 8 p.m. to cast their vote;
2. Inspect the interior of the back-up ballot box to ensure it is completely empty;
  - a. If yes: Proceed to step 3;
  - b. If no: Contact the Poll Supervisor immediately and process in their presence (scrutineers and additional election staff may witness if desired). The VTO shall maintain the secrecy of the vote will feeding through the vote tabulation machine. The VTO shall ensure the ballot count on the machine is increased by one with every ballot feed.



3. Once certain all ballots have been processed, apply the ballot box seal labelled "at close of vote" and place the seal over the slot where the ballot have been fed.
4. Before beginning the ender card process, confirm with the Poll Supervisor that all ballots are accounted for (ensuring that the ballot counts balance).
5. Begin the ender card process noted below:
  - a. Record number of ballots identified by the vote tabulation machine counter and tell the Poll Supervisor;
  - b. Unlock and remove the cover on the vote tabulation machine;
  - c. Unroll the zero tape to avoid jamming;
  - d. Secure against receiving more ballots by holding "yes" and "no" simultaneously and insert the **ender card** (it doesn't matter if it is face up or down);
  - e. Election report will begin printing immediately on the zero tape in the compartment;
  - f. Sign the first copy along with the Poll Supervisor and any scrutineer and/or election staff present;
  - g. Cut this tape and after printing the second copy, roll the full report – with zero tape and results intact on one tape and place it back in compartment;
  - h. Print a second copy and sign;
  - i. Provide results to the Poll Supervisor to telephone to the Clerk;
  - j. **Do not remove** the memory card – it should remain in the vote tabulation machine with the deal intact; and
  - k. Secure the ballot box to ensure no ballots can be removed or fall out during transport using the seal.