Quick Reference Guide

PROVIDING DISABILITY-FRIENDLY SERVICES DURING VOTE CASTING



<u>Preparation of accessible TPS for persons with disability</u>

STEP 1.

Ensure that the TPS is not built on a rocky, hilly or muddy field, with either too much thick grass or sewage drains around, or with any kind of steps.



STEP 2.

Arrangement of TPS based on KPPS guidelines



- 1) Width of the entrance and exit must be at least 90 cm
- 2) Height of table for voting booth must be at least 90 cm 1 m from floor/ground with the space behind them at least 1 m wide
- 3) Height of table for ballot box must be at least 35 cm high from the floor/ground
- 4) Ensure that there are no low hanging objects that someone who is visually impaired could accidently walk into.
- 5) The voting equipment must be set up in a way that allows enough room for a wheel chair user to maneuver freely throughout the room
- 6) Form C3 must be available
- 7) Braille template must be available

IMPORTANT: The chairman must explain to any person with a visual disability that they may be assisted by their friend, family member or person of their own choosing, if the person wishes to. Otherwise a KPPS staff may assist the person in marking the ballot. KPPS staff members must mark the ballot according to the voter's wishes and must not reveal which candidate the voter selected. Any person who assists the person with disability to vote must sign the secrecy form, form C3.

How to interact with voters with disabilities

A. Visual disability

- Tap on the person on the shoulder or hand
- Offer to guide the voter by asking if they would like assistance.
- Let them grip your arm and determine which is the more comfortable side for them—the right or left.
- When describing the position of objects, refer to the hours on a clock face with 12 o'clock straight ahead.
- While assisting the persons to sit, guide their hand to the back of the arm of the chair to help them find their seat themselves.
- Be precise and thorough when describing things. Avoid the use of general terms like "this, that, over there, over here"



IMPORTANT: If the location of the TPS is still not accessible for persons with visual impairment, provide these assistances:

- When approaching stairs, stop when you arrive at the beginning of the stairs. Describe the direction of the stairs (up or down). Always be one step ahead. Stop again when you arrive at the top or bottom of the stairway to show that they are at the last step.
- When stepping over a drain/hole, stop before stepping over it. Step first so the person can estimate how far they should go.
- When passing through a narrow door/hallway, fold your guiding hand onto your back, so they can hold your wrist and walk ahead of the person you are guiding behind you

B. Auditory disabilities

- To get the attention of a person who is deaf or hard of hearing, tap the person on the shoulder or wave your hand. Look directly at the person and speak clearly with slow mouth-motion so they can read your lips. No need to shout when you talk.
- Use body language and facial expression to help with communication
- Use basic and simple vocabulary. Explain the meaning of unfamiliar expressions that you are using by writing them down. If the voter is having a hard time understanding a particular word, try using synonim
- Exchanging written communication or drawing pictures is also a helpful way to communicate
- Always speak directly to the voter. Do not ask their sign language interpreter or family member to answer questions on their behalf.



C. Physical disability

- Offer to help the person before giving assistance
- Let them grip your hand if they are unsteady on their feet
- If they fall and try to stand, offer your hand as a grip and ask how you might help them
- If speaking to a wheelchair user for longer than a minute, sit down and talk face-to-face.
- For wheel—chair users, offer a seat position on the edge of a row or near a doorway so they can move freely
- When going down a sloping ramp, make sure the wheelchair is in backward position. If the person goes down independently, stand by at the end of the ramp
- When passing on to a raised area, help the wheel-chair user to lift their front wheels, either by stepping on the back of the wheelchair or putting weight on the push-handles. If the person is doing this by themselves, stand ready behind the wheel chair.
- If the wheel-chair user wants to move to a chair and do it independently, ensure the position of the chair is close to their wheelchair. Hold the back of the chair so that it does not unexpectedly move.
- When helping to fold the wheel-chair, ask the user how properly to do it.

IMPORTANT: If the location of the TPS is still not accessible for persons with mobility impairment, provide these assistances:

- When helping a wheel-chair user to approach stairs, ensure the person is in a safe and secure position and ask for appropriate assistance.
- When helping to propel the wheelchair, watch out for barriers or drains and avoid potholes or rocky roads

