

Resident Fact Sheet for Provider Information Notice (PIN) 20-36-ASC, Assisting Residents with Voting

On November 3, 2020, California voters will have the chance to vote on the President of the United States, seats in Congress, the California Legislature, local races, and ballot measures. In a continued effort to protect the health of all Californians in the ongoing COVID-19 pandemic and make sure everyone has access to voting, Governor Newsom has ordered every ***Californian who has registered to vote for the November 3, 2020 General Election is to receive a vote-by-mail ballot.*** Counties will begin mailing **vote-by-mail** ballots to registered California voters on **October 5, 2020**. Please note, the **last day** to register to vote in California is **October 19, 2020**.

Your Rights and Assistance with Voting

You, as a resident of this facility, have the right to request and receive assistance from the licensee of your facility or care providers in exercising your right to vote if you need it. The licensee of your facility and care providers should offer to help you in a way that observes your **privacy and confidentiality**. Examples of assistance with voting includes, but is not limited to:

- **Help with registering to vote or updating your voter registration.**
- **Reminders of important deadlines** for voting.
- **Advising of different ways** to vote, such as **early voting**, voting **by mail**, or **in person**. It is **highly recommended** that you consider **early voting** or **vote-by-mail**.
- **Assistance with tracking your ballot.**
- **Accessing election materials**, which are available in multiple languages, **online** or **receiving them by mail**.
- **Reading** election materials or a ballot to you.
- **Assist you with a written statement** that requests a ballot be delivered to you in circumstances when you are requesting a vote-by-mail ballot after the close of the period for requesting a vote-by-mail ballot.

Also, you or your care provider can contact the [County Elections Office](#) for alternative methods of voting such as using the [Remote Accessible Vote-by-Mail \(RAVBM\)](#) system to mark your ballot if you are unable to do so.

Also, you or your care providers can **contact** your [Long-Term Care Ombudsman](#) as an additional resource to assist you. Ombudsman programs support and advocate for all eligible residents' right to vote.

It is important to remember, the licensee of your facility and care provider should **always be impartial and objective** in helping you with voting. They should not encourage or discourage you to vote for any particular candidate or for or against any

ballot measure. Licensees and facility staff cannot determine if you are eligible to vote. Only your [County Elections Office](#) can determine your eligibility.

If you experience any of these actions by a licensee or care provider when exercising your right to vote or have any other concerns, you may file a complaint with the Community Care Licensing Division (CCLD) in one of these three ways:

- **Hotline:** 1-844-LET-US-NO (1-844-538-8766)
- **E-mail:** LetUsNo@dss.ca.gov
- **Mail:** California Department of Social Services
CCLD Centralized Complaint and Information Bureau
744 P Street
Sacramento, CA 95814

If you have questions, please reach out to the licensee of your facility or a care provider, or the Ombudsman, who are available to answer your questions.