



2024 POLL GREETER MANUAL

POLL GREETERS TEAM

Poll Greeters are stationed outdoors and pass out our candidate literature (Democratic sample ballot) to voters, they encourage voters to stay in line, and ask Democratic voters to contact friends and family to come vote (“Vote Tripling”) when the voter comes out of the polling place.

Additional responsibilities include:

- Report site issues, including voter intimidation and problems with poll officials, to Site Captain or Headquarters
- Direct voters coming to drop off absentee mail-in ballots and to vote curbside

Floating Poll Greeters have the same responsibilities as Greeters. A Floating Poll Greeter will be assigned to a specific polling site when they are needed to fill in a gap in staffing if a Greeter is absent. Floaters will be contacted when needed and fill in as they are able.

Runners keep the Poll Greeters supplied with literature and replace missing signs at polling sites. Runners are assigned to specific polling sites.

Site Captains are the “managers” of their polling site. They will be responsible for:

- Calling volunteers the night before each shift if volunteers have not self-confirmed in Mobilize
- Reviewing daily shifts and notifying headquarters when someone has canceled so a floater can be assigned
- Being a resource for Greeters, as needed

Headquarters – a team of people who oversee the entire Poll Greeting process.

Responsibilities include:

- Working with phone bankers to staff Greeter shifts
- Communicating with Poll Greeters as needed
- Dispatching Runners to polling sites
- Dispatching Floating Greeters as needed
- Documenting and handling polling site problems as they arise
- Dealing with legal issues and working with NCDP attorneys on resolutions
- Contacting law enforcement when necessary
- Visiting a polling site when necessary

Poll Observers function independently from the Poll Greeters team. They are stationed inside the voting area so that they can observe the proceedings. At some locations there may also be Poll Observers outdoors.

Preparing for your shift

Pick up your Greeter bag(s) prior to your first shift

The FCDP headquarters at 723 Coliseum Drive will be open for you to pick up bags for each of your shifts, along with your volunteer lanyard. Come during office hours:

Mondays through Saturdays, 10am – 6pm / Sundays, 1pm – 6pm

What to bring

- Cell phone
- Greeter bag and volunteer lanyard. The volunteer lanyard should be worn during your shift. Please return the volunteer lanyard as soon as possible after your last shift so that it can be passed on to another Poll Greeter. Bring remaining sample ballots to the HQ also; they will be used on Election Day.
- Feel free to show your Democratic Party spirit by wearing blue colors or a Democratic t-shirt.

Consider the weather conditions before the start of your shift as you will be stationed outdoors. Dressing in layers is helpful in case it warms up or cools down during your shift. Depending on the weather conditions and temperature, consider bringing:

- Umbrella and rain jacket
- Water and snack
- Sunscreen
- Chair - We ask that you stand when greeting or engaging with voters. The chair may be used for breaks during slow periods.

Communication with team members

We will use WhatsApp for communicating with Poll Greeters, Runners and the Headquarters Team, using group chats.

Please download WhatsApp to your phone prior to your shift. If for some reason you are unable to use WhatsApp, we will provide a telephone number for the Headquarters Team for you to use.

Downloading WhatsApp

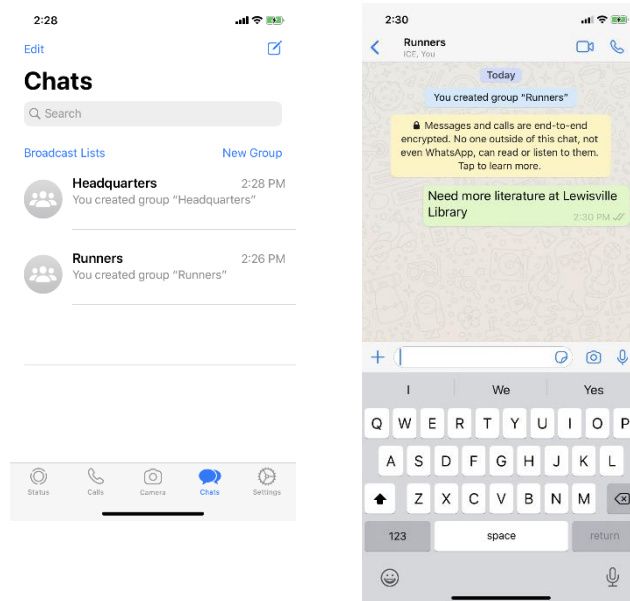
1. Go to your phone's app store
2. Do a search for WhatsApp Messenger
3. Download the app to your phone
4. Open the app and complete the setup for your account

Getting set up as a contact and joining groups

1. **In WhatsApp**, add the Headquarters Team's phone number (to be determined) to your contacts. Then send a chat to the Headquarters Team phone number with your name and volunteer role (Poll Greeter or Runner). You will do this *within* WhatsApp, not in your phone's contacts or texting app.
2. We will add you to two groups: Headquarters and Runners.

You will be responsible for checking the **Headquarters** group to see if there are any communications relevant to your volunteer work. Within this group, you may receive updates from Headquarters, as well as messages from other Greeters based on their experiences.

What this might look like:



We discourage using WhatsApp for extraneous chatting, since so many people will be a part of these groups and “extra” conversation may become annoying for users.

Other communications

Headquarters may **email** you through the Mobilize platform. At times, this may be the fastest way to communicate information to the entire group of Greeters at your site. During Early Voting, plan to check your email often to see if any messages have come in from FCDP via Mobilize.

You will also receive an email or text the day before your shift asking you to confirm that you plan to attend. Site Captains will check to see which Greeters have self-confirmed that they are planning to show up for their shift. **Please respond to these reminders from Mobilize.** This will save the Site Captain from having to call you if you have not self-confirmed.

Supply Replenishment

Runners are in charge of restocking literature as needed by Greeters at polling sites. If you forget your Greeter bag, they can bring you one. However, we strongly encourage you to get your Greeter bags for all of your shifts in advance. If you add more shifts after you’ve already started volunteering, please stop by FCDP headquarters to get more bags.

In-depth explanation of your role

Your job is to make sure that everyone coming to vote is offered the Democratic sample ballot who wants one, and is treated fairly at the polling sites.

Some voters arrive at the polls with very little information about the Democratic candidates. They may not know about the candidates in certain races, and may be inclined to skip voting for those races. **Your job is to encourage them to vote the entire ballot and vote against the Referendum.**

Some voters will want to register and vote during Early Voting.

Poll Greeters serve three main purposes at polling sites:

- To provide our Democratic sample ballot to voters
- To protect voters' access to voting and report on any issues
- To be a welcoming presence for the Democratic Party at voting sites!

Providing information to voters

Greeters are allowed to be **no closer than 50 feet** from the entrance to a polling site. The election officials will place signs indicating the limit to where you may stand to hand out the sample ballot. You will want to be stationed close by so that you can speak to all voters coming to vote, so position yourself at a visible and comfortable place outside the 50-foot barrier. Be flexible and mobile; you may need to walk around the area as you see voters coming from different directions.

Handing out our literature – the most important job of the Poll Greeter

As a voter approaches you, politely ask, "Would you like the Democratic candidate information?" or something similar. You are offering the information, and the voter may take it, say no, or may walk past without looking at you. If the voter takes the information, ask them to please vote for all the Democrats on their ballot and against the Referendum, and thank them for voting. (Of course, all the candidates on the sample ballot will not be on the voter's ballot. Because a voter can vote at any location in the county during Early Voting, we cannot provide specific ballots, only the entire slate of candidates.)

If the voter asks which candidates will be on their ballot, you *could* offer to do a voter lookup for them. Go to <https://vt.ncsbe.gov/RegLkup> and type in their first and last name, and Forsyth County. Then go to Jurisdictions to see a voter's district information. Some districts have changed recently, and doing the voter lookup with the voter will often clear up any confusion. However, since the ballot that they will be given in the polling place will be specific to their voting address, suggest that they use our sample ballot as a guide, and vote for all Democrats on their ballot.

If the polling site is busy with lots of voters coming, it's more important to offer the ballot to as many voters as possible, rather than spending several minutes with one voter and thus missing many others.

Familiarize yourself with the races on the ballot so that you can offer information if a voter has questions about candidates. **Note:** There is one Referendum on the ballot – a Constitutional

Amendment regarding who can vote. The Democratic Party opposes this, so ask voters to vote **AGAINST** the Referendum at the end of the ballot. The language is vague, and the legislature might try to add restrictions.

Curbside Voting

Voters unable to walk into the polling place may ask to vote from their car. There will be signage posted for curbside voting. Curbside voting may be within the 50-foot zone. You may approach a curbside voter to offer our Democratic literature only *before* an election official arrives. Once an election official comes out with a ballot to assist the voter, the vehicle becomes the voter's "voting enclosure" and it's off limits to Greeters.

If you notice that a car is parked at curbside voting for several minutes and an election official has not come out, you could go in to let them know that someone is waiting to vote curbside – first setting down your literature and removing your volunteer lanyard, so that you are not breaking the "50 foot" rule.

Absentee ballot drop off

Voters who received an absentee mail in ballot may deliver their ballot to an election official at any Early Voting site any time that site is open for voting. **A voter dropping off a ballot will not need to wait in the same line as voters who are there to vote.** Direct those with absentee ballots to go to the FRONT of the voter line and visit the Help Desk inside the polling site. They will be assisted by an election official in returning their ballot. Ballots will be kept secure at each site and delivered to the county Board of Elections for processing each evening.

One-Stop Early Voting/Registration

During Early Voting, anyone who wants to register and vote can do it at the same time. Voters must prove their residency when they register to vote at an Early Voting site. Several forms of proof are accepted, including a driver license or NC ID, utility bill, bank statement or government ID. For more details, visit ncsbe.gov/registering/how-register/register-person-during-early-voting.

Protecting voters' access

You are the eyes on the outdoor area for voters coming to vote at your polling site. Keep an eye out for:

- Accessibility issues
- Especially long lines, where voters' patience may be thin
- Voter intimidation
- Disgruntled voters leaving the site (if possible, ask them about any problems they may have had; offer assistance if feasible)

Report any issues to the Headquarters Team using our protocol, covered in the next section.

Problem-solving at your site

Reporting of issues

If you witness anything that seems out of the ordinary or troublesome:

- Handle the issue on-site if you can. **If the Chief Judge** at your polling site needs to know about it, wait until an election official comes outside and ask to speak to the Chief Judge. (You will need to remove your volunteer lanyard.)
- **If an issue is deemed immediate**, report the situation to the Headquarters Team.
- If an issue is deemed non-immediate, you can post a message in the WhatsApp chat for Headquarters and/or plan to report the issue to the Headquarters Team at the end of your shift.
- Depending on the issue, you may go straight to:
 - **NC Democratic Party Voter Protection Hotline**: Number to be determined
 - Law enforcement, see below

Immediate issues are time-sensitive and require Headquarters to know about them on the spot and possibly require our Hotline to get involved right away.

Non-immediate issues are issues that Headquarters or the Hotline can do little to impact right away or are issues that the Chief Judge is working to resolve.

Sometimes the decision on when to notify Headquarters on the spot versus waiting until the end of your shift is subjective. When in doubt, contact Headquarters.

Law enforcement jurisdiction by polling site varies. For an **EMERGENCY** situation at ANY polling site, **call 911**. For all non-emergency issues, contact the specific agency with jurisdiction over your site.

Clemmons, Lewisville, Rural Hall, Walkertown sites	Forsyth County Sheriff's Department	(336) 727-2112
Kernersville sites	Kernersville Police Department	(336) 996-3117
All other polling sites	Winston-Salem Police Department	(336) 773-7700

Problems to watch for

- Greeters going inside the 50-foot area (past the No Electioneering sign)
- Lines (long waits)
- Broken equipment/insufficient ballots
- Parking problems
- Voter at wrong precinct (applies to Election Day only. During Early Voting, Forsyth County voters can vote at any location in the county)
- Aggressive or intimidating Republican Greeters or bystanders
- Rude or obnoxious voters
- Voter is turned away without a provisional ballot
- Firearms (very rare) Firearms are NOT allowed at any polling sites on government property. As well, most churches have similar ordinances.

De-escalation techniques

- Don't engage, defend or respond; **walk away**
- Avoid back-and-forth exchanges
- Don't try to persuade
- Contact the Headquarters Team, the Voter Protection Hotline or law enforcement for support

Handling changes to your shift

If you have to cancel at the last minute, we may not be able to find someone to replace you. However, if you know in advance that you will not be able to fulfill your shift, you can cancel through Mobilize within the email you received. You can also notify the Headquarters Team directly once Early Voting has started. If there is enough notice, we may be able to find a replacement.

If you are running late the day of your shift, or if an emergency causes you to need to leave early, please notify the Headquarters Team via WhatsApp.

Differences in Early Voting and Election Day

Information for Poll Greeters applies to both Early Voting and Election Day. There are two differences to note:

- All voters must vote at their designated polling site on Election Day. If a voter is at the wrong polling place, they will be given an ATV (Application To Vote) and sent to the correct site. If they do not have enough time to get to that site or transportation, they will be allowed to vote using a provisional ballot.
- There is no voter registration or changes to voter registration allowed on Election Day.