

# POLL GREETER MANUAL - Poll volunteer roles

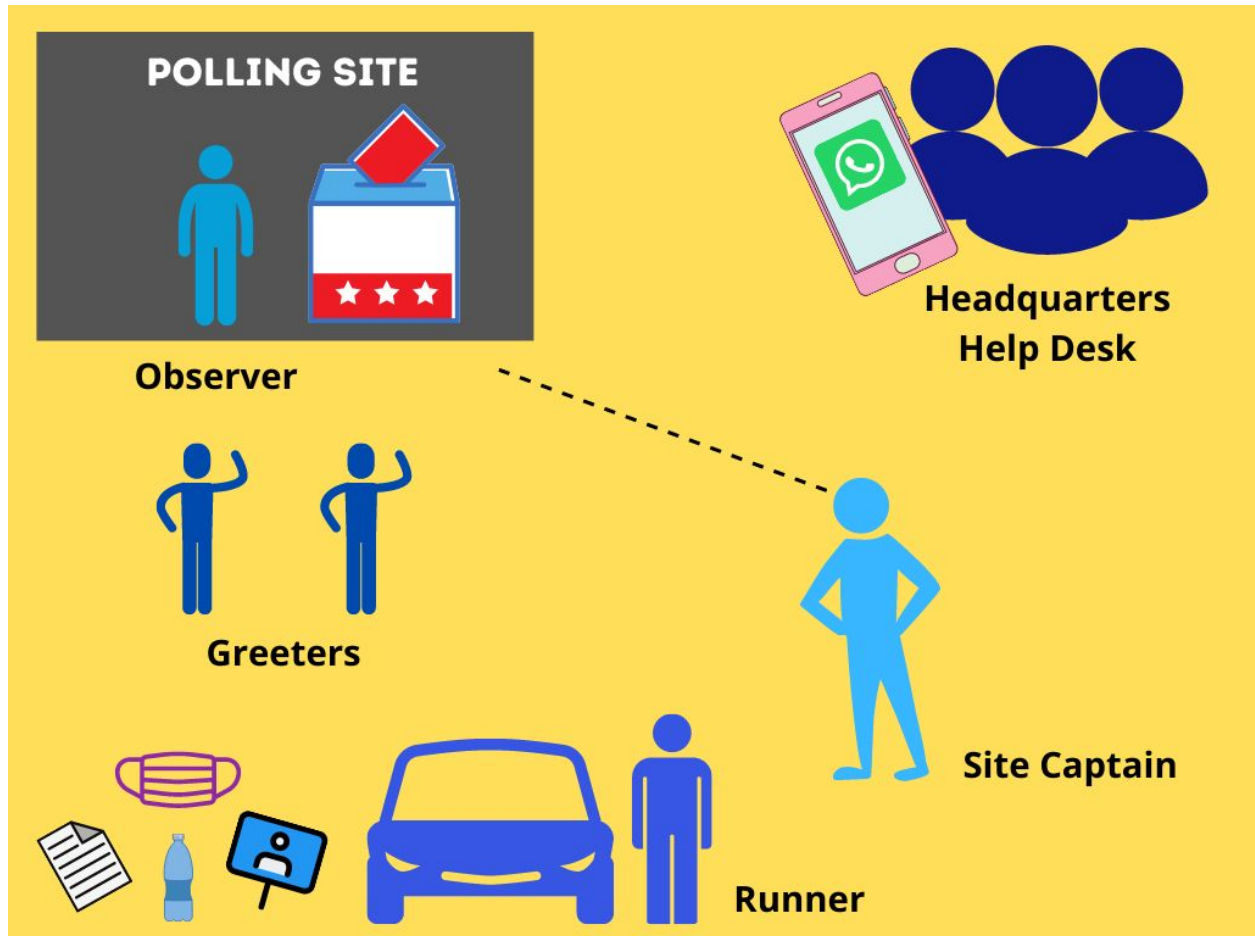
Each polling site role is important. Some never come in contact with voters whereas others speak to voters as a part of their volunteer duty. In general, here are the ways in which the poll volunteer roles coordinate to carry out the overall activity of a polling site:

**Activity**

- Interactions with voters
- Ensuring that voting runs properly and voters are treated fairly
- Supply replenishment
- Staffing oversight
- Individual polling site oversight

**Volunteer Role**

- Greeters
- Greeters, Observers, Observers At-Large, Headquarters Help Desk
- Runners
- Site Captains, Headquarters Help Desk
- Site Captain



## **Description of each volunteer role**

**Poll Greeters** pass out literature to voters, offer masks if a voter wants/needs one, encourage voters to stay in line and will implement vote tripling tactics when a voter comes back out of the polling site. Greeters are stationed outdoors and are required to wear masks and use social distancing when talking with voters. Additional responsibilities include:

- Report site issues, including voter intimidation and problems with poll workers
- Direct voters coming to drop off absentee mail-in ballots and 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, late or must leave a shift earlier than scheduled. Floaters will be shown how to “check in” with Headquarters to see where they are needed and fill in.

**Poll Observers** sit inside and observe the voting process at an assigned polling site. Observers must be registered voters of Forsyth County, and must be approved by the Board of Elections. An observer may not interfere or communicate with or observe any voter while in the process of casting their ballot.

Poll Observers will be volunteering indoors, wearing masks and using social distancing while observing everything happening inside the polling site.

**At-large Poll Observers** will be assigned to act as an observer at sites where we will not have inside observers fully staffed. While they do not need to observe for a four hour shift like regular observers, they can perform the same duties, including going inside the polling site to observe, reporting problems and speaking with a judge.

**Runners** keep the Poll Greeters supplied with materials, i.e. literature and masks; replace stolen signs at polling sites; and deliver literature bags to volunteers who forgot to pick them up. Runners are the backbone of our polling site staffing plan because they are a direct link to polling sites. Runners are assigned to specific polling sites.

**Site Captains** are the “owners” of their polling site’s signup event on Mobilize. They will be responsible for:

- Checking in with their site at least one time every day of Early Voting
- Making reminder phone calls/texts to volunteers the night before each shift if volunteers have not self-confirmed via Mobilize
- Reviewing daily shifts and notifying headquarters when someone has canceled so a floater can be assigned
- Reaching out to next shift volunteer if a previous shift volunteer needs to leave more than 15 minutes early (or fill in as a poll greeter until they arrive)
- Along with greeters, notifying runners if signs are missing and need to be replaced

- Being a resource for greeters, as needed

**Headquarters Help Desk** - a team of people who are cross-trained to resolve multiple issues ensuring that the voting process is not negatively impacted. Responsibilities include:

- 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
- Dispatching floating greeters each day
- Working with phone bankers to staff greeter shifts due to cancellations
- Dispatching runners to polling sites

### **Scenarios volunteers may encounter**

While we will prepare you as best as we can to handle any issue that arises while volunteering at the polls, we won't be able to anticipate everything that could happen. However, there are some common scenarios you may encounter where we have clearly defined solutions to resolving the issues. Examples:

- Greeter needs extra masks or literature
  - Solution: Contact Runner
- Greeter/Observer/Observer At-large witnesses voting or voter issue of concern
  - Solution: Speak with polling site Chief Judge, report to Headquarters Help Desk and/or the Legal Boiler Room
- Greeter or Observer is unable to work his/her shift
  - Solution: Notify the site's Site Captain; Site Captain notifies Headquarters Help Desk
- Greeter forgets to pick up supplies to start his/her shift
  - Solution: Contact Runner for supply drop
- Greeter or Site Captain notices a sign has been stolen overnight
  - Solution: Contact Runner for replacement sign
- Runner is low on supplies for mobile supply fulfillment
  - Solution: Runner comes to headquarters to pick up what is needed

## **Preparing for your shift**

### **What to bring**

Consider the weather conditions before the start of your shift. Depending on the weather conditions and temperature, consider bringing:

- Umbrella and rain jacket

- Water and snack
- Sun screen
- Cell phone
- Chair\*
- Your Greeter bag, containing Democratic candidate literature, masks and a job aid (quick tips, contact information) for your volunteer role
- Hand sanitizer (we will not be providing this to you)

\*We ask that you stand when greeting or engaging with voters. The chair can be used for breaks during slow periods.

### **Picking up your Greeter bag**

Our Party headquarters at 1128 Burke Street will be open for you to come down and pick up bags for each of the shifts you are signed up for, along with your name tag lanyard and a button. You can stop by anytime during these hours:

**Monday, October 12, 10-2 and 5-7 pm**  
**Tuesday, October 13, 10-2 pm**  
**Wednesday, October 14, 10-2 pm**

### **Masks**

The fabric masks are to be offered to ANY voter in line who is not wearing a mask. If the voter doesn't want the mask, that's fine. We will offer them to all voters regardless of whether they are taking our slate or not. We are doing this to show that we care about the safety of all voters. It is likely that some voters will have children with them who may not be masked - so we will have masks for children as well.

**To start, we will not offer masks to voters who are already wearing one.** Use your best judgement on this. If we find we have plenty to spare as we get farther into Early Voting, we may change this policy and will let you know.

### **What to wear**

Fall weather is approaching, so consider dressing in layers. Be prepared with rain gear and check the local weather forecast. **Every Greeter must wear a face mask.** Using other forms of PPE is at your own discretion.

You will be provided with two items when you pick up your Greeter bag. They are to be worn on every shift:

- Name tag lanyard – identifying you as a volunteer and your Forsyth County Democratic Party affiliation
- Poll Greeter button – Democratic Party branding

Feel free to show your Democratic Party spirit by wearing true "Blue" colors.

## Communication with team members

For the most part, we are going to try to have communications flow through groups set up on WhatsApp. This will allow us to do a group “chat” with poll volunteers rather than doing a lot of texting. For volunteers who don’t use WhatsApp to communicate their needs, we will provide you with phone numbers to communicate with your team.

### Downloading WhatsApp

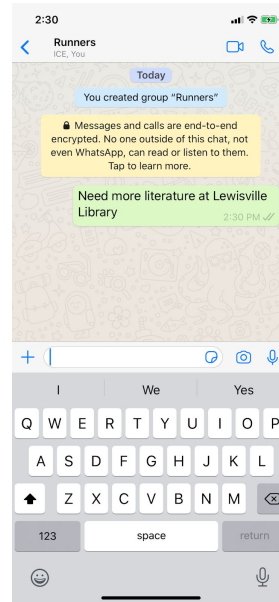
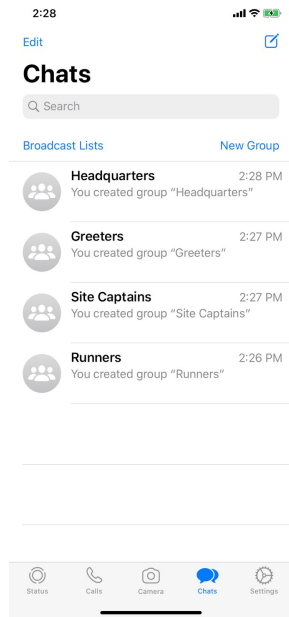
1. Go to your phone’s app store.
2. Do a search for WhatsApp Messenger.
3. Download the app to your phone.
4. Open the app and complete the setup for your account.

### Getting set up as a contact and joining groups

We will need to set you up as a contact in the tracfone we will be using for communications.

1. Once you are on WhatsApp, send a chat to our Headquarters Help Desk tracfone at **(336) 341-9491** with your name and volunteer role so we can set you up as a contact. You will do this *within the app*, and you will need to set up our tracfone as a contact **FIRST**.
2. Then, we will add you to the four groups: Runners, Site Captains, Greeters and Headquarters.

You will be responsible for checking the **Greeters** group to see if there are any communications relevant to your volunteer work. Within this group, you may receive updates from your Site Captain or Headquarters, as well as messages from other Greeters based on their experiences. If you need to communicate with volunteers in one of the other groups, you can post a message in their group. What this might look like:



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

**Headquarters tracfone number: (336) 341-9491**

### Other communications

Your Site Captain will have the ability to **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 - or all the greeters for your shift. So during Early Voting, plan to check your email often to see if any messages have come in from your Site Captain. Emails will come from Mobilize - not your Site Captain’s personal email address.

Site Captains will also be checking to see which Greeters have self-confirmed through Mobilize that they are planning to show up for their shift. **Please respond to these reminders from Mobilize.** Site Captains will be calling or texting anyone that they see has not done so. If you self-confirm, it saves work on their part.

### Supply Replenishment

Runners are in charge of restocking whatever supplies (more literature, more masks) are needed by Greeters at a polling site. If you forget to pick up your Greeter bag or leave it at home, they can bring you one. However, we strongly encourage everyone to get their Greeter bags for all of their shifts in advance. If you add more shifts after you’ve already started volunteering, you’ll need to stop by Party headquarters to get more bags.

Runners’ vehicles will be stocked with:

- Greeter bags
- Democratic candidates literature
- Masks

- Signs
- Snacks and Water

If a polling site has very long lines and it is near mealtime, and you sense that voters are frustrated, you may request a snack drop from a Runner. If the Runner has the time, they can stay and help you hand out snacks and water. **Greeters should provide water and single-serving snacks to any voter in line who would like them.**

## **In-depth explanation of your role**

You are a crucial team member in the efforts to bring our Democrat candidates into office. Many voters arrive at the polls with very little information about the Democratic candidates. Your presence at the polls provides a trusted source of candidate information which can make a difference in a voter's decisions in the voting booth.

**Poll Greeters** serve three main purposes at polling sites:

- To provide information to voters to assist them in voting
- To protect voters' access to voting outside the polling site and report on any issues
- To ask voters to remind three friends to vote (Vote Tripling)

### **Providing information to voters**

Greeters are allowed to be **no closer than 50 feet** from the entrance to a polling site. Curbside voting may be within that 50-foot zone. You may only approach a curbside voter to offer our Democratic slate card. Once a poll worker comes out with a ballot to assist the voter, the vehicle becomes the voter's "voting enclosure" and it's off limits to Greeters.

So position yourself at a visible and comfortable place outside the 50-foot barrier.

### Handing out the Democratic candidate literature

Social distancing guidelines require that we maintain at least 6 feet of distance from others. Greeters need to observe social distancing rules when greeting a voter and offering our literature. Step forward to an "arm's length" of the voter and ask "Would you like the list of Democratic candidates?", then step back. Thank the voter for coming out to vote and see if they have any questions.

The voter may not know which district they live in (to know which candidates will be on their ballot), so you can offer to do a voter lookup to tell them. Go to <https://vt.ncsbe.gov/RegLkup/> and type in their first and last name, plus 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.

It's a good idea to familiarize yourself with the slate card so that you can refer to information when a question should come up.

### Offering masks

For masks, we recommend the same approach as the slate when it comes to social distancing. Know that you will **ONLY** offer masks to voters without them - so this won't likely be an "ask" you are making nearly as often as with the slate card.

If a voter (or a voter's child) doesn't have a mask, you can say something like:

"Good morning. We're offering masks to every voter who doesn't have one. Would you (or your child) like one?"

Let them know that taking a mask doesn't mean they have to take our Democratic candidate literature! **We are offering our masks to all voters in line - regardless of which party they support or how they are registered to vote.**

### Providing directions

Often you will be asked to point a voter in the right direction for either curbside voting or to drop off an absentee ballot. There should be signage for curbside voting and absentee ballot drop-off at each polling site, but voters may not always notice them. As well, voters may have questions about registering to vote, which they may do during Early Voting.

**Curbside voting** - every voting site in North Carolina offers curbside voting for voters who are unable to enter the voting place without physical assistance due to age or disability. The term "disability" means a voter:

- Is unable to enter the polling place due to age or physical or mental disability, such as agoraphobia
- Has a medical condition that puts you at increased risk of COVID-19
- Should not wear a mask due to a medical or behavioral condition or disability
- Is experiencing symptoms of COVID-19

**Fear of COVID is NOT a legitimate reason to vote curbside. A voter must have a health condition that accompanies that fear in order to use curbside voting.**

Through curbside voting, a voter can cast a ballot while in a vehicle outside the polling location. Curbside voters must sign an affidavit affirming that they are unable to enter the voting place to cast their ballot. **Note that drivers or other passengers in the vehicle are not technically allowed to vote curbside.** Know in practice, however, that some poll workers will allow it.

**Absentee ballot drop off** - Voters who received an absentee ballot by mail may deliver their ballot to an election official at any Early Voting site during 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 there to vote in-person.** 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 a poll worker 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 do registration at an Early Voting site. Several forms of proof are accepted, including a drivers license or NC ID, utility bill, bank statement or government ID. For more details, visit <https://www.ncsbe.gov/voting/vote-early-person>.

### **Protecting voters' access**

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

- Accessibility issues, particularly for anyone in a wheelchair
- Especially long lines, where voters' patience may be thin
- Voter intimidation
- Disgruntled voters leaving the site (ask them about any problems they may have had)

Report any issues and **escalate problems** using our protocol, found on page 11.

### **Asking voters to remind 3 friends to vote (Vote Tripling)**

One of the most exciting and powerful new things our Greeters are doing this election is to "Vote Triple". This is how we turn each voter into an amplifier to maximize our voter turnout!

You will make a simple "ask" of voters you spoke with on their way in once they are coming out of the polling site. While thanking them for voting, you'll also ask them if they'd like to help us get Democrats elected by texting three of their friends **on the spot** and reminding them to vote. It's key to ask the voter to do it **before** they leave rather than later. Most voters will say "yes" to this, since it is such a simple task.

**Vote Tripling** at polling sites has been proven to be more effective at increasing voter turnout than same-day canvassing or phone calls! [Read more about it here](#). And if you want to watch a brief video on Vote Tripling, do it at <https://youtu.be/weSI51eF9uM>.

Here is a sample script - feel free to modify it to suit your speaking style.

*Grab voter's attention* - Hey, thank you so much for voting!

*Tell them your goals* - We want to get more Democratic voters out here.

*Make the ask* - You can help! Can you text three friends right now and remind them to vote?

### Best practices

- Nail the greeting.
- Be confident - assume the voter will Vote Triple!

- Make the ask.
- Avoid phrases such as “Would you be interested...?” or “Could you possibly...?”
- Have fun - make it a competition between you and your partner Greeter!
- Let us (and other Greeters) know how it went by messaging in the Greeters group on WhatsApp.

### What happens when your polling site gets busy

We know that you won't be able to make the ask of every voter you speak to on their way in to vote. Try to circle back to as many voters as you can as they are leaving the polling site. **All we ask is that you don't skip Vote Tripling entirely.** This may be one of the most impactful things we can do to amplify voter turnout this election, since we are not knocking on doors!

Take a look at some of these testimonials from volunteers who have tried Vote Tripling!

### Testimonials on Polling Place Vote Tripling

“I have not heard a negative comment from any volunteer, they want to do it again. One of the things that's so compelling about it is how simple it is. It's **much simpler** than our usual GOTV process of knocking on doors with maps, lists, etc.” - Barb B. - Lincoln County Dems Chair



“Generally, everybody was enthusiastic about the idea of the technique, and **people who we talked to also liked it. It was fun!** I think it's a great tool in our toolbox, we'll definitely be using it.” - Mike H. - Volunteer, Maine

“With polling place tripling you get the greatest return on investment for your volunteers. I've done everything, but I think this is **far more effective** than putting us on the doors or dropping lit.” - Paula M. - Volunteer, Michigan



“Door knocking and phone banking often feels like throwing things into the wind. This doesn't. I'm talking with people, they are sending text messages; it feels so much more active and like we all are **doing something important.**” - Mikey L. - Volunteer, California

“Volunteers were more than comfortable using this tactic as it's **easy to execute from a safe distance.** At [just] one polling site, a group of six volunteers safely spoke with hundreds of voters who overwhelmingly agreed to text their friends and remind them to vote.” - Shana G. - National Student Organizing Director, Bernie Sanders Presidential Campaign



## Problem-solving at your site

## Escalation and 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 a poll worker comes outside who can get them for you.
- **If an issue is deemed immediate**, report the situation to the Headquarters Help Desk team by calling or texting (336) 341-9491.
- **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 Help Desk team at the end of your shift.
- Depending on the issue, you may go straight to:
  - **NC Democratic Party Voter Protection Hotline:** 1-833-VOTE4NC
  - Law enforcement

**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 the Headquarters Help Desk on the spot versus waiting until the end of your shift and reporting issues is subjective. When in doubt, contact the Headquarters Help Desk.

**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.

Lewisville, Rural Hall, Clemmons and Walkertown Libraries	Forsyth County Sheriff's Department	(336) 727-2112
WSSU - Anderson Center	Campus Police	(336) 750-2911
Kernersville Library	Kernersville Police Department	(336) 996-3117
All other sites	Winston-Salem Police Department	(336) 773-7700

## Problems to watch for

Your job is to be on the lookout for any issues that impact voters. Always try to de-escalate. Don't tolerate any issue for very long. If you are not sure what to do, contact the Headquarters Help Desk.

### Common issues

- Aggressive or intimidating Republican Greeters or bystanders

- Greeters going inside the 50-foot enclosure
- Lines (long waits)
- Broken equipment/insufficient ballots
- Parking problems
- Voters at wrong precinct (Election Day only)

#### Uncommon issues

- Ineligible voters wanting to vote curbside
- 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. For Early Voting, the only polling site that is on private property is Harper Hill Commons.

#### De-escalation techniques

- Don't engage, defend or respond. Walk away.
- Avoid back-and-forth exchanges
- Don't try to persuade
- Remain calm - don't get frazzled
- Contact Headquarters, the Voter Protection Hotline or law enforcement for support

## **Handling shift changes**

If you have to cancel at the last minute, we may not be able to replace your shift. However, if you know in advance that you will not be able to fulfill your shift, you can do this through the Mobilize app within the email you received. You can also notify your Site Captain 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 your Site Captain by texting, calling or using the WhatsApp group.

## **Differences in One-Stop Early Voting and Election Day**

Most of Early Voting and Election Day is the same for Greeters. There are two differences to note.

- There will be voters who show up at the wrong polling site, since all voters must vote at their designated polling site on Election Day. If a voter is at the wrong site, 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 on Election Day.

### Early Voting Sites - Site Captains

Site Name	Address	Site Captain	Contact Info
Forsyth County Government Center	201 N Chestnut St.	<a href="#">Sandy Browder</a>	336-403-4196 ga.browder@gmail.com
Miller Park Recreation	400 Leisure Lane	<a href="#">Scott Andre Bowen</a>	336-416-9669 scottandreebowen4ws@gmail.com
Southside Library	3185 Buchanan St.	<a href="#">Leroy Plock</a>	336-462-8301 leroyplock@earthlink.net
Sprague St Recreation	1350 E Sprague St.	<a href="#">Cheryl Malaguti</a>	910-322-5157 ckmpoli@gmail.com
Sedge Garden Recreation Center	401 Robbins Rd.	<a href="#">Blanche McCants</a>	336-749-1397 bm27107@aol.com
Anderson Center – WSSU	601 S Martin Luther King Jr Dr.	<a href="#">Blanche McCants</a>	336-749-1397 bm27107@aol.com
Winston Lake YMCA	901 Waterworks Rd.	<a href="#">Marshall McDuffie</a>	336- 978-8229 mmcduf9614@aol.com
Walkertown Library	2969 Main St.	<a href="#">Jeff Papalia</a>	336-749-1397 jjpapalia@yahoo.com
Kernersville Library	248 Harmon Lane	<a href="#">Adam Moore</a>	336-681-5646 AdamM455@gmail.com
Mazie Woodruff Center, Forsyth Tech	4905 Lansing Dr.	<a href="#">Katie Sonnen-Lee</a>	505-506-9875 ksonnenlee@gmail.com
Rural Hall Library	7125 Broad St.	<a href="#">Beverly Crews</a>	336-391-4808 bevcrewsmk@gmail.com
Brown & Douglas Recreation Center	4725 Indiana Ave.	<a href="#">Eunice Campbell</a>	336-918-4238 wssugrad2002@gmail.com
Winston First Assembly Church	3730 University Pkwy.	<a href="#">Harrison Marks</a>	252-617-2631 harrison.marks@gmail.com
Old Town Recreation Center	4550 Shattalon Dr.	<a href="#">Tammy Black</a>	336-682-1434 TammyKBlack@aol.com
Harper Hill Commons	150 Grant Hill Lane	<a href="#">Bob Etzel</a>	336-692-8004 ncbob48@gmail.com
Clemmons Library	3554 Clemmons Rd.	<a href="#">Linda Arrigo</a>	336–287-5102 larrigo@yahoo.com
Lewisville Library	6490 Shallowford Rd.	<a href="#">Debbie Ramsey</a>	336-971-6423 djrgator@gmail.com

### Early Voting Sites - Runners

Sites	Runner	Contact Info
Lewisville Library Clemmons Library Harper Hill Commons	Mary Perry (Peacehaven Rd.)	336-577-3361 mperr2000@gmail.com
Sprague Street Rec Anderson Center WSSU Southside Library	Robert McDaniel (Old Salem)	336-314-1404 rwmcdaniel@gmail.com
Miller Park Rec Forsyth Government Center Winston Lake YMCA	Valerie Lecoeur, John Brockenbrough, Zoë Brockenbrough (Buena Vista)	V: 336-624-5115 J: 336-692-1881 Z: 336-930-2327 valerie@zoeborganic.com
Rural Hall Library Old Town Rec	Lois Roewade, Rick Wicker (north side of town)	847-909-3651 lroewade@gmail.com
Mazie Woodruff Brown & Douglas Winston Salem First Church	Annamae, Steve and Douglas Giles (Wake Forest U)	A: 336-209-3497 S: 336-918-7124 D: Annamaetg@gmail.com
Kernersville Library Walkertown Library Sedge Garden Rec	Shari Burrell until further notice (Kernersville)	336-575-6989 shariburrell68@gmail.com
Backup Runner last week of Early Voting	Andrea Mewhinney	336.391.7025 amewhinn@wakehealth.edu