

## POLL OBSERVER 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

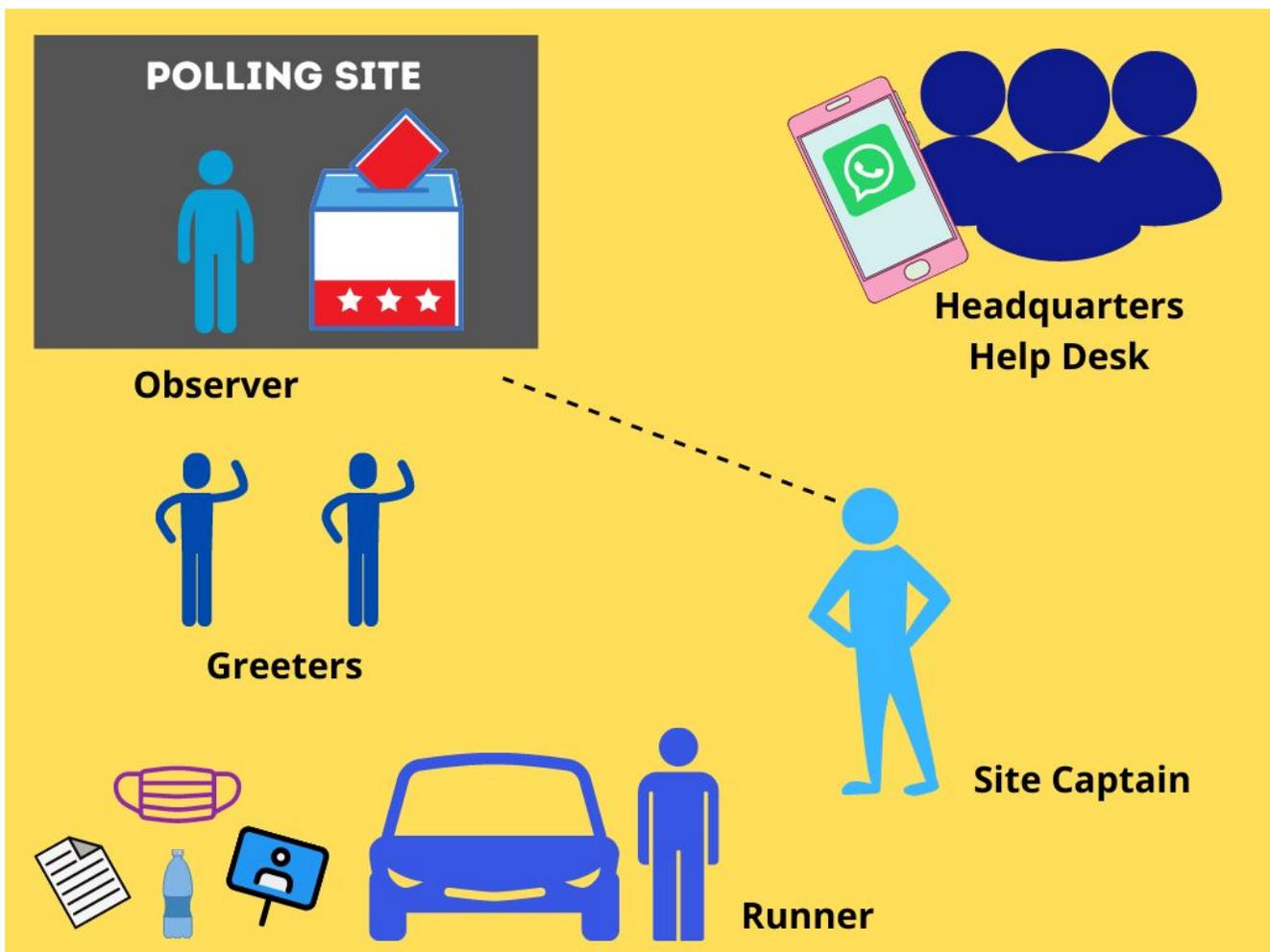
Greeters

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 do in advance**

We ask that you participate in one of our training sessions and review this training manual in advance. If you have any questions, please reach out to our Headquarters Help Desk prior to the start of your shift.

### **What to bring**

While most polling sites will likely have a chair, it's possible that a site won't have an extra chair for you. So we recommend keeping a camping or folding chair in your car just in case. As well, you'll

want to bring:

- This Poll Observer manual (if you are unable to print it on your own, let us know)
- A copy of your Appointment Letter from the Forsyth County Democratic Party (we will email this to you in advance of your shift)
- A phone and charger
- Contact information for all the groups that you may need to reach out to during your shift
- A notepad and pen
- Snacks and a drink

### **What to wear**

As a Poll Observer, you are supposed to be impartial and thus should not wear any clothing that indicates your partisanship. It is also recommended that you dress professionally - it indicates that you take your responsibility seriously. Dress as you would for a business-casual event. Please do **not** wear:

- Leggings
- Sweatpants
- Shorts
- Tank tops

It goes without saying that you should wear a mask for COVID protection.

### **Length of your shift**

You are signed up for a minimum of a four-hour shift. You may come and go during that time, but please make arrangements to try and stay for the entire time. **A replacement Poll Observer is not allowed to take your place until after a minimum of four hours.**

### **Communication with team members**

You won't need to talk with Runners, Greeters or even the Site Captain, since you will be working inside and they will be working outside. Your communication will be with the Headquarters Help Desk team. Plan to text or call them when you have an issue.

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

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

A Poll Observer's primary purpose is to ensure that our Party has a fair chance of winning an election. Poll Observers monitor the election administration and will keep track of voter turnout for the Democratic Party. There are three different types of Observers: Outside Observers, Inside Observers and Observers At-Large. For this election, we are not staffing Outside Observers. Rather, our Poll Greeters will perform most of the same functions as Outside Observers.

### **When you arrive**

Plan to arrive 10-15 minutes before your shift is scheduled to begin but know that you will not be let into the polling site until the site is officially open. The Chief Judge will have been given a list of Poll Observers for their site in advance, so they should be expecting you. Introduce yourself to the Chief Judge and poll workers and present your **Appointment Letter**. Let them know your role as an Observer. **Good rapport with polling site judges is important.**

Ask the Chief Judge where they would like for you to sit and where you should go if you need to make a phone call or send a text message.

### **Observing voting inside the polling site**

Your role is to observe the entire voting process and inform the Chief Judge if you see a poll violation or voter harassment. They have the authority to stop intimidation and ask those individuals to leave the voting site. At times, we will need to notify our party's legal Boiler Room or even contact law enforcement.

### **Observing curbside voting**

Please walk outside from time to time when a poll worker has been called to help a curbside voter, or if you notice the line seems to be getting long. It's always a good idea to have a sense for what the voter experience looks like outside as well as inside. You are allowed to observe curbside voting without interfering or communicating with the voters.

Know that the Poll Greeters are allowed to hand out partisan literature to a curbside voter **so long as the voter has not yet received their ballot**. The point at which a voter has their ballot, their car becomes the voting enclosure - and Poll Greeters are not allowed to be within that space.

## **Do's and Don'ts**

There are a number of things we expect Poll Observers to do as well as restrictions to what they are allowed to do. Review this information and if you are at all confused about what you should and are allowed to do while volunteering for your shift, please contact the Headquarters Help Desk for advice.

### **Observers will:**

- Check in with the Chief Judge at each site during the start of their scheduled shift.
- Maintain a professional manner while observing the election process.
- Observe the proceedings at the polls and take notes on paper or electronically (do not assume or rely on WiFi capabilities).
- On Election Day, inspect election records in order to create a count of persons who have voted at the polling place so far during that election.
  - *At 10:00 AM, 2:00 PM and 4:00 PM, you are allowed to view the list of people who have voted in your location and report voter statistics back to our Headquarters Help Desk. We are most interested in the total number of voters, and a breakdown by Party affiliation. Once received, please step outside the polling location and text or call in the statistics.*
- Ask questions only of the Chief Judge.
- Inform the Chief Judge if someone is harassing voters (or greeters) and won't leave. If necessary, call 911. The Chief Judge will inform the Board of Elections and complete an

incident report.

- Always be polite and non-disruptive and do not allow voters to hear your conversation with the Chief Judge. If warranted, you may request that he/she fill out the Board of Election's incident report.
- Document and report any incident that occurs to the Forsyth County Democratic Party.
- Discreetly message Headquarters Help Desk when needed. You must step outside the voting enclosure to do this and go to the place the Chief Judge has designated for you to make calls or send text messages. Otherwise, your phone should be put away.
- Take breaks to go to the restroom, smoke outside or have a snack. Notify the Chief Judge when you plan to take a break.

### Observers Will Not

- Conduct any electioneering at the voting place.
- Impede or interfere with the voting process in any manner.
- Communicate with or observe any voter in the act of casting a ballot.
- Communicate with poll workers other than the Chief Judge.
- Talk to voters or offer them advice.
- Make phone calls or send text messages outside the area that has been assigned.
- Communicate with a poll worker who is engaged in the observed process.
- Assist in operations at a polling place.
- Use a device to film or record anything within the polling site.
- Touch election-related materials or equipment.
- Enter the voting enclosure before the polls open. *(However, any member of the public is allowed to watch the closing process and may request a copy of the tape from the tally machine after the officials' copies are obtained.)*
- Wear any buttons, hats, etc. which are candidate or party-specific if entering the voting enclosure (to use the restroom, for example).

## Problem-solving at your site

### Escalation and reporting of issues

Your first step is always to speak with the Chief Judge when an issue arises. If you witness anything that seems out of the ordinary or troublesome:

- **Start** by addressing the issue **with the Chief Judge** in the polling location and request that they fill out an Incident Report from the Chief Judge's bag.
- **If an issue is deemed immediate**, also report the situation to the Headquarters Help Desk team at (336) 341-9491.
- **If an issue is deemed non-immediate**, plan to report the issue to the Headquarters Help Desk team in the Site Summary at the end of your shift.
- Depending on the issue, you may go straight to:
  - **NC Democratic Party Voter Protection Hotline: 1-833-VOTE4NC**

**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. *Examples: improper electioneering, judge asking for ID, misinformation being given to a voter.*

**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. *Examples: broken machine, insufficient ballots, bathroom being locked.*

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 in the Daily Site Summary is subjective. When in doubt, contact the Headquarters Help Desk.

### **Daily Site Summary**

At the end of this manual, you will receive a Site Summary log that you can use to document issues during your shift. You can send your Site Summary to Headquarters by

- Taking a photo of it and texting it to us
- Stopping by Headquarters and dropping it off after your shift
- Giving us a call and reading your notes out to our team (only if there are very few issues to report)

Keep in mind that all issues should be DOCUMENTED but some may also need to be ESCALATED at the moment they happen, using our escalation protocol.

### **Problems to watch for**

Since you won't be able to speak directly to the voter, you will need to ask questions of the judge within earshot as a way of showing the voter that you are concerned about something happening at the polling site. Be on the lookout for:

- Harassment, suppression, fraud or intimidation inside the polling location
- Long lines - every once in a while, make a note in your mind of the time one voter enters the polls and then note when they leave.
- Any challenge to the legitimacy of a voter
- Any obstacles to access to the polling site, ie. blocked wheelchair ramps
- Misinformation - false or misleading literature or statements by poll workers or electioneering volunteers (includes Greeters)
- Challenges by Republican Observers
- Site problems, such as a locked bathroom
- A judge or poll worker entering the polling booth with a voter and/or touching his or her ballot once it has been handed to the voter
  - If a voter asks for help, judges or assistants may enter the booth or assist them at the ADA machine. *The voter must clearly state that they need assistance and choose who they want to assist them.*
- Broken voting machines
- Insufficient numbers of ballots
- Improper electioneering - aggressive, intimidating, or belligerent conduct
- Incompetent or needlessly slow judges or any other misconduct by judges

**The bottom line is that voters cannot be turned away for any reason.** Anyone in line at the official time a polling site closes **MUST** be given the opportunity to vote. In the case of a court order (due to

failure to open the poll on time, inclement weather, machine malfunction, etc), polls MAY remain open even later. In the case of a long line, poll workers should make a list of everyone in line at closing time (or court-ordered closing time), beginning at the back of the line.

### Provisional ballots

A voter receives a provisional ballot when questions arise about the voter's qualification to vote, eligibility to vote in a given election or eligibility to vote a specific ballot style. If a voter is not able to cast a regular ballot, the voter will go to the Help Station for help casting a provisional ballot. The voter will receive a Help Referral Form explaining the reason for the referral to the Help Station.

Some of the more common reasons for a voter being offered a provisional ballot include:

- No record of registration
- Unreported move to a new address
- Previously removed
- No acceptable proof of address
- Unrecognized address
- Incorrect Precinct\*
- Voter already voted
- Voted during extended hours

*\*Only an issue on Election Day. If the voter is in the wrong precinct, the voter is given an ATV (Application to Vote) with directions on how to get to the correct precinct. Late in the day, the Chief Judge may decide to let them vote a provisional ballot if there isn't enough time to get to the correct precinct. If the voter is voting in the wrong precinct and is allowed to vote provisionally, the Chief Judge will call the correct precinct so the voter will not be able to vote in two precincts.*

All provisional envelopes are returned to the Board of Elections. Elections staff will research the details of each provisional application and that voter's eligibility. Then they will provide results back to the Board of Elections. No election results are finalized until this process is complete.

Provisional voting is fail-safe voting. State law mandates that no person shall be denied the option to vote a provisional ballot. **In no circumstance should a voter be turned away.** If you witness a voter being turned away, you should speak to the Chief Judge right away.

### Top 5 most common voter issues

Issue	Resolution
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Voter registration and/or ID issues	<p><b>What to Do:</b> Alert Chief Judge</p> <p><b>Document in Site Summary Log (select one):</b> Data missing from poll book; Listed as inactive; Not on poll book; Problem due to alleged conviction; Problem due to name change/ other issue; Purged from voting rolls; Registered at different polling place; Tried to update registration but it wasn't processed</p>
Issues with voting equipment and/or machines	<p><b>What to Do:</b> Alert Chief Judge</p> <p><b>Document in Site Summary Log (select one):</b> Electronic poll book malfunction; Not enough other supplies or equipment; Not enough privacy booths; Not enough voting machines; Printer malfunction; Voting Machine Malfunction</p>
Voter eligibility questions	<p><b>What to Do:</b> Look up voter; Alert Chief Judge; Contact Voter Protection Hotline.</p> <p><b>Document in Site Summary Log (select one):</b> Data missing from poll book; Listed as inactive; Not on poll book; Problem due to alleged conviction; Problem due to name change/other issue; Purged from voting rolls; Registered at different polling place; Tried to update registration but it wasn't processed.</p>
Issues with poll workers	<p><b>What to Do:</b> Alert the Chief Judge; Contact Voter Protection Hotline</p> <p><b>Document in Site Summary Log (select one):</b> Directing voters to wrong site; Failure to provide voter assistance; Obstructing poll observer activity; Providing incorrect ID guidance; Slow check in; Voters in line at closing not allowed to vote.</p>
Issues with ballots	<p><b>What to Do:</b> Alert Chief Judge; Contact Voter Protection Hotline;</p> <p><b>Document in Site Summary Log (select one):</b> Confusion related to ballot design; Error on Paper Ballots; Improper Ballot Storage; Not enough paper backup / emergency ballots; Not enough regular ballots; If provisional ballot issue: Ballot rejected; Not enough provisional ballots; Poll Worker refusing to provide ballot.</p>

### Best practices for handling conflicts

With some simple approaches, you can ensure that conflicts are handled properly and with minimal stress to you, the Chief Judge and the voters.

- Do what you can to calm yourself
- Take a confident but not aggressive or defensive posture
- Speak slowly and firmly
- Use short, simple phrases
- Phrase requests positively and as questions. Use words such as 'Are you aware that...?'. Avoid statements such as 'You need to...' or 'You can't...'
- Don't enter into a back and forth with the Chief Judge
- You don't have to engage. Non-engagement can be powerful and unexpected. It is difficult to engage with a silent party.

### Handling shift changes

Replacing Observers is a bit challenging, as our party is required to turn in a list of Observers to the

Board of Elections prior to upcoming shifts. If you have to cancel at the last minute, we will not be able to replace your shift.

However, if you know farther in advance that you will not be able to fulfill your shift, please let our Headquarters Help Desk know. If it is 5-7 days before the shift, we may be able to find a replacement.

## **Differences between One-stop Early Voting and Election Day**

Most everything in about Early Voting and Election Day is the same for Observers. There are a few 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 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.
- You will need to text vote counts to the Headquarters Help Desk.
- 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 mmcdf9614@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

## Quick Reference Guide – Poll Observers

**Hot Line number: 1-833VOTE4NC Headquarters Help Desk: (336) 341-9491**

**What to Bring:** (1) Phone + Charger; (2) Notebook; (3) Your Poll Observer Packet

**What to Wear:** Non-Partisan, Professional/Business Casual Clothing

Do's	Don'ts
<ul style="list-style-type: none"> <li>● Prepare to be there for a four-hour shift</li> <li>● Introduce yourself to the Chief Judge</li> <li>● Ask where the Chief Judge would like you to sit (should be within earshot of voters asking questions)</li> <li>● Clarify with the Chief Judge where you should take or place a call if necessary</li> <li>● Communicate any issues using protocol</li> </ul>	<ul style="list-style-type: none"> <li>● Talk to voters or officials other than the Chief Judge</li> <li>● Be hostile or argumentative towards the judges or voters</li> <li>● Film or record voters or judges</li> <li>● Make calls outside of the assigned area</li> </ul>

### TOP 5 issues and how to solve them

Issue	Solution
1. Voter Registration and/or ID Issues	<p><b>What to Do:</b> Alert Chief Judge</p> <p><b>Input to Daily Site Log</b> (select one): Data missing from poll book; Listed as inactive; Not on poll book; Problem due to alleged conviction; Problem due to name change/ other issue; Purged from voting rolls; Registered at different polling place; Tried to update registration but it wasn't processed; Other</p>
2. Issues with Voting Equipment and/or machines	<p><b>What to Do:</b> Alert the Chief Judge</p> <p><b>Input to Daily Site Log</b> (select one): Electronic poll book malfunction; Not enough other supplies or equipment; Not enough privacy booths; Not enough voting machines; Printer malfunction; Voting machine malfunction</p>
3. Voter Eligibility Questions	<p><b>What to Do:</b> Alert the Chief Judge</p> <p><b>Input to Daily Site Log</b> (select one): Electronic poll book malfunction; Not enough other supplies or equipment; Not enough privacy booths; Not enough voting machines; Printer malfunction; Voting machine malfunction</p>
4. Issues with Poll Workers	<p><b>What to Do:</b> Alert the Chief Judge</p> <p><b>Input to Daily Site Log</b> (select one): Directing voters to wrong site; Failure to provide voter assistance; Obstructing poll observer activity; Providing incorrect ID guidance; Slow check in; Voters in line at closing not allowed to vote.</p>
5. Issues with Ballots	<p><b>What to Do:</b> Alert the Chief Judge</p> <p><b>Input to Daily Site Log</b> (select one): Confusion related to ballot design; Error on Paper Ballots; Improper Ballot Storage; Not enough paper backup/emergency ballots; Not enough regular ballots;</p> <p><b>If provisional ballot issue:</b> Ballot rejected; Not enough provisional ballots; Poll worker refusing to provide ballot.</p>

