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FLOATER/GREETER STATION INSTRUCTION MANUAL

Updated 4/27/21

Anyone serving in this role should read and be familiar with the following information.

You are receiving this instruction manual because you are working in a location with 2 or more precincts. Although you are assigned to a precinct for scheduling purposes, you should think in “location mode” instead of as an individual precinct. You will work as a **location** to set up, serve voters, give breaks, and clean up. This cooperation benefits everyone as the location runs more efficiently.

This manual is reference for the voting flow at the location and specifically the **Floater Station**.

Election Morning

- As soon as you arrive at the location find the Location Coordinator. They are responsible to coordinate all Election Official positions in the location. They will help schedule lunches for all Election Officials.
- As you are aware, all ePollbooks are set up in a central location near the entrance of the polling room. For greater efficiency we are now keeping ALL the ballots for your location TOGETHER, on one or two tables, located adjacent to the ePollbook Station. These tables will be set up so that the Precinct Election Officials working at the Ballot Table can easily hand ballots to those manning the ePollbooks. **There must always be always 1 Democrat and 1 Republican manning this Ballot Table.**

- All Provisional Voters at locations with 3 or more precincts will also be sent to the Voter Assistance Table. This table will help the voter to fill out the provisional envelope completely once they have been processed in the ePollbook. **Any worker at the location can work at the Provisional Station regardless of party affiliation.**

Floater/Greeter Duties

- All Precinct Election Officials who are not specifically assigned to a station at the beginning of the day will start as a Floater/Greeter. The number of Floaters/Greeters varies depending on the number of precincts located in the building. Floaters will move into a station as other Officials take their breaks/lunches. We recommend Floaters position themselves in one or more of these areas of the polling location:
 1. **Main Entrance:** This front door position will be important for all locations to encourage voters to go to the shortest ePollbook line. Since all voters might not be aware that they can go to any line, they might try to bypass the ePollbook Station to head to their familiar precinct table. This Official will stand close to where voters first come in the door and encourage them that any line will serve them, and **they should have their ID ready** before approaching this station.

Political attire: Voters should not be wearing political attire, including campaign material and paraphernalia displaying the name of a political candidate on the ballot. Politely remind the voter it is an election law to not to display political materials and ask the voter to remove or cover up the campaign materials.

ORC 3501.33 states that if a voter refuses then they must be allowed to vote.

COVID Procedures: The Floater/Greeter should have a small supply of face masks to offer voters not wearing one when they are entering the building. Kindly remind the voter that facemasks should be worn inside of the polling location.

- A. If a voter refuses to wear a mask when offered, kindly ask them if they would like to curbside vote instead of entering the polling location.

- B. If the voter refuses to curbside vote, inform them that they can come into the polling location and vote but need to respect the 6 foot distance rule.

2. Voting Machine Assistance:

Floater/Greeter should continually be available **near** the ClearCast ballot scanners. Please don't stand so close that a voter thinks you can see their ballot! Instruct EACH voter to remove the ballot stub, scan their ballot and stay at the scanner until the screen reads YOUR BALLOT COUNTED, THANK YOU FOR VOTING. If there are multiple scanners at your location, it does NOT matter which scanner is used. All ballots can be scanned by any ClearCast scanner at the location.

Be aware of voters approaching the Ballot Scanners with Provisional Envelopes in hand. *Remember: Provisional voters see others putting their ballots in the Scanners and will want to do the same. They must seal their ballot in the yellow envelope and return it to the Ballot Table.*

There will be questions about the "screen message" due to over voting. **Remember to use caution when assisting voters with their ballots.** If you are giving verbal assistance to the voter, guard their privacy by standing a short distance from the Ballot Scanner. If the voter needs physical assistance with their ballot, PLEASE be sure to have a member of the opposite party with you.

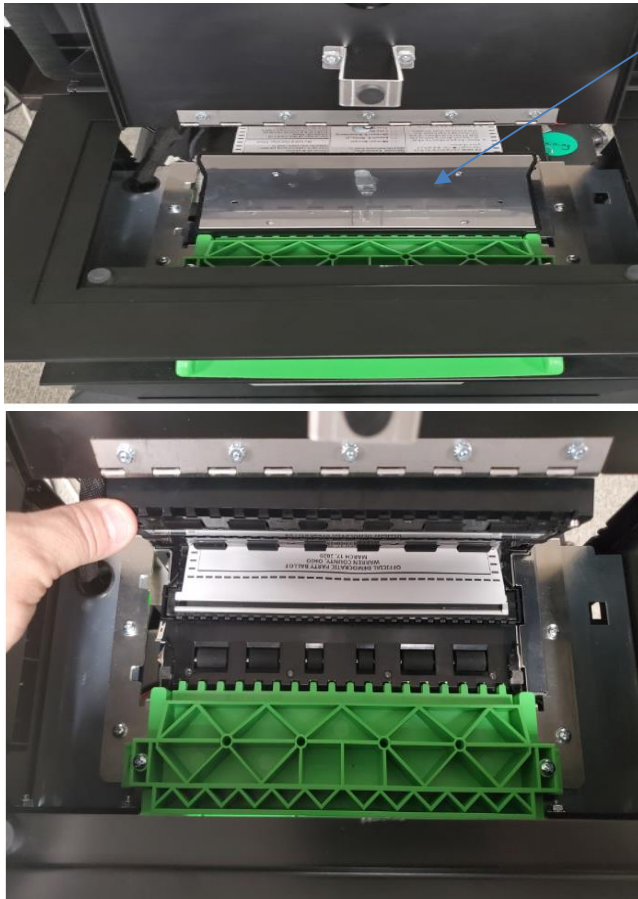
CLEARCAST SCANNER ERRORS

No matter what the message says, we need everyone to understand how to clear a jam and how to decide if the ballot truly counted or not.

When a jam occurs or if ballots no longer scan, please follow these procedures BEFORE breaking a red lock and opening the ballot box.

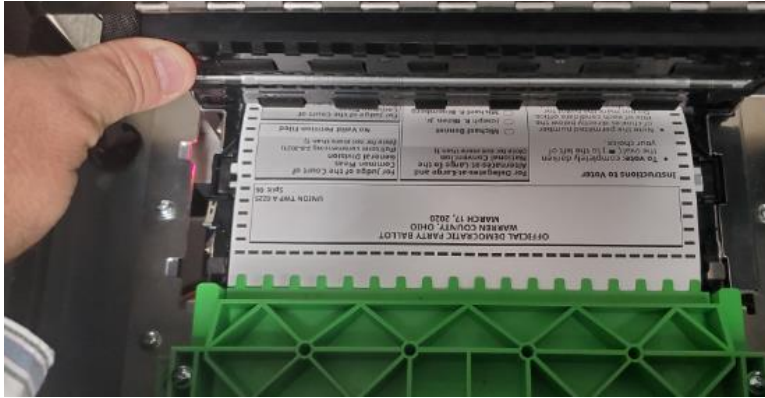
Find your Scanner key and open the top of the voting unit. (When handling voted ballots, you must have a member of the opposite party present.)

Lift this silver plate
up



Once the silver plate is lifted, the ballot should fall out to the back of the machine and into the ballot box.

This ballot DID count!
(No matter what the screen says.)



If the ballot does not fall out of the back and looks like this picture, then the ballot is NOT counted and will need rescanned.

If this does not clear your ballot jam, as a bi-partisan team, break the red seal to the back of the ballot box and open the door. Reach up the ballot chute to see if the ballot is jammed. If you can touch the ballot AND did not see the ballot when you opened the top door then this ballot DID count. Pull the ballot down into the ballot box.

If at any time the machine jams and the ballot is still sticking out of the front of the machine, the ballot did NOT count no matter what the screen says.

If ever in doubt, call your Trouble Shooter or our office for help.

3. Curbside Voting:

Floaters/Greeters in bi-partisan teams will be called upon to go outside to assist disabled voters who want to vote from their car. You will need to get a clip board, the Curbside Voter Authorization form from the ePollbook Station binder and a pen to go out to their car and record the voter's information. Their information should be presented to the ePollbook Station and they will process the voter and provide the ballot. After you and your partner return to the car with the ballot and a privacy sleeve, and the voter has completed their ballot, as a team bring the ballot to be scanned to the ClearCast Ballot Scanner. Next stop at the Stub Table to provide the voter's name and stub for recording.

4. Voting Booth Maintenance:

Floater can periodically check voting booths for cleanliness and to confirm there are pens in each booth. Throw away any literature left in booths. As you perform this task, be aware of voter privacy and never be distracting to voters using booths.

5. Hospitality and stickers:

Floater play an important role in how voters “feel” about their experience at the polls. Being available with a friendly smile goes a long way with voters who traditionally don’t believe that Precinct Election Officials are always helpful. Voters with additional needs will appreciate your finding them a chair or as a bi-partisan team, assisting them in voting. Be sure to thank voters as they are leaving and offer them a sticker.

6. Voter Assistance Table extra help:

At multi-precinct locations we will need more than one person helping at the Voter Assistance Table. Be available to not only process voters at this station but also to ensure that voters return their ballots sealed in the Provisional envelopes to the Ballot Table. *Remember: Provisional voters see others putting their ballots in the Scanners and will want to do the same.*

7. Check outside:

Ensure that 100 foot flags are still at their original placement. Make sure that candidates or political groups are not inside of this 100 foot barrier. Look for tripping hazards in doorways and alert your Location Coordinator of potential issues.

SPECIAL CLEANING PROCEDURES FOR GREETERS/FLOATERS

- **All door handles-** should be wiped down every 15 to 30 minutes depending on volume of voters. Use 1 Clorox wipe for multiple surfaces.
- **Pens-** Keep an eye on the supply of pens at the ePollbook Station. When pens are getting low, retrieve the used pens located at the Stub Table in a plastic bin. You should use the cleaning/sanitizing spray, spray directly onto the pens and let dry. Replenish pens at each ePollbook.
- **Voting Tables/Booths-** Using the cleaning/sanitizing spray and a paper towel, wipe down every 15 minutes or if asked by a voter.
- **ePollbooks-** Wipe down the ePollbook with cleaning solution provided in each pollbook case only after a voter has touched it. Don't spray the solution directly on the screen. Voters should only be touching the stylus and not the ePollbook unless they are signing with their finger.
- **ePollbook Stylus-** Each voter should be handed a stylus to sign and then should be placed in the used stylus plastic cup. Use the sanitizer cleaning solution to spray on the stylus and let dry. You will have 40 styluses for each tablet.
- **ePollbook Station-** Should be wiped down every half hour or as needed. Use Clorox wipe or sanitizer cleaning solution.

At the end of the night, please wipe off all surfaces at the polling location.

Return all the sanitizer and PPE supplies with your ballots at the end of the night.

*A few reminders:

- The job of Floater is important and your role in the location is valuable to both voters and your other Election Officials.
- Several floater positions are more physical than others. If you are uncomfortable standing for short periods of time, please make your Coordinator aware but we do encourage everyone to be willing to serve in any role in the location if possible. Your flexibility and attitude to work together will help ensure a successful day.
- If something does not seem right or you see workers not following the procedures, it is your duty to either bring it to their attention or call the Board of Elections office immediately.

Closing the Polling Location

- After 7:30 p.m. and after all the voters have been processed and left the building, you may begin to help tear down the location. If voters are still present in the location all equipment needs to stay in place so we do not rush voters or distract them from voting.
- After your specific end of the night task is completed find someone else to help. No one should leave until the entire location has been cleaned up. The Trouble Shooter should have already discussed with you where the storage cart will need placed at the end of the night.

General Closing Tasks

1. Voting tables should be disassembled. Follow the instructions to put the booths away in the boxes and back on the security cart.
2. The ClearCast Scanner shall be placed in its numbered specific case. The scanner number is on the side and the case has the number clearly displayed.
3. The ClearAccess ADA Unit with printer shall be placed in its appropriate case.
4. *If applicable all tables and chairs at the location should be put away.
5. All signage should be taken down with the exception of the results that should be posted on the outside of the location door.
6. It is imperative that we DO NOT leave the location a mess. All trash should be thrown away. Make sure voters did not place the "I Voted Stickers" anywhere in the location.
7. Notify the Board of Elections immediately if there is any damage to the location.



The following procedures are suggested in case of an emergency. The safety of voters and election officials are paramount. Please use good judgment in any emergency situation. Once the location is secure please resume voting as soon as possible.

Unruly Voter:

As a team of at least two people, try to calm the voter. If possible, move the voter away from the voting area. If the voter persists with unacceptable behavior, warn them that you will have to call the Police and have them removed. Then you must call the Board of Elections and your Troubleshooter.

Unruly Protesters Interfering with Voters:

If you receive complaints then call your Troubleshooter and the Board of Elections. They will send a representative out ASAP to assess the situation. As a last resort, in a team of at least two election officials, try to calm the protester and explain that they must be 100 feet from the entrance and not interfere with the voters accessing the building.

Bomb Threat:

Take notes and detail as much as you can from the caller. Stay on the phone with the caller and have another worker call 911. Ask caller where bomb is located and when it is set to go off. Calmly evacuate voters, election officials and staff to a safe location. *(Election Officials should stay in a group)* Secure all ballots and memory card if possible. When safe call the Board of Elections for further instruction.

Fire/ Fire Alarm/ Bad Weather:

Call 911 and calmly evacuate voters, election officials and staff to a safe location. Secure all ballots and memory card if possible. When safe, call the Board of elections for further instruction.

Suspicious Person or Package:

Alert the other election officials and call 911. Do not approach person or package. Try not to cause alarm to others. Call the Board of Elections