November 3, 2020 General Election

Election Administration Guidance under COVID-19

California Secretary of State

Revised 8/27/2020

Table of Contents

Public Health Overview

COVID-19 is dramatically affecting life in California - including significant impacts on elections. In March 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population. That stay-at-home order is no longer in effect in all counties, but the public health situation is volatile and the virus will remain disruptive through the November 3, 2020 General Election.

In order to address impacts on the General Election, Governor Gavin Newsom issued Executive Orders N-64-20 and N-67-20, and the state legislature recently enacted legislation and is currently working on additional legislation to codify the content of these executive orders for the November election.

In general, these orders, in combination with the recently enacted legislation, direct all counties to issue mail ballots to all registered voters with an active status and provide in-person voting opportunities to ensure that every eligible voter can cast their ballot. The orders also continue to require access to voter services, observer opportunities and election worker training, among other things. Mailing a ballot to every voter with active voter registration status is the first step to ensure that California voters do not have to choose between exercising their right to vote and protecting their health.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk. Transmission can occur when people are in close contact with an infected person, even if that person is not showing symptoms.

There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk. Examples of these workplaces include hospitals, long-term care facilities, prisons, food production sites, warehouses and grocery stores.

As state and local public health orders are modified, it is essential that election officials take all possible steps to ensure the safety of workers and voters.

Key prevention practices for election workers include:

- Physical distancing to the maximum extent possible;

- Use of face coverings by all participants in the election process;

- Frequent hand-washing;

- Regular cleaning and disinfection;

- Training workers on these and other elements of the COVID-19 prevention plan and protective equipment use; and

- Refraining from going to work when ill.

In addition, it will be critical to identify new cases of illness and notify public health authorities quickly so they can intervene to halt the spread of the virus.

Overview of Election Health and Safety

The Secretary of State's Office has reviewed guidance issued by the U.S. Centers for Disease Control and Prevention (CDC), and practices adopted by other election offices across the country and have conferred with California public health officials. The specific health and safety guidelines presented here are based on information available as of the issuance of this document and are subject to change.

These guidelines are directed toward California county elections officials and their workers as they prepare safe, clean environments for employees, election workers and volunteers (referred to collectively as "workers"), as well as voters and election observers, to ensure the November 3, 2020 General Election can be conducted during the current COVID-19 pandemic without creating new health risks.

When establishing in-person voting and mail ballot processing procedures, and in all other election contexts, the following action shall be considered:

1. Performing a detailed risk assessment and create a site-specific protection plan.

2. Training workers on measures to limit the spread of COVID-19, including screening themselves for symptoms and staying home when necessary.

3. Establishing prevention measures and screenings for workers.

4. Implementing hand-washing, face covering and disinfection protocols.

5. Establishing and communicating physical distancing guidelines.

This guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.

While this guidance provides some basic health and safety information, county elections officials are strongly encouraged to stay current on changes to public health guidance and state and local orders in order to refine safety protocols applicable to their county, as the

COVID-19 situation is fluid. Links to updated resources on COVID-19 health and safety and election-specific guidelines can be found in Appendix B.

Worksite Specific Action Plans

County elections officials shall create a written, worksite specific COVID-19 prevention action plan for every worksite and voting location (referred to collectively as "worksites"). Many of the elements listed below will be common across most worksite types and county elections officials may already have these prepared for election office worksites. In preparing the plans, elections officials shall perform a comprehensive risk assessment of all worksites to gather the information necessary prior to issuance. Worksite specific plans shall, at a minimum, contain the following elements:

- Name and contact information (or job title for voting locations) of individuals at each worksite designated to implement the plan.

- For non-voting location sites, contact information for the local health department that should be notified of COVID-19 cases among workers.
    - Instructions on what information to gather and provide to the health department in such an event, including names of close contacts (within six feet for 15 minutes or more) of an infected worker.

- Specific COVID-19 safety instructions and training including:
    - Cleaning and disinfection protocols;
    - Configuration for physical distancing, supplemented by traffic flow guidelines and placement of physical barriers where distancing is not possible;
    - Behaviors required of workers; and
    - Proper use of protective equipment.

To maximize effectiveness, county elections officials, as they implement worksite specific plans, shall, at a minimum, consider the following actions:

- Training and communicating with workers on the plan.

- Regularly evaluating worksites for compliance. Documenting and immediately correcting deficiencies identified.

- Investigating any COVID-19 illnesses to determine whether work-related factors contributed to risk of infection. Updating worksite specific plans as needed.

- Adapting the worksite specific action plans to the level of county control over and duration of use of a particular worksite.

- ○ County facilities and long-term voting locations may require additional detail.
- ○ For Election Day and other short-term voting locations, ensure sufficient space for physical distancing, confirm cleaning and disinfection with facility management and provide layout and traffic-flow guidance to election workers.

Personal Prevention Measures

People can best protect themselves and prevent transmission to others when they understand the basic facts of COVID-19, particularly its transmission and the importance of simple personal and community prevention measures they can take.

Training Workers on COVID-19

County elections officials are required to offer training on COVID-19 safety. This training can be provided at all levels of staffing, tailoring the message for employees and election workers (referred to collectively as "workers"). Training can include:

- Information on COVID-19, how to prevent it from spreading and which underlying health conditions may make individuals more susceptible.

- Procedures for self-screening at home, including temperature and/or symptom checks.

- The importance of not coming to work if:

  - ○ A worker has symptoms of COVID-19 as described by the CDC, such as a fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea, vomiting, or diarrhea, OR

  - ○ A worker was diagnosed with COVID-19 and has not yet been released from isolation, OR

  - ○ If, within the past 14 days, a worker has had contact with someone who has been diagnosed with COVID-19 and is considered potentially infectious (i.e. still on isolation).

- To return to work after a worker receives a COVID-19 diagnosis only if 10 days have passed since symptoms first appeared, their symptoms have improved, and the worker has had no fevers (without the use of fever reducing medications) for the last

- 72 hours. A worker without symptoms who was diagnosed with COVID-19 can return to work only if 10 days have passed since the date of the first positive COVID- 19 test.

- Seeking medical attention if symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face.

- The importance of frequent hand-washing.
    - Scrubbing with soap and water for at least 20 seconds.
    - Using hand sanitizer containing at least 60% ethyl alcohol (preferred) or at least 70% isopropyl alcohol (a neurotoxin and eye irritant) where soap or running water are unavailable. Ensure that it does not contain methanol, which can be life-threatening.

- The importance of physical distancing, both at work and away from work.

- Proper use of face coverings, and their benefits and limitations.

- Information on leave benefits an employee may be entitled to receive that would make it financially easier to stay at home (see Sick Leave in Appendix B).

Because understanding of COVID-19 is rapidly changing, this guidance may be updated. Elections officials should also consult the latest CDC guidelines (see Appendix B for information resources).

Disease Control and Prevention Measures for Workers

To ensure election worker compliance with California Department of Public Health directives, county elections officials shall create disease control and prevention measures for workers. Measures must include:

- A screening regimen adapted to different worker classifications.
    - Employees at central or large facilities should be screened for temperature and symptoms at the beginning of each shift.

Stay home
if you are sick

Avoid close contact with people who are sick

- - Take care that the screener avoids unnecessary exposure to those being screened by maintaining physical distance to the extent possible.
    - Even workers undergoing supervised screening should self-screen at home before work.
  - In long-term voting locations outside county control, explore participation in any screening program for that facility's employees.
  - Where supervised screening is not feasible, such as at short-term voting sites, require self-screening at home.
    - Provide workers who must self-screen with updated CDC guidelines and COVID-19 symptom lists.
    - Confirm self-screening on worker sign-in forms.
- Require workers who are sick or exhibiting symptoms to stay home.

- Encourage proper sneezing and coughing etiquette.

- Require frequent hand-washing for those persons in high-traffic areas.
  - Soap and water, scrubbing for at least 20 seconds, is the best disinfectant.
  - Where soap or a water supply is unavailable, use hand-sanitizer that is at least 60% ethyl alcohol (preferred) or at least 70% isopropyl alcohol (a neurotoxin and eye irritant).

- Provide workers with protective equipment, including face coverings and gloves.
  - Face coverings should be worn whenever a worker is near another person. (Note: county elections officials are strongly encouraged to stay current on changes to public health guidance and state and local orders regarding the use of face coverings.)
  - Consider face shields or other physical barriers, in addition to face coverings, for workers in positions where it may be difficult to maintain physical distancing.
  - Consider where providing disposable gloves may be useful.

- Workers should avoid greeting co-workers and voters with physical contact. "Distancing starts at hello."

- Consider offering workers who request modified duties options that minimize their contact with voters and other workers.

- Post signage in strategic and highly-visible locations to remind workers to use face coverings and maintain physical distance.

- Use email, texts, staff and election worker newsletters and social media to reinforce your COVID-19 safety plan.

Protective Equipment

Face coverings, gloves and other protective gear can offer some protection. County elections officials must provide these items to county elections employees, election workers, and observers. Face covering must be offered to voters. Counties shall have a sufficient supply of face coverings in order to meet demand through the end of Election Day.

Never share protective equipment. Prevent sharing by making adequate supplies available and disposing of disposable items promptly.

Masks/Face Coverings

The Department of Public Health issued guidance requiring the use of cloth face coverings by the public when outside the home, with limited exceptions.

The CDC stresses that face coverings slow the spread of the virus, in particular by preventing people who may have the virus and do not know it from transmitting it to others. The CDC cautions that not all face coverings are technically personal protective equipment (PPE), because they may not protect the wearer. Nevertheless, they do offer protection to others near the wearer. Face coverings don't replace the need for physical distancing and frequent hand-washing.

Counties are required to provide face coverings to elections staff and election workers for them to be worn at the worksite. Consider a flexible program

where workers with a greater potential for exposure receive face shields. Some settings of greater exposure include symptom screening, customer service and any election workers deployed in welcoming or informational roles at high traffic sites.

Counties are also required to make disposable face coverings available to voters and observers who arrive without them.

Proper use of face coverings requires:

- Coverage of the mouth and nose.

- Washing hands before and after use or adjustment.
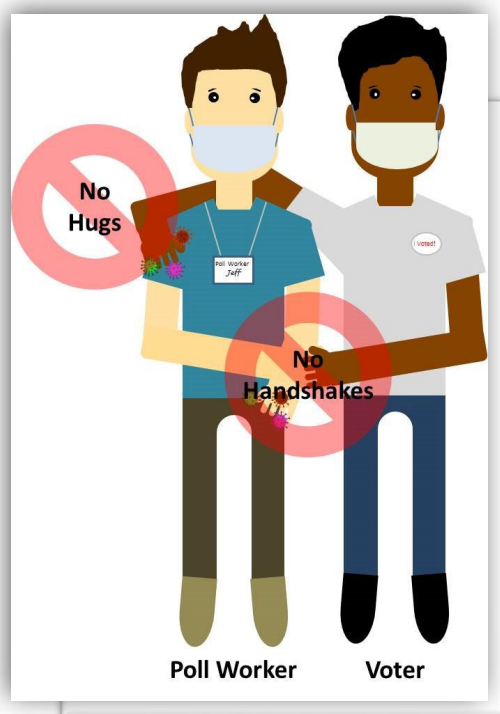
- Washing or replacing them after each shift.

- Avoiding touching the eyes, nose, or mouth.

- Avoiding touching the front of the mask when putting it on, adjusting it, or removing it.

Election workers must not turn a voter away for lack of face covering. The right to vote takes precedence. In such circumstances, election workers should consider additional physical distancing. Confrontation is not advisable. Among other considerations, intense conversation and shouting increase the volume of exhalations and may increase risk.

Some voters may come into the voting location wearing branded face coverings that represent a candidate or ballot measure; this may be deemed electioneering. If this occurs the election worker may politely request that the voter use a different face covering, or in the alternative, provide another face covering, if available.

Section 319.5 of the California Election Code defines "electioneering" as "the visible display or audible dissemination that advocates for or against any candidate or measure on the ballot within 100 feet of a polling place, a vote center, an election official's office, or a satellite location under Section 3018." This effectively means electioneering cannot be conducted within 100 feet of the entrance to the polling place. Prohibited materials include, but are not limited to: a display of a candidate's name, likeness or logo; a display of a ballot measure's number, title, subject or logo; buttons, hats, pencils, pens, shirts, signs or stickers containing information about candidates or issues on the ballot; any audible broadcasting of information about candidates or measures on the ballot; and, at vote-by-mail drop boxes, loitering near or disseminating visible or audible electioneering information.

The CDC has a web page dedicated to proper practices for wearing cloth face masks: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html.

Gloves

Counties are required to provide workers with disposable gloves, especially in high traffic settings and areas where contact with items others have touched is routine. Some of these settings include symptom screening, ballot handling, customer service and voting locations, especially those with higher traffic.

Workers must wear gloves in these settings and at other points of contact with items that others have touched.

Gloves alone do not guarantee protection. Wearers should not touch their mouth, nose, eyes or face covering with gloved hands. They should wash hands before putting gloves on

and after removing them, and the county should allow time for this as a work responsibility. Gloves should be replaced after washing hands, after using the restroom, eating or drinking, or any other activities that may contaminate the gloves, including touching unsanitized items.

The CDC has a web page dedicated to the proper wearing of gloves: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/gloves.html.

Organizing Worksites for COVID-19 Safety

In addition to measures taken by individual workers and voters to prevent COVID-19 transmission, it is essential that county elections officials organize all worksites around COVID-19 safety and health.

- Each worksite including voting locations should be configured to ensure physical distancing.

- Cleaning, disinfection and ventilation procedures should be upgraded and tightened to eliminate or reduce any virus introduced into the workspace.

Physical Distancing Guidelines

Maintaining physical distancing of *at least* six feet between and among workers and voters whenever possible is one of the most critical prevention measures. These guidelines apply to offices, voting locations and all other worksites.

Work at least 6 feet apart
from other staff

Use partitions if 6 feet
separation is not possible

Configuring Worksites for Physical Distancing

- Redesign worksites so that all workstations, voting stations, check-in stations and other stopping points are separated by *at least* six (6) feet.

- Add partitions and visual cues (e.g., floor markings, colored tape, or signs) to remind

workers and voters and guide them to appropriate distancing.

- Where physical distancing cannot be maintained, consider acrylic, plexiglass or other barriers that separate airspace. This may be a viable strategy to ensure capacity of voting stations and check-in stations in voting locations with limited space.
    - Attempt to keep such exposures brief.
    - Face coverings as described elsewhere also mitigate exposure.
- Reduce capacity of break rooms. Use barriers or increase distance between tables/chairs to separate workers.
    - Close them if other methods of ensuring physical distancing are unfeasible.
    - Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Discourage workers, voters and observers from congregating in high traffic areas such as bathrooms, hallways and stairwells, and during breaks.

Coordinating Entry, Exit and Queuing Strategies to Promote Distancing

- Consider dedicating workers at point of entry to communicate safety procedures and direct voters to check-in stations quickly, to ease entry bottlenecks.
- Implement foot traffic and crowd management strategies to ensure physical distancing between voters. This can include:
    - Separating entrance and exit, if feasible and appropriate for the space.
    - Requiring foot traffic be one-directional.
    - Guiding voters and observers with visual cues, barriers, props and signage.
- Wherever possible, leave doors open if they do not open and close automatically. Prop doors open during peak periods when voters are entering and exiting, in accordance with security and safety protocols – this helps keep people from touching door handles that may have contaminants and can help increase airflow in buildings and rooms.
- Create clearly-marked curbside or outside drive-through voting points that maintain physical distance with visual cues or other measures.
- Reconfigure any seating and other public amenities to ensure physical distancing.

- If voting locations are located at non-governmental facilities, collaborate with building/facility operators to develop entry, exit and queuing plans that maintain physical distancing.

Communication about Physical Distancing

- Display signage at entrances and other appropriate areas to remind voters and observers at every opportunity of physical distancing and face covering requirements and updated foot traffic patterns.

- Require voters and observers to physically distance themselves from those outside their household, avoid touching surfaces and leave if they feel unwell.

- If a voter is accompanied by children at a voting location, election workers should offer a face covering to the parent for their child and should allow a voter to distance themselves away from others while maintaining their place in line.

- Children are allowed to assist their parents with voting and election workers should be sensitive to the childcare needs of any parent or guardian.

Procedures that Enhance Physical Distancing

- Stagger worker breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.

- Establish directional hallways and passageways for foot traffic, if possible, to eliminate workers, voters and/or observers from passing by one another.

- Designate separate routes for entry and exit into office spaces and or voting locations to help maintain physical distancing and lessen the instances of people closely passing each other.

- Limit the number of individuals riding in an elevator and ensure the use of face coverings. Post signage regarding these policies.

- Implement physical distancing requirements at loading bays and move to contactless signatures for deliveries.

- Require vendor representatives who are required to enter election facilities to follow directives on wearing face coverings, consistent with this document and state and local regulations.

Cleaning, Disinfecting and Ventilation Protocols

County elections officials should take responsibility for upgrading and tightening procedures followed by cleaning and maintenance staff, while encouraging all workers to incorporate simple cleaning techniques into their daily work. Because airborne transmission of

COVID-19 is increasingly seen as a primary path of infection, officials should also explore improving fresh air supply in all worksites.

Upgrading and Tightening Procedures for Cleaning Personnel

- Perform thorough cleaning in high traffic areas, which include:

    - Restrooms.

    - Employee break rooms.

    - Entrances and exits, including doors and door handles.

    - Stairway handrails.

    - Escalator handrails.

    - Elevator controls.

- Frequently disinfect commonly used surfaces, including seating, counters, staff water fountains (spout, button/lever and nozzle), guardrails, displays, hand-held devices, shelving, tables, hand-washing and sanitation facilities, touchscreens, facility maps, vending machines, etc.

- Consider more frequent cleaning and disinfection of hand-washing facilities that are used more often.

    - Ensure that such facilities stay operational and stocked at all times, and

    - Provide additional soap, paper towels and hand sanitizer when needed.

- Turn off public drinking fountains, cover with a bag or tape and post signs that they are inoperable.

- Adjust or modify hours to provide adequate time for regular and thorough cleaning and disinfection of work spaces and replenishing of soap and other hand sanitizer stations frequently throughout the day.

- When choosing cleaning chemicals, county elections officials should use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-

approved list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface.

- Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and eye protection as required by the product instructions.

- Explore procurement options for third-party assistance to meet increased cleaning demands.

Simple, Routine Cleaning Techniques for All Workers

- Ensure that workers regularly clean and disinfect personal work areas.
    - Supply necessary cleaning products.
    - Set aside time for cleaning during work hours.

- Avoid sharing equipment and office supplies. This includes:
    - Pens, phones, desks and other work supplies.
    - Technology like touchscreens, tablets, laptops, keyboards, mice, stationary and mobile equipment controls and audio equipment.
    - Where such items must be shared, workers should clean and disinfect them between each use.
    - Provide training and cleaning supplies appropriate to each item or surface.
        - For technology or specialty items, consult equipment manufacturers to determine appropriate disinfection steps (see Appendix A for information).

Regularly sanitize
work items such as keyboards, pens, and any shared materials

- Equip entrances and exits, promenades and other common-space areas with proper sanitation products, including hand sanitizer.

- Display signage indicating where the nearest hand sanitizer dispenser is located. Check hand sanitizer dispensers periodically and refill before they run out. Hand

sanitizer dispensers should be touchless whenever possible.

- Display signage in restrooms encouraging hand-washing.

Ventilating to Maximize Fresh Air Intake

- Maximize fresh outside air by:
  - Changing ventilation system settings to reduce recirculation and increase fresh air intake, if possible.
  - Opening doors/windows (weather permitting).
- Maximize air quality by:
  - Upgrading building air filters to the highest efficiency possible.
  - Installing portable high-efficiency air cleaners as needed.

Encouraging Voters and Observers to Practice COVID-19 Safety

The impact of a COVID-19 safety and health plan will be compromised if voters and observers do not recognize its importance, understand what is expected and find safe alternatives that work for them.

County elections officials are required to develop a communications plan to let voters and observers know their role in keeping themselves and others safe, including what to expect at voting locations, and, for voters, alternatives for returning ballots when postal return is not desired or possible. This includes creating signage and messages for election workers to deliver, encouraging voters and observers in voting locations to follow safety procedures.

The right to vote is of utmost importance. Even voters neglectful of important health and safety precautions must be allowed to vote if they enter a voting location.

Signage, Visual Cues and Messaging at Voting Sites

County elections officials should use signage, visual cues and messaging from workers to instruct voters about COVID-19 safety as they enter voting locations.

Signage

Create entrance signage in all mandated languages with a simple message:

- Please wear a face covering over your nose and mouth.

- Maintain physical distance of 6 feet from others.

- Use hand sanitizer at the check-in station.

- Place your own ballot into the tabulator or ballot box.

- Use hand sanitizer again after you vote.

Strong visuals will help provide information to those whose language is not mandated.

Visual Cues

Consider using signs or floor tape arrows to indicate preferred traffic flow, replacing tape daily at busy, long-term sites if necessary. In high-traffic sites, consider whether a welcome staffer could deliver messages and keep voters and observers from congregating.

In lines and other potential points of congregation, use floor tape or decals to mark 6-foot intervals. The highest traffic sites may justify crowd control stanchions with belting.

Messaging

Election workers are ultimately responsible for reminding and encouraging voters and observers to keep health and safety in mind. They will need simple phrases to remind voters and observers of precautions:

- Thanks for wearing your mask.

- Remember to use the hand sanitizer.

- Thanks for keeping your distance.

And specific instructions:

- Your ballot is fragile; make sure your hands are dry and your sanitizer has evaporated.

- You can put your ballot directly in the tabulator (or ballot box). It's easy.

- Drop your activation card in the box so we can sanitize it before the next voter uses it.

Voters without Face Coverings

County elections officials shall provide election workers with specific instructions and messaging for interacting with voters who are negligent or reluctant to follow guidelines, including methods for defusing potentially difficult situations with voters who insist on not abiding by health and safety requirements. Such voters must still be allowed to exercise their right to vote regardless of face covering or distancing compliance.

Simple messages like these can help your election workers defuse situations:

- Following the guidelines (on face coverings or distancing) can protect you and everyone else, so we do ask that you follow them.

- If you don't have a face covering, we'd be happy to provide one (if available).

- We regret that you're unwilling to follow the guidelines, but we do respect your right to vote. Please give us a bit of time to organize the area to allow additional physical distance between you, our fellow election workers, observers and other voters.

Voters Who Refuse Face Coverings

Those who refuse to use a face covering inside a polling place, including some unable to do so for medical reasons, and some who may also refuse to practice social distancing, create not only health risks, but also challenging encounters for your election workers. Concern over these situations may be an impediment to recruiting and retaining election workers, and responding can impact the orderly, timely operations of the voting location.

County election officials should keep two important goals in mind as you develop plans for handling them. First, minimize risk. Secondly, communicate to your election workers that risk can be minimized, that the situation can be handled without incident, and that they have procedures that will minimize confrontation and risk. Also let election workers know that when risk mitigation efforts prove insufficient, there are additional protocols to protect them and their voters.

Help workers understand that such voters must be allowed to vote, and that allowing them to vote—as safely as possible under the circumstances—will help prevent incidents like those seen in social media, most of which take place in settings where people are in fact barred from entry for not wearing face coverings.

An important underlying aspect of the plan is that face coverings and physical distancing are overlapping and to some degree duplicative protective measures. Face coverings lower the risk of brief breaches of physical distancing. Accordingly, if a voter refuses to wear a mask, greater care must be given to maximizing physical distancing.

During the voting process, the primary areas of focus must be:

- Waiting to check in (i.e. waiting in line)
- Checking in (with election staff)
- Waiting for a voting booth
- Voting
- Casting the ballot

At each step, election workers must be familiar with a plan that:

1. Attempts to keep all involved calm and limits potential escalation;
2. Doesn't unduly delay a voter without a face covering;
3. Communicates effectively with the voter;
4. Maintains physical distancing for workers and other voters; and
5. Provides a course of action if a situation escalates.

Observers who refuse face coverings

County elections officials should refer to state or local health directives regarding face coverings in indoor public locations to address situations where an elections observer refuses to wear a face covering.

Conflict, De-escalation and Seeking Back-up

Experience suggests that face coverings are a common if unfortunate point of conflict, but that few people object to distancing once they understand that they will be allowed to vote with or without a face covering. However, voters who arrive expecting conflict may have difficulty recognizing their right to vote is being respected because of their stress level on arrival.

Election workers will need to rise above the anger, using de-escalation measures to lower the stress level of the voter and reach the best possible outcome.

Since election workers themselves will also find these encounters stressful, it will be helpful to practice de-escalation measures beforehand, as well as those measures required when de-escalation fails, using role-playing. Key elements:

- Speak with a calm voice at a normal volume and communicate with posture and expression that you are confident the voter will understand that their right to vote will be respected.

- Resist the urge to engage on the underlying objection.

- Repeatedly use words like "You're going to get to vote. We will get you to the voting booth as quickly as possible."

- Remember that serving the voter quickly, with less conflict, will best ensure your safety and that of other workers and voters.

Seeking Back-up When De-Escalation Fails

County elections officials should determine the appropriate response when de-escalation related to face covering fails—building security or law enforcement—and provide that information for each worksite.

- Election workers should role-play the possibility of a negative outcome to de-escalation.

- Consider how to recognize that de-escalation is failing:

  o Look for changes in posture or tone from the voter that suggest they are getting angrier despite de-escalation attempts.

    ▪ Election workers should be provided with instructions to call the county elections office if they feel threatened or intimidated, if voters feel threatened or intimidated, or if a disturbance of any kind occurs. Election workers should be instructed to call local law enforcement first if they believe the safety of any person in the polling place is in jeopardy.

  o Make sure that more than one election worker is present in any situation of conflict, with one worker engaging the voter, the other standing back to assess where the encounter is trending.

  o Consider whether time devoted to the upset voter is significantly delaying other voters in deciding when to seek outside help in dealing with the situation.

- Settle on a method for calling in back-up from security or law enforcement if needed.

    ○ For instance, communicating with fellow election workers using a safe, coded phrase ("Is John here?" where no one named John is working) that they will recognize as expressing a need for security or law enforcement assistance.

    ○ Have relevant phone numbers readily available – keyed into election worker phones, for instance.

Waiting to Check In: The Primary Defense is Physical Distancing

If workers become aware of a voter waiting without a face covering, and confirm that the voter is unwilling to put on a face covering, they should stand at a distance to speak with the voter.

- Reassure the voter that their right to vote expeditiously will be respected.

- Ask whether they are willing to maintain appropriate distance from voters in front of them and from workers at check in and scanning stations.

- The primary defense in this instance is physical distancing.

    ○ Also, avoiding conflict will minimize the volume of air exchange, while shouting and excitement can maximize air exchange and risk.

- Inform the voter of any marginally different processing to expect at forthcoming stages of the voting process.

Where Distance is Insufficient

In the case of voters that refuse to maintain social distance; or for officials that need a more stringent policy, can sustain the administrative burden of a new process, and can manage any potential escalation, consider moving voters into a separate space while holding their spot in line.

- Explain to the voter that they will be checked in without delay and their place in line will be held for them; that you recognize their right to vote (without reference to their decision on face covering), but that the situation will require modified procedures.

- Take the voter's information on a clipboard - name, address and other information needed. Have the voter verbally verify the accuracy of their information.

- Select a worker in charge of monitoring the line and summoning the voter at the appropriate moment, and introduce them to the voter.

- Direct the voter to wait in an appropriate space you have selected - an outdoor space, in their vehicle, or a larger indoor space away from others. If such a space has sight lines with the check-in, that will reassure the voter that they know what is happening.

- Summon the voter when their place in line is next.

- Find the voter in the e-pollbook or roster while they approach to minimize the duration of physical proximity.

In jurisdictions anticipating separating voters from the line, county election officials should consider providing an additional staffer and/or cell phones at busy sites to allow text coordination with a voter.

Check-In

At check-in, ensure physical distancing from election workers and other voters.

- Explain to the voter where you would like them to stand, if at a greater distance from check-in.

- If possible, ensure all check-in stations are appropriately distanced and protected with barriers.

  - If necessary, create at least one check in station that meets those requirements as a designated station for voters without face coverings.

  - In the event neither option is viable, it may be necessary to move surrounding check-in stations to appropriate distance or to pause check-in while such voters are handled.

- Use pauses to allow distancing between tasks, asking the voter to move forward to the table, then back to the standing point, the poll worker doing the same. These create a moving six-foot zone.

Voting and Waiting for a Booth

Prepare a voting booth that is physically distanced from other booths and stations. It's possible that all booths will fit these criteria in your standard set-up.

County election officials should consider whether one or more booths could be equipped with plexiglass to allow further division of air space.

- Explain to the voter which booth they will need to use.

- Reiterate that they will be handled as quickly as possible, stressing that you do need

to maintain physical distance between them and other voters and workers.

- If necessary, move surrounding voting booths.

- Judge how quickly such a booth can be available and inform the voter.

- If the wait time will be long because only a certain booth is appropriate, consider whether there is appropriate waiting space to allow physical distancing within the site, or follow the procedures described above in the Waiting to Check In section.

- When an appropriate voting booth becomes available, direct the voter, with consideration for a route six feet from other voters and workers.

- Explain that you would like the voter to let you know when they have completed marking their ballot, so you can create distance as they go to cast it.

- Disinfect the voting booth, following instructions appropriate for the equipment and booth, after the voter leaves.

Casting the Ballot

When the voter indicates they are ready to cast their ballot, direct them to the ballot scanner, with consideration for a route keeping them six feet from other voters and workers.

- If necessary, hold the voter back at a six-foot distance while a previous voter completes the process; and delay any other voters while the scofflaw voter casts their ballot.

- Explain any distinct procedures to the voter.

- If election worker intervention is necessary, follow the move-forward, step-back process described in the Check-In section.

- Direct the voter to the exit, with care for a route that maintains six feet from other voters and workers.

Media, Social Media and Direct Communication

County elections officials should use all channels of communication to encourage voters to vote safely. The message should include the following components:

- Voting by mail is a safe choice to avoid exposure to COVID-19 while voting.

- If you are unable to vote or return your ballot by mail, there are alternatives to provide a ballot replacement or to help you cast a ballot without entering a voting site.

- Messaging should enumerate available options, including methods for requesting a replacement, drop boxes, drive-through locations and/or curbside voting.

- If you must enter a voting location, please:

  - Wear a face covering.

  - Maintain physical distance of at least six feet from people not from your household.

  - Use hand sanitizer before approaching the check-in station and after voting.

  - Follow any additional guidance provided at the voting location.

Channels for communication should include:

- News media in your area.

- Social media.

- Direct communications with voters, in mandated languages and others as feasible.

- County and/or elections department websites. Consider creating a COVID-19 safety page on your website and providing a link in all routine communication with voters.

Alternative Methods for Issuing and Collecting Ballots

The recommended alternative for voters to avoid exposure is by returning the ballot mailed to them in a manner other than going to an in-person voting location. Various complications could prevent some voters, including some voters with disabilities, from using that ballot or from putting it in the mail for a timely return. Establishing alternatives and communicating those options can help reduce the need for voters to go to voting locations.

Remote Accessible Vote-by-Mail (RAVBM)

RAVBM will be an important alternative for voters unable to use a standard mail ballot, who might otherwise need to use accessible voting equipment at a voting location. Communicate with past RAVBM voters and organizations that serve people who might be in need of RAVBM. Counties are encouraged to launch RAVBM notification plans for RAVBM registration as early as possible.

Drive-Through Drop-Off

Voters distrustful of mail service or late in completing their mail ballot can still be nudged to avoid in-person voting locations by providing a convenient, non-mail alternative for returning their ballot. A drive-through drop-off site allows voters to drop their ballot in a secure drop box without leaving their vehicle.

Drive-Through Voter Services

Counties should also consider a drive-up alternative for other services provided at voting locations such as check-in, receiving a voter registration form or receiving a replacement ballot.

A drive-through location can help certain voters with disabilities, and also provide a back- up for any voting location that might be forced to shut down. Prior to the November 3, 2020 General Election, counties should consider what equipment and materials would be necessary to set-up a drive-through option.

Drive-Through Voting and COVID-19 Impacted Voters

A drive-through, or curbside, voting location offering a broad set of services as described above may be especially useful as an alternative for voters who believe they are or may be COVID-19 positive. However, providing such a service carries a higher risk of transmission to workers. Extra care should be provided to help protect workers in this environment including providing a full set of protective equipment and additional safe operating protocols.

Replacement Ballots

Some voters will not receive their mail ballot, will receive a damaged ballot or will spoil their ballot in some way. Providing convenient methods to request a replacement can deter a visit to a voting site.

Counties should consider Elections Code section 3014 when accepting requests for replacement ballots.

The Secretary of State's Office encourages counties to accept the California Late Vote-by- Mail Ballot Application Form (with translations): https://elections.cdn.sos.ca.gov/vote-by-mail/pdf/late-vote-by-mail-application.pdf.

Guidelines for Distinct Work Areas and Tasks

## Voting Locations: Special Considerations for COVID-19 Prevention

Physical Distancing Considerations for the Voting Location

Counties should observe all guidelines in the Physical Distancing Guidelines section of this document, notably the standard of six feet of separation.

Special distancing considerations for voting locations include both layout and the signage and visual cues that will help voters and observers understand where to stand and move.

Layout

County elections officials should, to the extent possible, provide custom layouts for voting locations, especially for high traffic sites. Where that is not possible, a set of model layouts should be provided to election workers showing how different spaces can be organized.
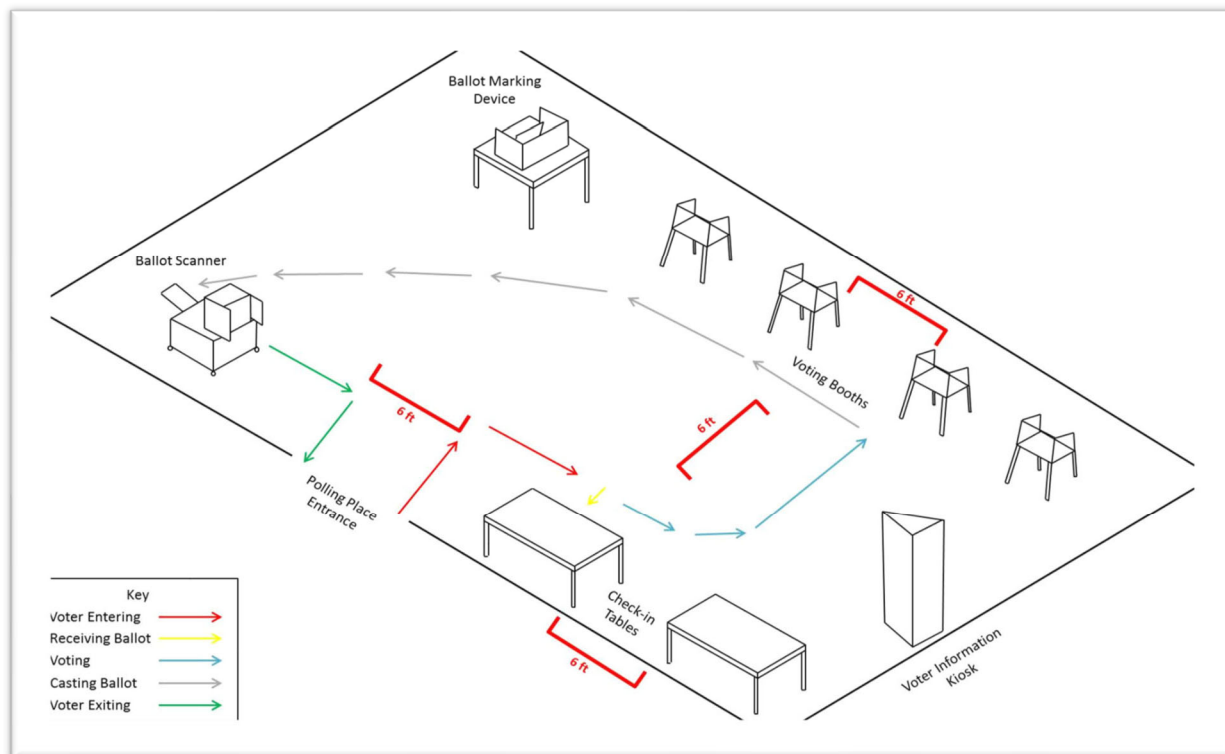
Positioning check-in and scanner near entrance/exit allows traffic flow with few crossing paths.

- Workers should maintain physical distance during set-up to the extent possible.

- Stations and booths should be placed to create physical distance:

    ○ Between check-in stations.

    ○ Between voting booths.

    ○ Between the ballot box and queueing space.

- Booth placement for distance should not compromise the privacy of any voter.

- If feasible, create clear and separate directional entry and exit paths.

- Where voting sites are used as alternate return sites for mail ballots, drop-off options should be provided either outside the voting location (ideal) or near the entrance in order to limit the number of people who need to enter.

Signage and Visual Cues

- Use clear signage to indicate appropriate distances to maintain.

- Place markers on the floor to help voters maintain appropriate distance from each other (use colored tape at each six-foot interval).

Other Distancing Considerations

- To the extent feasible, limit the number of nonessential visitors at voting locations.

    ○ Encouraging voters to leave children at home.

    ○ Encouraging observers to work in shifts rather than remaining present.

- Require voters and election workers to avoid greeting others with physical contact.

Cleaning, Disinfection and Ventilation in the Voting Location

Counties should have voting locations deep-cleaned before, during and after the November 3, 2020 General Election.

- Deep cleaning expenses are reimbursable under the new Coronavirus Aid, Relief, and Economic Security (CARES) Act.

Counties should work with facility management and election workers to address the following three key areas below:

- Upgrading procedures followed by cleaning staff.

- Ensuring routine cleaning and disinfection by election workers.

- Improving fresh air intake and limiting recirculation.

Supplies

Counties should provide cleaning and disinfection supplies including:

- Hand-sanitizer sufficient for workers, observers and voters for use before and after voting.

  o Sanitizer should be available at each check-in station and at the exit.

- Disinfecting wipes or cleaning supplies appropriate to each item of equipment.

  o Guidelines specific to each voting system vendor are in Appendix A.

  o Guidelines for other types of equipment are given in this section below, by equipment type.

  o Failure to follow vendor guidance may void warranty or cause equipment failure.

- Wipes and/or cloths and disinfectant in sufficient quantity to disinfect surfaces and objects routinely.

Election Workers and Cleaning

Election workers should recognize that routine cleaning will need to be part of their job duties. A best practice is to create an additional position on the election worker team with the singular responsibility of cleaning the facility and staffing a disinfection operation. All workers should be trained on routine cleaning and disinfection:

- Frequently disinfecting commonly used surfaces, such as door handles, voting booths, pens, styluses, activation cards and the voting equipment.

- Ensuring hands are dry (sanitizer fully evaporated) before handling ballots. This applies to workers and voters.

  o Cleaning and disinfecting election equipment, as provided in Appendix A.

Voting Equipment

Clean commonly used surfaces on the voting equipment frequently. See vendor-specific information in Appendix A for cleaning of election equipment used by voters.

Electronic Pollbooks

Clean the signature pad and stylus between each check-in and when switching e-pollbook users. See vendor-specific information in Appendix A for cleaning of election equipment.

If a printer is used with the e-pollbook, when loading printer paper, wipe the printer tray and buttons. Never spray cleaner directly on the printer. See vendor-specific information in Appendix A for cleaning of election equipment.

Accessories and Voting Equipment for Voters with Disabilities

Special care should be taken in disinfecting equipment before use by voters with disabilities, because they may interact with the equipment in different ways, and some may have unique health vulnerabilities. Some items of concern:

- Accessibility controls for voting equipment should be cleaned before and after each use.

- Single-use disposable ear covers for device headphones should be used.
  - Replace covers after each use, washing hands before touching them.

Ballot-on-Demand Equipment

The exterior of ballot-on-demand equipment, including the body of the printer, can be wiped down with a disinfectant solution as frequently as is deemed appropriate.

Cleaning of internal parts to ensure proper mechanical function is beyond the scope of this guide. As with other mechanical and electronic equipment, take care not to allow liquid inside, nor to apply it in quantity. Use damp but not wet cloths. See vendor-specific information in Appendix A for cleaning of election equipment.

Monitors and Displays

Use only a cleaner intended for use on a screen or display. Do not use window cleaners, household cleaners nor any other cleaner not expressly recommended for screens or displays.

As with other mechanical and electronic equipment, take care not to allow cleaning liquid inside, nor to apply it in quantity. Use damp but not wet cloths. See vendor-specific information in Appendix A for cleaning of election equipment.

Peripherals

Wireless or USB keyboards, mice and trackpads can be cleaned using a gentle disinfectant solution. Do not get moisture in any openings or use aerosol sprays, solvents, abrasives or cleaners containing hydrogen peroxide. See vendor-specific information in Appendix A for cleaning of election equipment.

Curbside Voting

Curbside voting presents unique challenges in a COVID-19 setting because election workers must carry materials and exchange them with the voter, approach the voter in a less familiar and controlled setting and the voter may have specific vulnerabilities to COVID-19.

In addition to all normal precautions outlined above, some considerations for election workers conducting curbside voting include:

- Putting gloves on before assembling the materials to be brought outside.

- Bringing hand-sanitizer for the voter to use before and after voting. (Also a face covering, if available.)

- Approaching the voter vehicle slowly, motioning to lower the window partially in order to talk through the process and remaining at six-foot distance until necessary.

- Wearing face coverings and asking the voter to do so if they are not.

- Maintaining physical distance to the extent possible, by approaching only briefly for necessary hand-offs of material and then moving back.

- Providing hand-sanitizer before materials have been exchanged, and again after the voted ballot and other materials are handed back.

Ballot Handling: Receiving and Processing

The expected expansion of vote-by-mail will serve to keep California voters safer, but it brings new challenges since it entails expanding staff and space devoted to the task while addressing COVID-19 safety. County elections officials should develop plans for Ballot Receiving and Ballot Processing.

Ballot Receiving

Voted ballots come from multiple sources: ballots brought to the office by mail carriers, by voters or their representatives and from drop boxes throughout the county. Receiving ballots in office is similar to other public service responsibilities, and county elections officials should follow guidelines already detailed above for physical distancing, disinfection and other preventive measures.

Ballot retrieval from drop boxes requires teams of at least two designated ballot retrievers. This setting will require new precautions to limit the risk of infection for these workers.

As with other duties, designated ballot retrievers should always wear face coverings and gloves, use hand sanitizer and wash their hands frequently. Since drop-box keys are essential security items, they should be signed in and out each day, so their handling should follow guidelines for disinfection of items touched by others.

The suggested physical distancing best practice for the designated ballot retrieval staff includes:

- Keeping staff pairings consistent from day to day to the extent possible.

- Traveling to each site in separate vehicles.

- Staying within sightlines of each other when traveling to and from ballot drop boxes, since arriving at a drop-box before a partner creates a ballot security risk.

    o Keeping the key in the trailing vehicle is best.

    o Partners should each have cell phones and exchange numbers.

    o If either vehicle loses sightline contact, both should stop and attempt to reach the other.

- If traveling with two separate vehicles is not feasible:

    o Consider using a larger vehicle, such as a van, to support physical distancing, and maximize fresh air flow in the vehicle.

    o Pay closer attention to pairing workers with consistency from day to day.

    o Place ballot retrieval staff as far apart in the vehicle as possible.

    o Ask staff at start and end of shift to confirm that both partners follow face covering guidelines.

Ballot Processing

The CDC has advised that the risk of contamination from processing paper ballots and envelopes, if proper hand hygiene and other precautions are taken, is low. The U.S. Postal Service (USPS) has seconded that reassurance, even taking into account that most envelopes, including ballot envelopes, are sealed by licking. USPS states that the risk of transmission through contact with mail is low because mail is exposed to many different conditions of pressure, weight and abrasion while in transit. Contact with ballot envelopes dropped off by voters is also considered a low risk.

Nevertheless, election workers and observers should still follow all procedures and precautions in this guidance document. In particular:

- Always use disposable gloves when handling ballot envelopes.

- Follow all guidelines for glove use outlined in the section on Protective Equipment above.

In addition, county elections officials should consider how the expansion of mail voting will increase the number of workers required for processing, how much additional space is required to allow physical distancing for them and how to prevent necessary exchanges of physical materials from bringing workers into close contact more often than needed.

- Consider whether the traditional space for ballot processing has appropriate ventilation for COVID-19 safety, since as a small operation, ballot processing has often been done in basements or small mail rooms.

- Use staging tables where bins, forms and other materials can be left by a staffer, then picked up by another, while maintaining physical distance.

- Consider how to maintain distance during completion of tasks that require partners for ballot security reasons.
    - Maintain consistent staff pairings from day to day whenever possible.

Election Observation

County elections officials can mitigate the health impacts of observation by requiring compliance with California Department of Public Health directives:

- Because observers act in a collective role, officials can limit the number of observers at one time, taking care to respect the needs of political parties to protect their interests and address their requirements.

- Observers must use face coverings. (Note: county elections officials are strongly encouraged to stay current on changes to public health guidance and state and local orders regarding the use of face coverings.)

- Observers must maintain physical distancing of six feet.

- Observers can be asked to take such other measures as hand hygiene, cough etiquette and general respect for cleanliness and sanitation.

- Where observers prove unwilling to comply with guidelines, county elections officials should work with the party, candidate or organization to resolve differences.

- Officials should consider ways to minimize interaction between observers and election workers.

- Observation is primarily an audio-visual activity, and video, particularly if supplemented by audio, may be an appropriate substitute for physical attendance during election processes that occur outside of the polling place.

Observing Central Processes

Efforts to mitigate the COVID-19 impact of observation will be different in centrally handled processes and in scattered voting locations.

For each of these central processes, a well-designed video program may provide a sufficient alternative, or a way to supplement in-person observation by a small number of observers:

- Logic and accuracy testing.

- Vote-by-mail processing before, during and after Election Day.

- Post-election canvass.

- Provisional vote processing.

- One-percent manual tally.

- Risk-limiting audits.

If video is not feasible, make allowance for the space and personal disinfection needs of observers as you build out these work areas.

Given that vote-by-mail ballots will make up a much greater percentage of the results than they have in the past, the demand for observation of mail processing is likely to be greater than in the past. County elections officials should make every effort possible to accommodate all requests for observation of mail processing, whether by video or in person, since that will do the most to help allay concerns.

Observing in Voting Locations

Observation in voting locations brings additional complications. Even with a limited number of early voting sites, there are likely too many activities across too broad an area for video to allow adequate observation. Providing video at all Election Day voting locations isn't feasible.

County elections officials shall give detailed guidance to election workers on how they should manage observation in their site:

- Assess how many observers can be safely accommodated in each site.

- Provide that information to election workers and observers ahead of time.

- Give simple messages for election workers to use if more observers seek entry than is permitted, or if observers refuse to comply with health guidelines.

- Train election workers in how to bring such situations up the chain of authority, since they may require notification of interested parties and even law enforcement involvement.

Election Training

Training elections workers to follow administrative guidance and manage elections fairly and efficiently is always a critical and challenging task. Given the vulnerabilities to COVID-19 of age cohorts that have traditionally supplied large numbers of election workers, county elections officials may be training more inexperienced election workers than ever before. A safe training plan should utilize all of the principles listed in this document to protect election workers during in-person, hands-on and/or remote training sessions.

Additionally, county elections officials can mitigate the health risks of in-person training in multiple ways.

Many technological aids to training already exist and are currently used by election officials. Online training can supplement and in some cases replace in-person training.

Software that allows simulations of physical action using drag-and-drop actions (i.e., pulling a ballot across the screen to the scanner) can be valuable.

Video conferencing training can be an appropriate substitute for physical attendance during training.

Appendix A: Voting System Cleaning and Safe Use Guides

California voting technology vendors have provided specific voting equipment recommendations, listed in alphabetical order by vendor name below. In addition, the U.S. Election Assistance Commission (EAC) links to vendor-specific guidelines here, and the EAC regularly updates this information:

www.eac.gov/election-officials/vendor-and-manufacturer-guidance-cleaning-voting-machines.

Dominion Voting Systems

Equipment can be wiped down with a clear isopropyl alcohol/water-based solution using a lint-free wipe. To clean and sanitize, it is best to use a mixture of 70% alcohol and 30% water or stronger mix solution. Use at least 70% alcohol. Follow these guidelines:

- Do not use solutions that contain ammonia, nor acidic, alkali or other caustic chemicals.

- Do not use vinegar-based solutions.

- Do not use coarse cloths or paper towels.

- Do not spray cleaning/disinfecting agents directly on the ImageCast tabulator or ICX Touchscreen.

- To avoid spotting, make certain that equipment screens are wiped dry.

- Do not leave puddles.

- Do not wipe or wet paper ballots.

For ICX Touchscreens, ImageCast Precinct or ImageCast Evolution systems, thoroughly clean/disinfect all units in every voting location each morning before powering them on. Clean the units again in the evening after they have been powered off.

- Follow the CAUTION information in the enclosed instructions to prevent damage to your voting system touchscreens and tabulators. Cleaning/disinfecting the units while they are powered on is acceptable; however, moist wipes may alter the touch sensitivity of screens until the moisture is removed. Additionally, some screen buttons may be inadvertently activated during wipe down.

- Regular alcohol wipes can be used for cleaning activation cards and non-porous privacy sleeves.

- These products are intended solely for cleaning/disinfection of the exterior of the tabulators. Do not apply to interior components.

For ImageCast Tabulators:

- Clean/disinfect with a mix of isopropyl alcohol and water solution with a ratio of at least 70% alcohol, up to 100% straight isopropyl alcohol.

Recommended Cloths and Wipes:

- 3MTM Scotch-Brite Electronics Cleaning Cloth

- TECHSPRAY 2368-2 LCD and Plasma Screen Cleaning Wipes Disinfectant

- KIMTECH One-Step Disinfectant Wipes

Instructions for Cleaning and Disinfecting an ImageCast Tabulator or ICX Touchscreen:

1. Power-off the unit and all attached peripherals, OR ensure that the unit is in the 'Idle' mode.

2. Spray a small amount of cleaning/disinfecting agent onto the cloth (not directly on the unit).

3. Wipe the touchscreen, Cast/Return buttons and any other external surfaces that are accessible to the user.

4. Wipe down other handheld accessories such as Smart Cards, ATI, headsets, etc.

5. Use a dry cloth to wipe any excess moisture.

6. Power the unit back on, if required.

Other recommended methods for keeping the system clean includes:

- Wear gloves. The PCap/resistive touchscreens work well with latex gloves.

- Consider using a PCap stylus (either disposable or disinfect the stylus after each use).

Hart InterCivic

All Hart equipment can be wiped down with a 70% clear isopropyl alcohol, 30% water- based solution using a lint-free wipe that has been slightly dampened (hand alcohol wipes are fine). It is best to do this for every voter. No other ingredients or fragrance-based solutions should be used or admixed.

Please refer to pages 227 and 339 of the Hart InterCivic California Use Procedures.

To avoid spotting:

- Make certain that equipment screens are wiped dry.

- Do not leave puddles.

- Do not wipe or wet paper ballots.

- Do not use any other type of ammonia, bleach or detergent-based solutions on Hart equipment, as these may be harmful to the screens or the plastics surrounding the displays.

For counties handing out a touchscreen stylus to sanitize after each voter use as opposed to cleaning the device after each use, please use a stylus that meets one of the below:

- Option One: a stylus that has a rubber head (preferred).

- Option Two: a stylus with hard tip/head and the head should be round and greater than 1mm (.040″ diameter tip).

- NOTE: Do not use a stylus with a sharp point.

Elections Systems and Software (ES&S)

These procedures apply to all ES&S devices. Procedures may be used on all surfaces including touchscreens, ADA peripherals, input trays, ballot boxes, stands and external surfaces of the equipment. Following these steps will clean and disinfect. These steps may be conducted while the device is running, but must only be applied to external surfaces.

Please refer to the following pages in the ES&S California Use Procedures for cleaning instructions:

- DS200 – Pages 132-135

- DS450 & DS850 (Central Count) – Pages 139-140

- ExpressVote – Pages 153-1158

- ExpressVote XL – Pages 159-165

Use one of the following for cleaning:

- Soft, lint-free cloth with isopropyl alcohol (70%)

- ES&S Touchscreen Cleaning Kit

- Alcohol wipes

To clean and disinfect the external surfaces of the device:

- Lightly dampen (do not soak) a soft, lint-free cloth with isopropyl alcohol.

- Using gentle pressure and circular motions, wipe the surface until clean. To disinfect, maintain contact with the surface for a sustained duration, between 30 seconds and 10 minutes depending on the product.

For the ExpressVote XL, the touchscreen manufacturer recommends disinfectants should not touch the black sensor tracks along the edges of the screen. Exposing the sensors to disinfectants may damage the entire touchscreen. Instead, focus cleaning on the areas where voters come in contact with the touchscreen. Important: Be careful not to scratch touchscreens.

For ExpressVote, DS200, DS450, DS850 and ExpressTouch touchscreens, the following may be used:

- Household bleach solution (1/3 cup bleach per gallon of water)

- Clorox Disinfecting Wipes

- Clorox Healthcare Bleach Germicidal Wipes

- Clorox Commercial Solutions Hydrogen Peroxide Cleaner Disinfectant Wipes.

- Lonzagard Disinfectant Wipes

- Lysol Brand Clean & Fresh Multi Surface Cleaner (20% cleaner solution to water ratio)

- Purell Professional Surface Disinfectant Wipes

- Sani-Cloth Prime Germicidal Disposable Wipes

For ExpressPoll touchscreens:

- PDI Sani-Cloth Plus

- Covidien Alcohol Prep pads

- CaviWipes

- Clorox Healthcare Bleach Germicidal Wipes

- Total Solutions Disinfectant Wipes

To ensure equipment is not damaged during cleaning:

- Do not use full-strength, harsh detergents, liquid cleaners, aerosols, abrasive pads, scouring powders or solvents unless otherwise noted. Disinfectant sprays, such as Lysol, are not permitted and will damage the touchscreen.

- Avoid highly concentrated solutions (alcohol exceeding 70%, bleach or ammonia) as these may cause discoloration.

- Liquids should never be applied directly to the unit.

- Do not soak the cloth with solution so that moisture drips or lingers on the external surface.

- Prolonged exposure to alcohol will disinfect the equipment but may remove the sheen on plastic surfaces. This will not affect the structural integrity of the equipment.

- Do not allow cleaning solutions to come in contact with ballot stock.

Tenex Software Solutions

While using Precinct Central Touchpads, there is the potential for fingerprints and bacteria to build up on the surfaces of the units. The use of these procedures throughout the election will help to maintain a clean and sanitary check-in station.

Suggested Supplies:

- Alcohol Wipes

- Microfiber Cleaning Cloths

- Isopropyl Alcohol (70%)

- Gloves

- Hand Sanitizer

Warning: Do not use window cleaners, household cleaners, compressed air, aerosol sprays, solvents, ammonia, abrasives or cleaners containing hydrogen peroxide to clean the Touchpad units. The use of abrasive material could damage the Touchpad units as well as diminish their overall operations.

Follow the steps below to clean and disinfect each of the components of the Touchpad units.

Carrying Case

- Clean and disinfect prior to transporting or opening the carrying case using alcohol wipes.

- Remove one (1) alcohol wipe from its packaging or container.

- Using gentle pressure, wipe the handle and latches on the carrying case.

- Dispose of the used alcohol wipe.

Flip & Share Stand

- Clean and disinfect hourly and as needed during regular use with alcohol wipes.

- Unplug the power cable from the iPad.

- Remove one (1) alcohol wipe from its packaging or container.

- Using gentle pressure, wipe the frame around the iPad and base of the Flip & Share.

- Plug the power cable back into the iPad.

- Dispose of the used alcohol wipe.

iPad Tablet

Clean and disinfect daily and as needed during regular use using a microfiber cleaning cloth and isopropyl alcohol.

- Unplug the power cable from the iPad.

- Power off the iPad.

- Lightly dampen (do not soak) the microfiber cleaning cloth with isopropyl alcohol.

- Using gentle pressure and circular motions, wipe the iPads touchscreen surface until clean.

- Plug the power cable back into the iPad.

- Power on the iPad.

Note: The iPad will automatically power on if it is plugged into a working power source.

Important Reminders:

- Avoid getting moisture in any of the openings of the iPad.

- Do not apply the isopropyl alcohol directly onto the surfaces of the iPad.

- Do not use cleaning products or compressed air on the iPad.

Thermal Printer

Clean and disinfect daily and/or as needed during regular use using alcohol wipes.

- Power off the thermal printer.

- Remove one (1) alcohol wipe from its packaging or container.

- Using gentle pressure and circular motions, wipe the top and sides of the thermal printer until clean.

- Dispose of the used alcohol wipe.

Touchscreen Stylus

Clean and disinfect after each voter check-in using alcohol wipes.

- Remove one (1) alcohol wipe from its packaging or container.

- Using gentle pressure, wipe down the touchscreen stylus.

- Dispose of the used alcohol wipe.

KNOWiNK

Cleaning the iPad

Using an alcohol wipe, you may gently wipe the hard, nonporous surfaces of your Apple product, such as the display, keyboard, or other exterior surfaces.

- Unplug all cables and turn off the iPad.

- Use a soft, slightly damp, lint-free cloth—for example, a lens cloth.

- If material is still present, use a soft, lint-free cloth with warm soapy water.

- Avoid getting moisture in openings.

- Do not use cleaning products or compressed air.

Suggested Supplies:

- Clorox Disinfecting Wipes.

- 70% isopropyl alcohol wipe.

Warnings: Do not use window cleaners, household cleaners, compressed air, aerosol sprays, solvents, ammonia, abrasives or cleaners containing hydrogen peroxide to clean an iPad. An iPad has an oil repellent coating on the screen. Rubbing the screen with an abrasive material will diminish its effect and may potentially scratch the screen. Do not use bleach. Avoid getting moisture in any opening

Disinfecting the Stylus:

Using an alcohol wipe, gently wipe the shaft of the stylus but be careful not to wipe the rubber tip of the stylus.

- Only the main body of the stylus should be wiped with a disinfectant. Prolonged exposure of the rubber tip to alcohol or other disinfectants will decrease the useful life of the rubber tip.

- Should the rubber tip deteriorate beyond effective use, replacement tips may be ordered from KNOWiNK.

Los Angeles County VSAP (Smartmatic)

IMPORTANT CLARIFICATION: Cleaning and disinfecting are not the same, but both are important hygiene routines for election equipment.

- Cleaning refers to the physical removal of foreign material such as dust and soil. The process of cleaning physically removes rather than kills microorganisms. The cleaning process is accomplished with water, detergents and by mechanical action.

- Disinfecting refers to the inactivation of microorganisms. Surfaces should be cleaned thoroughly before effective disinfection can take place. Disinfection products require U.S. Environmental Protection Agency (EPA) registration.

Procedures for cleaning and disinfecting Smartmatic Electronic Equipment

The following procedures may be used on all Smartmatic devices, including Ballot Marking Devices (BMDs), tabulating machines, scanners, peripherals, cables and connectors, ballot boxes and accessories. These steps may be conducted between individual voter uses with the device plugged in. However, it is always safer to power down and unplug a device for thorough cleaning at the end of the day.

- Step 1: Clean external device parts such as carry cases, ballot boxes and accessories with a damp microfiber cloth and a mild liquid detergent. Dry surface thoroughly after cleaning.

- Step 2: Disinfect surfaces using an EPA-approved disinfecting wipe. Note: disinfecting wipes, particularly those containing bleach (sodium hypochlorite), may cause discoloration on plastics.

- Privacy Flaps. The disinfection process for the privacy flaps involves cleaning, then disinfection. First, clean the privacy flaps with a damp microfiber cloth and mild liquid detergent. Second, disinfect by spraying alcohol (72%) directly on both the lining side and the polyurethane (PU). To properly disinfect the internal lining, wait until the alcohol has dried and simply use a dry microfiber cloth to wipe out any dust. To clean the PU, wait until the alcohol has dried, add cleaning naphtha on a dry microfiber cloth and gently disinfect the surface of the PU.

- The best disinfecting agent for all other device parts/surfaces is isopropyl (rubbing) alcohol. Use alcohol-based wipes or solutions containing at least 72% alcohol to clean screens, bezels, buttons, privacy screens, control panels, etc.

  - Use lint-free alcohol wipes or apply isopropyl alcohol to a soft lint-free cloth, such as microfiber.

  - Bleach or Clorox are not options to clean the devices.

- Apply cleaning solution using microfiber cloth, not directly onto the device.

- Only dampen the cloth. Wring it out before use. Be sure it is not wet or soaked. It should not drip.

- With the exception of the Privacy Flaps, do not spray any liquid cleaner directly onto any other part of the device, particularly the touchscreen, as liquid may seep inside and damage electronics.

- Direct contact with liquid could damage the keypad, input connector or other parts of the complete unit.

- Avoid using too much force when wiping.

- Dry surface thoroughly with a clean, dry microfiber cloth after cleaning.

Appendix B: Other Information Resources

In addition to the guidance outlined above, county elections officials are encouraged to stay up-to-date with the most recent information possible regarding COVID-19. Counties are encouraged regularly visit the following websites for more information:

COVID-19 General Health and Safety Links

Centers for Disease Control (CDC):
www.cdc.gov/coronavirus/2019-ncov/index.html

CDC page on PPE, with guidelines for proper use of face coverings:
www.cdc.gov/coronavirus/2019-ncov/hcp/using-ppe.html

California Department of Public Health:
https://covid19.ca.gov/industry-guidance/#top

California Division of Occupational Safety and Health (Cal/OSHA):
www.dir.ca.gov/dosh/coronavirus/Health-Care-General-Industry.html

World Health Organization (WHO):
www.who.int/emergencies/diseases/novel-coronavirus-2019

Sick Leave and Medical Coverage Information

California Labor & Workforce Development Agency:
www.labor.ca.gov/coronavirus2019/#chart

Election-Specific Advice from Agencies and Institutions

U.S. Election Assistance Commission (EAC):
https://www.eac.gov/election-officials/coronavirus-covid-19-resources

U.S. Federal Voting Assistance Program (FVAP):
https://www.fvap.gov/COVID-19

U.S. Centers for Disease Control (CDC) Recommendations for Election Polling Locations:
www.cdc.gov/coronavirus/2019-ncov/community/election-polling-locations.html

Cybersecurity and Infrastructure Security Agency (CISA):
www.cisa.gov/covid-19-and-elections

National Association of Secretaries of State (NASS):
www.nass.org/resources/issue-briefing-election-emergencies-covid-19

National Association of State Election Directors (NASED):
www.nased.org/covid19

National Conference of State Legislatures (NCSL):
www.ncsl.org/research/elections-andcampaigns/state-action-on-covid-19-and-elections.aspx

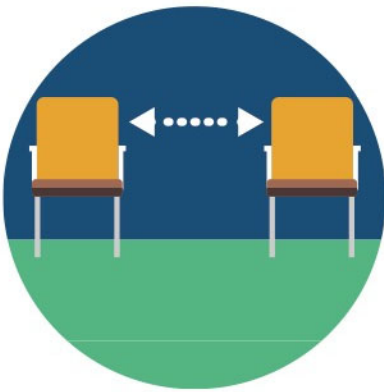Massachusetts Institute of Technology (MIT) Election Data and Science Lab:
https://electionlab.mit.edu/elections-and-covid-19

Appendix C: Preventing COVID-19 Poster

See following page.

Help Prevent the Spread of COVID-19

Elections Staff Must:

Work at least 6 feet apart
from other staff

Use partitions if 6 feet
separation is not possible

Wash your hands often
with soap and water for at
least 20 seconds, especially
after blowing your nose,
coughing, or sneezing

Wear gloves
(when appropriate)

Stay home
if you are sick

Avoid close contact with
people who are sick

Wear a face mask

You could spread
COVID-19 to others even
if you don't feel sick

Regularly sanitize
work items such as
keyboards, pens, and
any shared materials