



# Hart COVID-19 Resources

With the heightened concern about virus transmission, Hart is working with each of our customers to ensure voters have access to safe and healthy polling places. Below we've outlined best practices to keep equipment clean, and therefore voters safe, as well as how Hart is working to keep our team members healthy to deliver ongoing support to all customers through these challenging times.

## Clean Voting Equipment

Supplies - All Hart Equipment can be cleaned with one of the below:

- + Clear Isopropyl Alcohol (70% or less) and a soft, lint free cloth
- + Isopropyl alcohol hand wipes (70% or less)

Both of these options can be found at most major retailers.

### How to Clean:

To clean and sanitize Hart equipment wipe down surfaces only with a clear Isopropyl Alcohol/water based solution using a lint-free wipe. Wipe screens dry.

### How NOT to Clean:

- + Do not use any type of ammonia, bleach, or detergent-based solutions
- + Do not use anything with a fragrance
- + To avoid spotting, make certain that the equipment is wiped dry
- + Do not leave puddles

### Additional Safety Recommendations:

- + Wipe devices down before and after every voter use
- + Provide hand sanitizer at the voter check-in stations
- + Remind voters not to get their paper ballots wet
- + Use single use, disposable ear covers for headphones and replace after each voter use
- + Poll workers and staff should regularly wipe down laptops and polls pads used for voter check-in
- + Poll workers should be equipped with proper personal protective equipment (PPE)
- + Poll workers should regularly wash their hands for at least 20 seconds with soap and water
- + Harts Poll Worker Shield's also protect your poll workers

# COVID-19 Touchscreen Solutions

For customers who would prefer to hand 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 1: a stylus that has a rubberhead (preferred)
- + Option 2: a stylus with hard tip/head and a diameter greater than 1 mm (.040")
- + Option 3: Hart offers bulk disposable styluses for individual sales or as part of our polling place preparedness kits.

Note: it is important not to use a stylus with a sharp point.

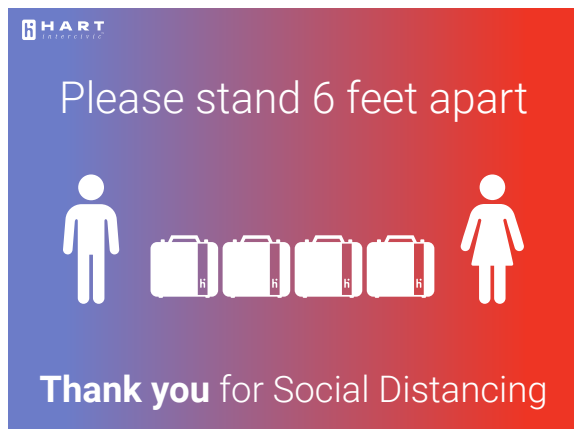
## Resources for External Components

- + For **Poll Pad** customers using KnowInk poll pad, more instructions are found [here](#)
- + For customers who use **Canon high-speed scanners**, more instructions are found [here](#)

## Polling Place Preparedness Kits

Hart's polling place preparedness kits take the guesswork out of keeping your voters and poll workers safe this election season. Each Polling Place Preparedness Kit comes with the below:

Wall Signs



Floor Stickers



Disposable Styluses



Poll Worker Shield



# What's in my kit?

Comprehensive Polling Place Preparedness Kits details are outlined below. Items are also available for individual or ala carte purchasing.

Item	Dimension/Description	Quantity
Poll Worker Shield	plexiglass with aluminum frame 24" width, 13.5" opening height, 36.75" tall	2
Disposable Styluses	6" cotton and wood disposable swabs	2,000
Floor Markers	17" x 26" high traffic vinyl floor sticker	5
Wall Signs	18" x 24" laminated wall poster	2

## Hart Remains Focused on Customer Service

As the impact of COVID-19 increases across the globe, here is what we are doing to ensure continuity of customer service through the coming weeks. We will maintain the level of service that our customers expect from Hart InterCivic, as well as ensure that we keep our people safe.

Our best-in-class Customer Support Center **(866-275-4278)** and Ballot Production Services teams are fully staffed, trained and will continue to be available to support all our customers managing elections during this uncertain and challenging time. In our office, we are following all prevention best practices from the CDC and we will be making adjustments to work schedules and work locations to minimize the chances for virus exposure to our team members.

We will continue to monitor the situation closely and will make further operational adjustments as needed.

## Additional Resources

Visit our COVID webpage for additional information on all the Hart COVID readiness resources AND for one-stop access to the latest guidance, best practices and recommendations from organizations like CISA, EAC and NASED.

[hartintercivic.com/covid-19-and-clean-equipment](https://hartintercivic.com/covid-19-and-clean-equipment)