

TIPS FOR CALLING YOUR ELECTED OFFICIAL

Before making a call, write out what you want to say. A phone call can be timely and informal. It also can offer immediate answers to questions. Know the issue and the bill number, if one is available. Be prepared so you can confidently tell your story and ask for the change you want. A legislative staffer will answer the phone and will most likely ask if you are a constituent of the district. If you are not a constituent, be prepared to explain why you are calling and how the issue impacts you.

Sample Scheduling Call Script

Scheduling an In-District Office Visit

YOU: Hello, my name is **NAME** from **CITY** in the Senator's district. I'm calling as a constituent and an MS activist [add your personal connection to MS] ... and I'd to schedule a visit.

Staffer: How may I help you?

YOU: Do you know when the Senator might be available to talk with me and a small group about the health care issues that are most important to us as constituents this year?

Staffer: The Senator is very busy. Are you looking at any particular day?

YOU: Our target days are **DATES**, but we can be flexible depending on the Senator's schedule.

Staffer: Great. Let's schedule a visit on ...

YOU: Thank you for your time. We're looking forward to it. If you need to reach me you can call me at **PHONE** or email me at **EMAIL**.

Sample Follow-Up Call Script
MS Awareness Week

Staffer: Senator Smith's office, how may I help you?

YOU: Hi, my name is **NAME** from **CITY** in the Senator's district. This week we are celebrating Multiple Sclerosis Awareness Week, and I'm calling to ask the Senator to support sound policies that benefit people living with multiple sclerosis in our state.

Staffer: Thank you for calling. What bill number are you referring to?

YOU: Instead of specific legislation, I'm simply asking for sound health care reform in the state ... and sensible budget decisions that protect services that people living with MS and other disabilities rely on every day.

Staffer: I'll convey your message.

YOU: Could you tell the Senator that I am living with MS [**PERSONAL STORY HERE**], and this issue is important to me and other constituents? And please thank the Senator for me.

Staffer: I will. Thank you for calling.