

# DRAFT CALL SCRIPT

## INTRODUCTION

When you call your elected official's office, a receptionist will answer the phone. Ask the receptionist to connect you with the legislative aide who handles health issues, using this script:

Hello. My name is name  
and I am a constituent of Senator/Representative.  
May I please speak with the legislative aide who  
handles issues related to health care/arthritis ?

**NOTE:** if the legislative aide is not available, ask for their email address so you can follow up on your inquiry. You may also be asked if you'd like to leave a voicemail. Legislative staff differ in their preferred ways to receive communications. You should accommodate their preference.

ONCE YOU'RE CONNECTED WITH THE LEGISLATIVE AIDE,  
USE THIS SCRIPT TO DISCUSS YOUR ISSUE:

Hello. My name is name  
and I am a constituent of Senator/Representative.  
I am calling today about bill name/bill number/issue,  
which I am an Advocate for/against.  
Do you know if Senator/Representative  
is in favor of or in opposition to this issue?

**NOTE:** the legislative aide may tell you immediately whether your elected official supports or opposes the measure. If they are in agreement with you, thank them for their work on the issue and offer to serve as a resource. If they are in opposition to your position, tell them you would still like the senator/representative to consider your position.

PAUSE FOR FEEDBACK

If the elected official is  
**IN FAVOR** of your position

Thank you for that information.  
I'm pleased to hear that  
Senator/Representative  
is supportive of this position. May I  
give you my contact information so  
I can serve as a resource on this issue?

PAUSE FOR FEEDBACK

Thank you for your time and  
work on this issue.

If the elected official is  
**NOT IN FAVOR** of your position

Thank you for that information. May I ask why the  
Senator/Representative takes that position?

PAUSE FOR FEEDBACK

Thank you for elaborating. I'd like to encourage  
Senator/Representative to support/oppose  
this issue because...

*[Insert a brief summary of the issue/legislation  
and why you support/oppose it. Focus on how  
it affects your community. Use specific data points  
as well as a personal story if appropriate.]*

PAUSE FOR FEEDBACK

I appreciate your time today and would like  
to follow up with additional information in writing.  
May I please have your email address?

Thank you for your time