

INSTRUCTIONS FOR CONSUMER VOICE HILL DAY July 18, 2019

Before July 18

- *ASAP: Schedule your visits with your Representative (U.S. House) and your two Senators. You need to do this as much in advance as possible.*
 - If you need guidance, here's how:
 - **Request an appointment with your U.S. Representative and Senators by calling the U.S. Capitol Switchboard at 202-224-3121.** We encourage you to set up your visit by phone – it is the easiest and most direct approach. When you call:
 - Know the name of your Representative/Senator prior to calling; the operators will not be able to look that information up for you. *Not sure who your members in Congress are? [Use this tool to find out!](#)*
 - You will be connected to a scheduler or other staff person in your member of Congress' office. When you speak with this individual:
 - Identify yourself as a constituent, and indicate your profession, if applicable, and whether you are a consumer, family member, long-term care ombudsman, or citizen advocate.
 - State that you would like to meet with your Representative/Senator. Tell the scheduler the date and time you will be in Washington, DC (Thursday, July 18, between 9:00 am and 3:30 p.m., for example).
 - You may be told that it's not possible to meet with the Representative/Senator due to the demands of his/her schedule. That is not unusual at all! If that's the case, find out the name and contact information of the staff person who will be talking with you.
 - When asked what you want to speak to the Representative/Senator about, you can say "concerns about nursing home quality."
 - Ask the scheduler/staff person if they will be sending you an email confirming the date/time of your visit. If not, request the name and email address of whoever you'll be meeting with (see above). Send them an email saying how much you look forward to meeting with them and indicating the date/time of your visit.
 - **If you can't get through to your member's office the first time, keep trying!** Schedulers receive many meeting requests, and the Congressional calendar is very full. Be patient and persistent – you may need to contact the office several times.
 - **Confirm your appointment** a few days prior to your meeting.
- Participate in the Hill Day Prep Webinar on July 11, 2019 from 4:00-5:00pm ET. We will send details for how to join the webinar. During this webinar, we will brief you on the issues and go over the logistics for the day.

Day of July 18

- 9:00 am: Check in with a Consumer Voice Team Member and pick up your Hill packet and other information. There will be a Consumer Voice Team Member on both the House and Senate side. Their specific location will be emailed to you prior to July 18.
- Visits will be on your own, and at your own pace.
- When you're done with your visit(s) on the House or Senate side, check back in with your Consumer Voice Team Member for a quick debrief.
- Switch sides and proceed to the other chamber.
- After your visit(s), check in with your Consumer Voice Team Member for a second quick debrief.
- 4:00 pm: Come to the office for a group picture and the Annual Open House and Jackie Koenig Memorial fundraiser!

Consumer Voice Team Members will be available in the Longworth (House) and Dirksen (Senate) cafeterias from 9:00-3:30pm to provide information, support and directions if necessary!

After July 18

- **E-mail a thank you note and include any information you may have offered to provide during your visit.** Your objective should be to begin or to continue to develop a relationship with your legislator and with the staff responsible for issue affecting long-term care consumers. You can use this [thank you letter as a sample](#) and personalize it with the specific points discussed in your meeting.

The National Consumer Voice for Quality Long-Term Care
1001 Connecticut Avenue, NW, Suite 632
Washington, DC 20036
202.332.2275 (phone) 866.230.9789 (fax)
info@theconsumervoice.org (e-mail)
www.theconsumervoice.org