Grassroots Advocacy Toolkit
Sample Phone Scripts

Calling your lawmaker’s office should not be intimidating – it is a way for you to create and nurture your relationships with those elected to office. Below are sample scripts that constituents may use when scheduling a legislative visit and when advocating for or against an issue. Always be sure to tell your organization’s story by using facts, data and information that is relevant to your organization and community.

Example 1: Scheduling an appointment over the phone or via email:

“Good morning/afternoon, my name is X. I am the (insert title) at (insert organization’s name), a (home care agency/hospice/managed long term care plan) located in (insert city).”

“I would like to schedule an appointment to meet with Senator/Assembly Member (insert last name) at his/her earliest convenience.”

If asked for specifics about your organization, respond with the following: “(Insert organization’s name) is a (home care/hospice/MLTC plan) that employs (insert number) full time and part time employees within the district, and serves (insert number) individuals residing in the community.”

Be sure to confirm the appointment time and location – you are welcome to invite the lawmaker to visit your agency and/or accompany your agency on a home visit.

Example 2: Advocating for (or against) a legislative proposal over the phone or via email:

“Good morning/afternoon, my name is X. I am the (insert title) at (insert organization), a (home care agency/hospice/managed long term care plan) located in (insert city).”

“(Insert organization’s name) is a (home care/hospice/MLTC plan) that employs (insert number) full time and part time employees within the district, and serves (insert number) individuals residing in the community.”

“I am (calling/writing) to express (support/opposition) for (insert proposal name or bill number).”

“This proposal would have a (positive/negative) impact on (insert agency name). Specifically, it would:” List the ways in which this proposal would benefit or negatively affect your staff and those you serve. If discussing reimbursement rates, be sure to let your lawmaker know of the financial barriers your organization faces. What would it mean if you agency/hospice or MLTC plan would fail to operate in the district? Be sure to use facts and data to support your argument.

Be sure to use HCA’s Legislative Action Center Legislator Look-up Tool to find your lawmakers’ district office contact information, or call Alyssa Lovelace at 518-810-0658 for assistance.
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