



Advocacy Toolkit

Making telephone calls

Another way to engage with elected officials is by calling their offices. Elected officials record how many calls they get on a particular policy or bill (so if no one answers the phone, be sure to leave a message!). When the phone is ringing off the hook because constituents want to express their views on a piece of legislation, the staff takes note. When contacting your elected official by phone, it may be helpful to:

Plan ahead

Before you call, use the talking points and educational handouts in this toolkit to brainstorm what you'll say. And, feel free to use the sample script at the end of this section.

Identify yourself

State your name and make it clear that you are a constituent and a member of the ACE community. Ask to speak to the staffer who handles health issues. If this individual is unavailable, leave a message.

Stay on topic

Use the talking points in this toolkit to guide your call. You may only have a few minutes to communicate your key message or request so stay focused.

Ask for a written response

Leave your contact information so the staffer can update you with the elected official's position or any action taken. Remember that elected officials receive many calls, though, and a response could take four-six weeks or more.

Be courteous

Regardless of where your elected official stands on the issue(s) you're discussing, always be polite and patient.

Sample Script

My name is and I am from (city/province).

[Add one sentence about your personal connection to arthritis]

[Provide 2-3 sentences about the specific issue you want them to know more about. Here is an example:]

I'm calling to ask (MLA, MNN, MPP) to support reimbursement access to a new medicine that is an important addition to the treatment options for Canadians living with (type) inflammatory arthritis that is disabling and life-threatening.

Your support will help ensure that (province) residents living with arthritis, with the help of the doctors who treat them, are able to choose the medication most appropriate for their disease.

Thank you so much for your support!