

## Chapter 12

### Top Ten Tips for Meeting With Your Members of Congress and Their Staff

Meetings with Members of Congress and/or their staff are terrific ways for rehabilitation nurses and supporters to communicate with policymakers on issues of interest and priority. Such meetings can be conducted at Congressional offices in Washington, DC or “at-home” in district offices and if done correctly, can result in garnering support for ARN’s public policy priorities. Visiting with them enables you to educate them about your concerns, offer yourselves as a resource, and establish a relationship that can prove mutually beneficial over time. It is best to build a relationship before you need it.

Prior to arriving in Washington, DC or at the district office, be sure to schedule a meeting with the staffer or through the appointment secretary/scheduler for a visit with the Member of Congress. Be clear who will be attending and what issue(s) will be discussed. The day before, confirm the appointment as the Congressional schedule changes very often – and such changes often are beyond their control.

**In advance of the meeting**, be sure to put together some “leave-behind” materials that you will provide to the Member/staff member at the end of your discussion. Spend some time on the ARN website to familiarize yourself with ARN’s health policy agenda and/or contact ARN’s Health Policy Associates for assistance.

If you have arranged for a Member of Congress to attend your chapter meeting/conference, inform your colleagues and make all the appropriate logistical arrangements. Be sure to have someone present who can take pictures and make certain to give copies of the photos to the Member and his staff as well as to ARN Headquarters for possible posting on the website.

1. **Prepare and be on time.** Members of Congress and their staff are very busy. Be respectful of their time. Give yourself plenty of time to go through security, find your way to the office, and announce yourself to the receptionist. If you will be in a group, discuss with your colleagues in advance what you will be covering in the meeting. Be sure to select a primary spokesperson and determine who in the group will raise which points and requests.

Open the meeting by thanking the Member/staff member for his or her time. Be sure that everyone in the group identifies him/herself – first and last name and the fact that you are a rehabilitation nurse – and remember to mention where you live/work in the district/state, so they are clear you are a constituent. If the policymaker/staff member has been helpful in the past, or has taken action that you appreciate, be sure to say thank you and acknowledge this up front. Prior to your meeting with the Member/staff member, it is best to get a sense of what issues currently are pending before Congress and the committee(s) on which the Member sits. This type of information can be found at <http://thomas.loc.gov>.

2. **Be brief and clear**, as you typically will have only 10–25 minutes for the entire meeting. Cover only a few (one to three) topics. You will have talking points in advance to ensure that you and your colleagues “stay on message.” Anticipate the kinds of questions you may be asked from both supporters and opponents, and be prepared to answer such questions in the meeting. If asked a question to which you do not know the answer, acknowledge that the question is a good one, and indicate you will follow up later with the answer. Do not assume that the Member/staffer is knowledgeable about the issue you are discussing; be sure to provide some background information. Explain that you want to provide your perspective on an issue of importance to you, your practice, and/or your community. Be sure not to use any “lingo” or “slang” (e.g. do not use acronyms in your speech like “HRSA” when you mean the Health Resources and Services Administration) – unless you have first explained what it means.
3. **Be sure to provide a personal story or real-life illustration**, since personal stories are more easily remembered than statistics. As necessary, briefly cite evidence or statistics to support your position, particularly any local, regional, or state data. You will have this information in your packet, and a copy will be in the packet you will leave behind with the office, as well. However, be careful not to overwhelm the policymaker/staffer with too many statistics or references to studies (this kind of information will be in the materials you leave behind, or can be sent with your thank-you note). Also, keep your personal story brief. Discuss how the policy change (e.g., increased funding for the Nursing Workforce and Development Programs) will have an impact on your community. Be concise and honest about the issue(s) and the solution(s), and make clear the relevance of the issue(s) to their constituents.
4. **Be polite and listen carefully** to the policymaker’s/staffer’s views and comments. Even if you disagree, it is very important to be courteous. Be flexible, consider the opposing view, and avoid being argumentative or threatening. You may agree to disagree on an issue now and find that you can agree and work together on another matter in the future. Much of advocacy is about building and maintaining relationships over time. Being respectful, providing reliable information, and making a compelling case has helped us win over some terrific champions.
5. **Be sure to get a response – respectfully.** Ask directly, and politely, for the policymaker’s views and position on the issue and what he/she plans to do about it. The policymaker/staffer may distract you with other issues, such as by making a broad statement like, “I voted in the past to double the funding of the National Institutes of Health.” Stay on message and on topic as politely as possible, and be sure to make your “ask.” It is your constitutional right to meet with your Congressional representatives, so take this opportunity to do what you can to get a commitment from the Member of Congress to take action on your request(s). However, if the Member truly is undecided, or the staffer is not familiar with the Member’s position on the issue, do not force the issue. Reiterate your interest, offer to answer any questions or provide additional information, and request a written follow-up letter from the Member, once a decision has been made.

6. **Bring a short set of materials with you to leave behind.** However, do not give the materials to the Member/staffer until the close of the meeting, or he/she may be distracted by the material and only listen to you with one ear. Early in the meeting indicate that you have materials to leave behind. Be sure to follow up, and follow through on any promises of additional information.
7. **Leave your contact information.** If you leave a business card, make it clear that you are visiting on your own time and not representing your employer, unless you have received such clearance. If you do not have a business card to leave, make sure you give your home/personal contact information, so the office can follow-up. Be sure to get a business card from the Member of Congress/staffer, so that you know how to reach them. Be sure to ask the Member/staffer their preferred mode of communication (e.g., e-mail, fax, and voice-mail/phone).
8. **Summarize your requests of the Member of Congress** and any responses the Member or staffer has provided to ensure that you are clear on where they stand on the issues. Summarize the Member's/staffer's requests, and indicate how you plan to respond. Express thanks and appreciation for their time, interest, and courtesy.
9. **Report back to the Association of Rehabilitation Nurses any meeting with your Members of Congress.** This information is essential for ARN to have, so that others can follow up with the office to provide additional information, if needed, and reinforce the message you delivered.
10. **Follow up with a thank you note.** This letter should be addressed to the Member of Congress whose office(s) you visited with a cc: to the staffer with whom you met, referencing the date of your meeting, who was in attendance, and the issues you discussed. Your follow-up letter should express appreciation for the time and consideration extended to you during your meeting. Reiterate your request(s), and ask for a written response from the office. Be sure to call/e-mail/write with answers or information the Member/staffer requested. Keep in touch with the Member/staffer to maintain and strengthen your relationship. Great ways to keep in touch include sending an article of interest from the local paper, mailing a copy of the latest *ARN Network*, or inviting the Member/staffer to visit your facility at home, when they next are visiting. *If your initial meeting is in Washington, D.C., be sure to schedule a similar meeting with the staff in the district or state office. Check in with your policymaker when she or he is at home to reinforce the relationship, and follow up on your issues of priority.*

## Other Tips

When visiting Capitol Hill or a federal building in which your Member of Congress maintains an office, you could encounter long lines to get through security (bags and all contents from your pockets must be put through the X-ray machines and you must step through a metal detector). Be sure to allow yourself plenty of time to get through security.

If your initial meeting is in Washington, DC, be sure to schedule a similar meeting with the staff in the district or state office and check in with your policymaker when s/he is at home visiting to reinforce the relationship and follow up on your issues of priority.

The Congressional schedule is very fluid and Members and staffers often are pulled away for various events and activities that are not known in advance (e.g. last minute press conference, meeting with the Chairman of a committee the Member sits on, etc.) and, as such, your meeting could be delayed or bumped (the Member may not be available and you instead may meet with staff). Also, space on Capitol Hill is at a premium so your meeting could occur in the reception area in the office, in the hallway, or downstairs in the coffee shop. Do not take any last minute meeting changes personally and make sure you always are gracious and flexible.