



Legislator Contact Guide

*These are suggestions for talking points, please do not feel restricted in your conversation.

1. Introduce yourself
 - a. Name
 - b. Facility (where you or your loved one resides)
 - c. Explanation that the facility is located in their region

2. Reason for calling
 - a. I am calling in regard to the state-wide staffing issue at long-term care homes.
 - i. or other concerns (visitation, right to a camera, etc.)

3. Personal narrative
 - a. Personal experiences of you or your loved one that demonstrate the direct effect of staffing issues on the well-being of residents.
 - i. “My loved one deserves...”
 - ii. “This impacts my quality of life...”
 - iii. “The lack of staff directly leads to my family member(s) not being treated with dignity and respect.” For example:
 - Incontinence care / UTIs
 - Slow call light response
 - Lack of consistent bathing
 - Missed meals/medication delivery
 - Bed sores/Atrophy
 - Mental well-being and safety of the residents

4. Incentive for them to care
 - a. “I am calling on you to hold these facilities accountable.”
 - b. There are ___ residents in this facility and all or a majority of the residents vote. These are the people that are voting for you in expectation that you advocate and represent them according to their needs.

5. Possibilities for solution suggestions
 - a. Incentives for nursing home staff- higher wages/benefits
 - b. Better funding for long-term care homes.
 - c. Legislation that requires a specific staff-to-resident ratio
 - d. Legislation enforcing rights for residents to have cameras in their room for their safety
 - e. State Bill number (if applicable)

6. Closing
 - a. “What are you going to do about this?”
 - b. “Can I count on you?”

Tips for Contacting Representatives

Phone

- Prepare what you will say before calling
- Let them know that you are a constituent and introduce yourself
- Be prepared with your facts and reasons for calling
 - State your purpose for calling
- Note your expertise/personal or professional experience to establish credibility
- Be brief, courteous/polite, straightforward
- State Bill number if applicable
- Ask for action/provide suggestions for action
- Thank them for their time
- Follow-up

Email

- State subject/reason or contact in the subject line or first line of the email
- Stick to one issue in the email
- Identify yourself as a constituent
- State your views / ideas
- Support with experience / facts
- State Bill number if applicable
- Concise (maximum of 500 words)

Helpful links:

<https://www.ucsusa.org/resources/how-have-productive-phone-call-your-legislators-office>

<https://www.legislature.ohio.gov/legislation/legislation-votes?id=GA134-SB-58>

<https://www.apa.org/advocacy/guide/letter-email>