



Citizen Action Guide: Maximizing Impact with Call-in Campaigns

Mass call-ins to Congressional offices are a light lift with outsize impact. It's easy for staff to ignore a call or two here and there, but when the phone rings every five minutes it's impossible to get any work done. And when every single person who calls is asking about impeachment, the topic becomes impossible to ignore. Citizens' Impeachment is coordinating the call-ins on impeachment for you.

This Citizen Action Guide will show you how to focus your conversation with staffers and interrupt their business-as-usual so they have to tackle the business at hand: impeachment.

1. Focus on a single topic.

This one is easy: we are calling about **impeachment**. It is an opportunity for the Member of Congress to make a stand and demonstrate that they will uphold their oath of office to protect and defend the Constitution against all enemies foreign and domestic.

Good questions are direct and straight forward. For example:

- 1)** Does the Senator believe Donald Trump has committed impeachable offenses during his current term as President?
- 2)** Does the Senator want the House to bring the question of Impeachment to the Senate?

2. Call your member of Congress using the method you're used to.

If you've never called your member before, dial 202-224-3121 for the Capitol Switchboard and request your member of Congress' office.

You have three national members of Congress representing you, one Representative in the House and two Senators for your state. You can look up your members of congress using this [site](#). Just enter your address and click the magnifying glass.

3. ON THE PHONE: Find out who you're talking to. (For voicemail go to step 4)

In general, the staffer who answers the phone will be an intern, a staff assistant, or some other very junior staffer in the MoCs office. But you want to talk to the legislative staffer who covers the issue you're calling about.

Ask to speak to the staffer who handles impeachment (if they don't have a dedicated staffer for impeachment, ask who handles democracy). Junior staff are usually directed to *not* tell you who this is, and instead just take down your comment instead.

4. If you're directed to voicemail, do it. Then, follow up with email.

The key is persistence. Getting more senior legislative staff on the phone is tough. The junior staffer will probably just tell you "I checked, and she's not at her desk right now, but would you like to leave a voicemail?" Go ahead and leave a voicemail, but don't expect a call back.

You can check the position of the member of Congress you are calling using the trackers on our website.

[House of Representatives Position Tracker](#)
[Senate Position Tracker](#)

Here is an example message you could leave if your MoC is supporting impeachment. You can tailor your message to your personal priorities and current events, but make sure you include a direct and clear ask on the subject of impeachment.

Hi there, my name is {{FirstName}} {{LastName}}, and I'm a constituent.

I am calling to thank Rep [REPRESENTATIVE LAST NAME] for supporting impeachment. I strongly support the impeachment of Donald Trump and I want to see Rep. {{REPLAST}} co-sponsor H.Res. 537, Impeaching Donald J. Trump. Donald Trump has committed impeachable offenses and should be removed from office. Now is the moment for the Representative to honor their oath of office and defend our country against tyranny by co-sponsoring articles of impeachment.

Thank you so much for your time.

And here is an example message you could leave if your member does NOT support impeachment.

Hi there, my name is {{FirstName}} {{LastName}}, and I'm a constituent.

I am calling to object to Rep {{RepLast}}'s obstruction of impeachment. I strongly support the impeachment of Donald Trump. Donald Trump has committed impeachable offenses and should be removed from office. By refusing to move impeachment proceedings forward, the Representative is violating the public trust and refusing to uphold their

oath of office. If they cannot be trusted to protect and defend the constitution, they do not deserve to be in office.

Thank you for your time.

After you leave that voicemail, follow up with a request to meet the member of Congress using our [Citizen Action Guide](#) on getting meetings scheduled. If they still don't respond, follow up again.

If they **still** don't respond, let the world know that the MoC's office is dodging you using our [letter-to-the-editor templates](#).

5. Don't let the staffer distract you:

The staffer will focus on getting you to agree to the following narrative: *"My MoC cares about me, shares my values, and is working hard for me."*

If your actions threaten this narrative, then you will unnerve your MoC and change their decision-making process. Constant reelection pressure means that MoCs are enormously sensitive to their image in the district or state, and will work very hard to avoid signs of public dissent or disapproval. Regardless of the other work your MoC has done, if they are not actively supporting impeachment, they are not serving your interests. See the box below for a sample call dialogue:

Sample Call Dialogue

Staffer: Congresswoman Sara's office, how can I help you?

Caller: Hi there, I'm a constituent of Congresswoman Sara's. Can I please speak with the staffer who handles impeachment issues?

Staffer: I'm happy to take down any comments you may have. Can I ask for your name and address to verify you're in the Congresswoman's district?

Caller: Sure thing. [Gives name/address]. Can I ask who I'm speaking with?

Staffer: Yes, this is Jeremy Smith.

Caller: Thanks, Jeremy! I'm calling to ask what the Congresswoman is doing about impeaching the President for unconstitutional actions such as accepting a 400M "sky palace" from Qatar, ignoring orders of the Supreme Court, usurping war powers from Congress, and saying he "didn't know" if he had to follow the constitution.

Staffer: Well I really appreciate you calling and sharing your thoughts! I of course can't speak for the Congresswoman because I'm just a Staff Assistant, but I can tell you that I'll pass your concerns

on to her.

Caller: I appreciate that, but I don't want you to just pass my concerns on. I would like to know whether the Congresswoman believes Donald Trump has committed impeachable offenses during his current term as President? If so, will she make a public statement in support of impeachment?

[If they stick with the "I'm just a staffer" line, ask them when a more senior staffer will get back to you with an answer to your question.]

Staffer: The congressperson has not taken a position on impeachment yet.

Caller: Why not?

Staffer: The question has not been put to the congressperson/we don't have the votes/we are focused on day-to-day mitigation strategies.

Caller: But Congresswoman Sara has the ability to speak out and say that President Trump's actions are unconstitutional and demand impeachment. Why isn't Congresswoman Sara doing that?

Staffer: We don't have the votes for impeachment.

Caller: The Congresswoman swore an oath to protect and defend the Constitution when she was elected. The Congresswoman is my elected representative, and I expect her to uphold her oath and publicly support impeachment

Staffer: I'll pass that on.

Caller: Not taking a position on the Presidents' blatant, unconstitutional abuses of power is unacceptable. I'll be notifying my friends, family, and local newspaper that our Congresswoman doesn't think it's her job to uphold her oath of office or actually respond to her constituents' concerns.

6. Keep a record of the conversation.

Take detailed notes on everything the staffer tells you. Direct quotes are great, and anything they tell you is public information that can be shared widely.

7. Tell us about the phone call - we'll tell the media and the rest of the Citizens' Impeachment volunteers.

Tell Citizens' Impeachment about the conversation using our [citizen liaison form](#) so we can compare notes with the rest of our volunteers, and identify any conflicts in what they're telling constituents.