

CALL 4 CLIMATE ACTION

VOLUNTEER INFORMATION PACKET

waconservationaction.org/call-4-climate-action/






Welcome!

Thank you for signing up to be a volunteer with the Call 4 Climate Action campaign. We are so happy you are here. Call 4 Climate Action is an ambitious voter campaign with a goal of getting 50,000 new or infrequent voters to pledge to vote in the November election. With your support, we will engage communities across Washington in this work through education, phone banking, art, storytelling and more. This packet is made to be a resource to you as you navigate these efforts. Below you will find information on our phone banking efforts and a guide on how to use the phone banking dialer and script. All of us at WCA are honored you've chosen to spend your time supporting our campaign; and we are so excited to work with you soon. If you have any questions, please reach out to me by email: grace@waconservationaction.org. See you soon!

~ Grace Doleshel
Civic Engagement Organizer





Phone Banking

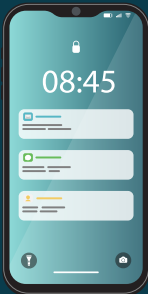


WHAT IS PHONE BANKING?



Phone banking is a campaign strategy that many groups use to reach targeted voters and talk to them about a particular issue. We build calling lists based on voting demographic data available in the Voter Action Network (VAN). As part of our Call 4 Climate Action Campaign, we are hoping to call voters in overburdened communities to talk to them about the upcoming elections and encourage them to pledge to vote

Quick Facts



Approximately 97% of Americans own a cell phone, making phone banking a great way to reach nearly every voter



Phone banking has been used as an effective campaign tactic since as early as the 1960s



Even if you are using your personal phone and phone banking from home, the people you are calling will not see your phone number



Using the Dailer

To make calls during phone banks, we use a platform called Scale To Win. Scale To Win is an online dialer that automatically makes calls for you. You can join from any tablet, computer or phone. Washington Conservation Action will send you a unique access code for the Scale To Win dialer the day of the phone bank



Our Call 4 Climate Action script will be embedded into the dialer. As you make your way through the script, you will press buttons to indicate call responses. This data will be sent back to us to track conversations once the phone bank is over

PREVIEW MODE

Hi, is **FIRST NAME** available?

Is the voter available?

Yes	Answering Machine
Spanish Language	Not Home
Moved	Wrong Number

Since we will be on zoom as a team during the phone bank, we suggest that you make calls using your cell phone. You will log into the dialer using your tablet or computer and then be given a number to call from your phone. While you will be talking from your phone, you will still be able to input answers from your computer. To do this, click "call with computer and phone"

SCALE TO WIN

How To Make Call

Rep

STATUS: NOT CONNECTED

Explore the script before making any calls

Preview script

Call directly from your computer, no phone needed

Call with computer

Use your phone for audio and answer questions on the computer

Call with computer & phone

[CLICK HERE FOR SCALE TO WIN DAILER TRAINING](#)

Phone Banking Script

This is the C4CA script we will use for phone banking. It is embedded into the dialer and will be on your screen as you are calling

1 Making Connection

Hi, is [VOTER NAME] available?

2 Introducing Yourself

Hi I'm [YOUR NAME], a volunteer with Washington Conservation action. We are doing a one question survey of informed voters in Clark County. I am going to read a list of topics, please tell me the top three issues you care about while voting

3 Survey

- Climate Change
- Reproductive Rights
- Democracy and Voting Rights
- Affordable Housing
- Health Care
- Immigration Justice
- Economy
- Anything else?

4 Survey Thank You

Thank you for sharing. There will be many important ballot initiatives plus state and local races this election that will impact these issues

5 Primary Election Info

Your ballot for the primary election should be arriving any day now. Have you thought about how you'll be returning your ballot for the August 6th primary election?

6 Voting Options

- Mail
- Ballot Drop Box
- Not Voting
- Unsure

7 Pledge to Vote Ask

Thank you so much for being a good voter! What three friends or family members would you be excited about also asking to vote?

8 Pledge to Vote follow-up

(If their answer was yes go straight to 9)

I understand. There are a lot of challenges out there. We encourage everyone in our community to vote in the primary Elections on August 6th because the issues you care about, like REPEAT ISSUES HERE and the environment, will be decided by the people we elect. This election will be competitive and every vote will make a difference.

Phone Banking Script

Continued

9 Volunteer Ask

Thank you so much for being a good voter! From Earth Day to Election Day we will be calling like minded voters who are voting for their first time or need an extra reminder to vote. Would you like to join us for an upcoming phone or text bank?

10 Volunteer Information

(if answer is no go straight to 11)

Great, we have phone banks on the third thursday of every month from 6-8 PM. Can I get your email address to send you more information and get you set up with a training?

11 Thank You

Those are all of my questions. Thank you very much for your time and have a great rest of your day

Helpful Tips

- If someone is very agitated, you do not have to continue with the script, just thank them for their time and move on to the next call
- Most times when you are first connected to the call, the person has already said hello once or twice. Begin the script immediately when you hear the connection sound
- Always thank them for their time no matter where you end in the script

Phone Banking Conversations

PRACTICE SHEET YES TO ALL VOTER



Hello?

Hi! Is [VOTER] available?



Yes this is them

Hi I'm [YOUR NAME] and I am a volunteer with Washington Conservation Action. We are doing a one question survey of informed voters in [COUNTY]. I'm going to read a list of topics. Please tell me the top three issues you care most about when voting (Read List)



Hmmm, I would say Climate Change, Affordable Housing and Healthcare

Thank you for sharing. There will be many important ballot initiatives plus state and local races this election that will impact these issues. Your ballot for the primary election should be arriving any day now. Have you thought about how you'll be returning your ballot for the August 6th primary election?



Phone Banking Conversations

PRACTICE SHEET YES TO ALL VOTER CONTINUED



By mail

Thank you so much for being a good voter! What three friends or family members would you be excited about also asking to vote?



My neighbor and my parents

Thank you so much for being a good voter! From Earth Day to Election Day we will be calling like minded voters who are voting for their first time or need an extra reminder to vote. Would you like to join us for an upcoming phone or text bank?



Sure!

Great! We have a phone bank next month on [DATE]. Can I get your email address to send you more information and set you up with a training?

Those are all of my questions. Thank you very much for your time and have a great rest of your day!



Phone Banking Conversations

PRACTICE SHEET APPREHENSIVE VOTER



Hello?

Hi! Is [VOTER] available?



Yes this is them

Hi I'm [YOUR NAME] and I am a volunteer with Washington Conservation Action. We are doing a one question survey of informed voters in [COUNTY]. I'm going to read a list of topics. Please tell me the top three issues you care most about when voting (Read List)



Democracy and Government Spending

Thank you for sharing. There will be many important ballot initiatives plus state and local races this election that will impact these issues. Your ballot for the primary election should be arriving any day now. Have you thought about how you'll be returning your ballot for the August 6th primary election?



Phone Banking Conversations

PRACTICE SHEET APPREHENSIVE VOTER CONTINUED



I wont be voting

I understand. There are a lot of challenges out there. We encourage everyone in our community to vote in the primary Elections on August 6th because the issues you care about, like REPEAT ISSUES HERE and the environment, will be decided by the people we elect. This election will be competitive and every vote will make a difference.



I have a lot of concerns around voting in this election. I don't think I will vote August 6th.

Alright, thank you for taking the time to complete our survey. If you change your mind and would like to vote in the election, you can do so until 8 PM on August 6th. Have a great rest of your day!



Thank You



WE WILL BE AVAILABLE DURING THE
PHONEBANK ZOOM TO ANSWER
QUESTIONS AND PROVIDE TECHNOLOGY
SUPPORT. IF YOU NEED SUPPORT BEFORE
THEN PLEASE REACH OUT AT
GRACE@WACONSERVATIONACTION.ORG

See you soon!

**CALL 4
CLIMATE
ACTION**