

## DO

- Call the office if you're going to be late for the meeting.
- Decide on a loose structure of the meeting before going in (who's saying what?).
- Walk right into the office and introduce yourself.
- Have your business card handy to give to the receptionist.
- Say you're with DPAC.
- Say how you are affected by diabetes (patient, provider, caregiver, etc).
- Say if you are a constituent of the member with whom you are meeting.
- Speak with confidence.
- Relax! These meetings are a lot less pressure than most people think.
- Ask if they have questions.
- Leave behind information for them to read through.
- Thank them for their time.
- Take a photo with the Representative/Senator and send it to DPAC.
- Promise to follow up on any questions you couldn't answer on the spot.
- Get a business card for follow up.
- Thank the receptionist for their help.
- Take the tunnels between meetings that are both on the same side of the Capitol.

## DON'T

- Don't photograph things/people without express permission.
- Don't be late.
- Don't go into the office too early. They're small offices.
- Don't chew gum or eat anything that smells before the meeting.
- Don't wear heavy perfumes, lotions, or colognes. (See small offices above.)
- Don't be intimidated by closed doors- walk right into the office (don't knock).
- Don't plan on having a "cheat sheet." Don't read from your notes.
- Don't become flustered if you can't answer every question.
- Don't speak down to a member of staff- they're generally well-versed in healthcare issues.
- Don't promise more than you can deliver.
- Don't be upset if the staff cannot give you a definite answer or commitment.
- Don't go off the speaking points for requested asks. (DSMT & Access to Affordable Insulin).
- Don't go outside in between meetings unless you have a meeting on the other side of the Capitol. (You'll have to go through security again!)
- Don't take the 'members only' elevators- there are tiny signs on top that will designate them.
- Don't go into the 'members only' dining rooms.
- Don't get flustered if you get lost. Follow the signs!