

OCCUPY SANDY CANVASSING

Do not collect on more than you can follow through with. Make sure you can make any necessary deliveries and **report back before 4pm**

TIPS ON How To Talk With People WHILE YOU'RE CANVASSING

- **Introduce Yourself:** Introduce yourself as a volunteer, doing relief work with Occupy Sandy, working out of St. Gertrude's Church.
- **Be Patient, Calming:** Many people are anxious and traumatized, they may already have good/bad/ mixed experiences with volunteers, FEMA, predatory contractors, or other aid workers. Be aware many different people may have visited them with varying degrees of official capacity and varying degrees of help or failure to help.
- **Listen, Don't Tell:** Listen to them. Validate their experience and resist the urge to tell residents what they need. Ask Questions: You should ask elicitive, open-ended questions to draw people out. Some examples: How have you been doing? How do you feel? If they want to talk with you about something else, let them. That may be what they need: just to talk. Try to listen between the lines for their other needs: heat, food, medicine and so on.
- **Material Support:** direct people to local hubs for materials. If they need help, see if they can find local support to help get what they need. Do they have a neighbor or family member that checks in? If they clearly and urgently need materials delivered, make sure your group makes time to do it personally before you finish canvassing.
- **Take Down Info:** Complete intake forms and make any additional notes you think are relevant.
- **Don't Promise:** Provide them with enough information or access to follow through finding resources for themselves. Don't promise that we can meet their needs or give them an impression that #wegotthis. If we can't or don't follow through, that can be devastating.
- **Be personally accountable:** Address all urgent needs immediately, on-site. Consider your exchange a contract of sorts. If they opened up to you, you should complete that trust by following through and making sure all needs are addressed to whatever extent we can offer. If you leave with them expecting more from you, make sure you can deliver on that today, before you canvas more people.
- **Identify Community Support People:** Ask if there's anyone who's been helping them or other people in the building or community. Ask where you can find that person. Try to connect with them and figure out how to support them in what they're doing.
- **Ask for Consent:** Some of the information we're asking for is sensitive. Ask for their consent to share sensitive information. Tell them where the information is going: to help aid workers map needs geographically to better serve areas, and identify systemic problems and trends to politically organize communities to defend their rights.

CONTACT NUMBERS

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