



# Phone Calling Guide

Your Voice. Your Call. Your Impact

## Call Flow

|                                                                                                          |                                                                                                                                                |                                                                       |                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Introduce</b><br>State your name, your affiliation with ImpactAction and the reason for your call. | <b>2. Inform</b><br>Share election dates, voting locations and resources on <a href="http://www.impactaction.vote">www.impactaction.vote</a> . | <b>3. Ask</b><br>Invite questions and listen to the voter's response. | <b>4. Close</b><br>Thank the voter for their time, record the call outcome, and mark the call as complete in the tool. If they've voted, encourage them to share an "I Voted" picture in their social media groups to inspire others to participate in the election as well. |
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## Sample phone script

As-Salamu Alaikum! May I speak with [Name]?

I'm [Your Name], a Get Out the Vote volunteer with ImpactAction. I'm calling with a humble request to please vote in the upcoming November 3 Texas election.

We're encouraging everyone who is eligible to vote to make a plan this year. There's a lot happening in and around our community, and it's important that everyone who is eligible has a plan to participate.

Early voting runs from October 19 through October 30, so I wanted to ask you personally: **Have you thought about when you're planning to vote?**

*[Pause and listen.]*

**If they say EARLY VOTING:**

"That's great! Do you already have a day in mind?"

**If they give a day:**

"Wonderful! It's always good to have a plan. Please put it on your calendar so you don't forget."

**If they say ELECTION DAY:**

"That's good! If your schedule allows, I would encourage you to consider voting early. It can give you more flexibility and may help you avoid longer lines on Election Day."

**If they HAVEN'T DECIDED:**

"No problem at all. I'm calling to check in with our community and make sure everyone is ready for the November 3 election. I would encourage you to choose one of the early voting days that works for you and put it on your calendar."

And please don't forget to encourage your family members and friends who are eligible to vote as well. We want to make sure our whole community participates.

For official voting locations, hours, registration information, and other election details, visit [VoteTexas.gov](http://VoteTexas.gov). You can also visit [www.impactaction.vote](http://www.impactaction.vote) for ImpactAction's election resources and recommended list of candidates.

*[Pause]*

**Do you have any questions about voting?** I'd be happy to help you find the information.

**Thank you so much for your time.** Every call matters. Every voice matters. Every vote can make a difference.

Jazakum Allahu Khairan. May Allah bless you and your family.

**As-Salamu Alaikum Wa Rahmatullahi Wa Barakatuhu.**



# Phone Calling Guide

Calling Rules + FAQ's / Quick Responses

## Best Practices / Calling Rules **Phone calls preferred; block walking as a secondary option.**

### DO'S

- Try to establish common ground and build trust by either mentioning your subdivision/neighborhood name (if you live in the same neighborhood) or any other fact if known.
- Call from a quiet place with no background noise. Turn off the TV and move away from other conversations.
- Make at least 3 phone-call attempts before planning a home visit.
- Review prior call notes and record each attempt and its outcome.
- Thank them for their time. Refer difficult questions to your City Leads in the WhatsApp group.
- After 9am Or before 9pm.
- If a voter asks a question that is not covered in the FAQs, let them know you do not know the answer and offer a callback. Do not guess or provide information you are unsure about. Subdivision Leads should post the question in the city WhatsApp group for their City Lead. City Leads will obtain the answer and respond so the volunteer can call the voter back.

### DON'TS

- Don't argue with or pressure anyone. Keep every conversation friendly, respectful, and voluntary.
- Don't share private voter records or personal information obtained through outreach tools, and never claim to be an election official.
- Don't count voicemail as a successful call attempt. Follow the established outreach guidelines for recording call outcomes.
- Don't continue calling or visit someone after they ask you to stop. Record their request and mark the call complete.
- Don't ignore home-visit safety precautions. Always follow the established safety guidelines. Sisters conducting home visits should bring additional volunteers along for safety.

## FAQ's / Quick Responses

### Where did you get my number from?

We're volunteers with ImpactAction. Our outreach list combines publicly available voter-registration information from Texas's statewide voter list with contact information from 3rd party data vendors. This is perfectly legal to make calls for civic engagement purposes.

### They already voted

Thank you so much for letting me know. Please encourage your family and friends to do the same. Have a good day, and may Allah bless you and your family.

### They ask not to be contacted

If you prefer not to be involved with community engagement and mobilization efforts, I'll record your request but you need to register your number with the DNC (Do Not Call registry) to not get these calls. (Add notes in tool.)

### How can I check if I am registered to vote, my registration status, voter ID, polling locations and hours, or get an application for Ballot by Mail?

Refer them directly to [VoteTexas.gov](https://VoteTexas.gov)

### Give a 30-second appeal if they are in a rush or busy

Of course, I understand this may not be a good time. Please visit [www.impactaction.vote](https://www.impactaction.vote) for information about the Nov. 3 Texas election.

### If they ask why they should vote?

Did you know that Muslim communities have been part of the political conversation this election year? Some politicians have raised proposals and rhetoric that have caused concern among Muslim Americans, including restrictions on hijabs and halal food, the introduction of anti-Muslim perspectives into our children's public school curriculum, and threats of criminal penalties, loss of citizenship, or deportation related to advocating for Sharia law. These issues are important because they touch on our religious freedom, our families, and our place in this country. That's why it's important to stay informed, understand what's at stake, and make our voices heard through civic participation.

### What's on the ballot? Who should I vote for?

Refer them to [www.impactaction.vote](https://www.impactaction.vote) for the recommended list of candidates.