Citizen Advocate Handbook

Your guide to protecting America’s wildlife
About Defenders of Wildlife

Defenders of Wildlife is a national, nonprofit membership organization dedicated to the protection of all native animals and plants in their natural communities.

Become a Defenders of Wildlife activist. When you join our activist network, you will receive action alerts and Wildlife eNews, our online newsletter featuring issue updates, opportunities for you to help and inspiring stories about people and wildlife. To join visit http://action.defenders.org.

Become a Defenders of Wildlife member. With your help we can continue our work to protect wildlife and the habitat it needs to survive. For more information, visit http://donate.defenders.org.

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Throughout history, individuals have played a critical role in the conservation of the wildlife and wild places that make our country unique. President Ulysses S. Grant, for example, moved to protect the great natural landmarks of our country for the enjoyment of all by signing the law that established Yellowstone as the first national park. President Theodore Roosevelt resolved to protect endangered brown pelicans by setting aside Florida’s Pelican Island, the nation’s first national wildlife refuge.

Presidents aren’t the only people who take care of our nation’s treasured wildlife. In the 1970s falconers donated their own trained peregrine falcons to start the experimental captive-breeding program credited with the recovery of this swift and agile falcon and its removal from the endangered species list in 1999. Today, as they have for decades, volunteers are monitoring nesting sites to make sure bald eagles can safely fledge their young. Coastal communities are dimming their lights to ensure that newly hatched sea turtles make it from the beach to the safety of the ocean undistracted by disorienting artificial light. Boaters are taking it slow to avoid injuring endangered manatees. Citizens across the country are spending time removing invasive plant species from areas where native plants and animals are in trouble. Volunteer pilots are guiding whooping cranes along a historic migration route from Wisconsin to Florida. Young and old are joining refuge “friends” groups to help manage the wildlife and wild places that make up the National Wildlife Refuge System.

All it takes is time and personal commitment to make a difference. Whether working in your community, communicating with your elected officials or calling attention to the plight of wildlife and habitat through your local media, you can bring about change. You can help protect our treasured natural resources so that our children and grandchildren have the chance to enjoy this great place we call home. Use this booklet to guide your efforts, but remember your voice and your passion are the most effective tools you have.
A variety of federal, state, local and international laws are in place to protect and manage wildlife and wildlife habitat. From local and state wildlife habitat conservation plans to the Endangered Species Act (ESA) and the Convention on the International Trade in Endangered Species of Wild Fauna and Flora (CITES) to the National Environmental Policy Act (NEPA), our government has recognized the importance of maintaining healthy ecosystems for wildlife, plants and humans alike.

With increased pressures from poorly planned development, pollution and the impacts of a changing climate, we need strong, enforced laws now more than ever. As constituents, it is our duty to hold our elected officials responsible for upholding these laws and making sure protections for wildlife and habitat remain strong.

To fulfill our duty, we must communicate with members of Congress. There are several different ways to do this. You can effectively convey your concerns via personal letters or use e-mail to get in touch quickly. You can call them to register an opinion on urgent issues. And you can make a personal visit to their district or Washington, D.C., offices. Whatever route you choose, let the tips that follow guide you.

**Put It in Writing**

Letter writing is still the most popular choice for communicating with Congress. You can write a personal letter, or participate in an organized campaign and send a signed postcard. You can mail, fax or e-mail your letter. Each method has its positives and negatives and is treated differently depending on the office. The most important thing is that your message is getting to Congress.

Regardless of the method you use to write your legislator, you must include the following basics:

- **The purpose of your communication.** Address only one issue in each letter, and, if possible, keep it to one page.
- **Your personal perspective.** State why you care about this issue and why he/she should. If you’re interested in birding or wildlife watching, science or economics, say so.
- **The associated bill number if there is one (for example H.R.#, or S.#) and what you want them to do.**
- **Your full name and return address.**

Also be sure to properly address your letter:

**To a senator:**

The Honorable [full name]
(Room #) (name of) Senate Office Building
U.S. Senate
Washington, DC 20510

Dear Senator [full name]:

**To a representative:**

The Honorable [full name]
(Room #) (name of) House Office Building
U.S. House of Representatives
Washington, DC 20515

Dear Representative [full name]:

>You must be the change you wish to see in the world.” — Mahatma Gandhi
Pick Up the Phone

To find your legislators’ local and Washington, D.C., phone numbers, search the online congressional directory at www.thomas.gov, or call the U.S. Capitol switchboard at 202-225-3121. Ask to be connected to your senator’s and/or representative’s office. Then ask to speak with the aide who handles the issue on which you wish to comment, as members of Congress are often difficult to reach.

Identify yourself by name as a constituent and tell the aide that you would like to leave a brief message such as: “Please tell Senator/Representative (Name) that I support the Endangered Species Act and oppose any attempts to weaken protection for wildlife and habitat.” Briefly state your reasons for your opinion and ask for your senator’s/representative’s position. You can also request a written response to your call.

Meet Face to Face

Most legislators are eager to meet with their constituents. Your opinions are valuable to them, and by meeting with them you can be very influential. Keep in mind that you don’t have to be an expert to get your point across. The message you bring to a meeting is that of a concerned, voting constituent.

You can schedule a meeting in your legislator’s local office or travel to Washington, D.C. You can also attend an open house or town hall meeting hosted or attended by your member of Congress. Keep in mind that sometimes you won’t get to meet directly with the elected official, but instead will see a member of his or her staff. These people are important advisors to the legislator on issues and the concerns of their constituents.

Whether you meet with the member or a staff person, be prepared to answer these basic questions with conviction:

• **What is the issue?** Be ready to briefly discuss the principles of the issue. Know your facts, and be prepared with anecdotal information. Remember, members of Congress and Capitol Hill staffers learn about dozens of issues every week. It is critical that you tell a compelling story. Don’t be afraid to say, “I don’t know.” It’s always better to get back to someone with the correct answer (which also provides you with another opportunity for contact) than to be inaccurate.

• **Why should I care?** Clearly articulate the reasons why your member of Congress should care about your issue. If possible, make the issue local—talk about how and why it’s important to their district/state and their constituents. Highlight issues that are personally important to the legislator. Is he or she a birder, hiker or scientist? Is there any other sort of personal connection with wildlife or the outdoors?

• **What do you want me to do about it?** It is vital to be clear on what you’re asking the member of Congress to do. It could be any number of things: sponsor a bill, sign a letter, speak to their colleagues or with the media about the issue, etc.—but you have to remember to ask for exactly what you want.
When you lobby a congressional office, you’re part lawyer, part salesperson and part cheerleader. You must make your case and provide the information and encouragement needed to sell legislators on your issue. As a constituent, you’re a particularly effective lobbyist because you’re also a voter. Voters can have much more leverage than the “inside-the-beltway” crowd. Remember, what is most important is your personal story and passion for the issue, not your expertise on all the details. Combine that with the following keys to lobbying success and you’re sure to be effective.

**KEYS TO SUCCESSFUL LOBBYING**

- **Be prepared.** Do your homework before the meeting. Know a little about the congress person you’re lobbying (priorities, committee assignments, district/state information, relevant legislation sponsored or introduced). Have materials available to help make your case—without information overload. Have a good understanding of the opposition to your issue so you can better defend your position.

- **Be patient.** Be prompt but flexible. Members’ schedules are tightly packed, so if interruptions occur during your meeting, be patient. If a member has to leave, you can always ask to speak with the staff person in charge of the issue.

- **See a staffer.** You may not get face time with the member of Congress, but instead meet with a staff person. Aides are the eyes and ears of the legislator and can be influential whatever their age or experience level.

- **Be positive.** Start with a compliment. If possible, thank the member for a good stand he or she recently took on an issue. If you voted for the member, mention that.

- **Keep it brief and basic.** Typical meetings last anywhere from 10 to 20 minutes. You don’t have a lot of time, and you don’t want to overload a busy legislator with too much information. In addition to keeping it short, keep your meeting focused on the message you’re there to present. If anyone strays off the topic, try to refocus on the reason you’re there.

- **Listen.** A good lobbyist not only talks, but also takes time to listen. Listening allows you to gauge the level of interest and knowledge of the member/staffer on your issue and provides an opportunity for you to engage in open discussion.

- **Get a commitment.** Conclude your meeting by securing a commitment from the member/staffer on the issue to sign a letter, cosponsor a bill, stay off a bill, etc. Also ask for the opportunity to follow up with staff and to provide additional information/material that would be helpful.

- **Follow up.** Write a note expressing your thanks for the meeting and repeating your request for a commitment. Also include any additional requested information.
Don’t Forget

• Defenders of Wildlife can provide you with information and materials, but your passion and commitment to wildlife and conservation are your biggest selling points.

• Whether you phone, write or visit, ask for a response. Press your legislators to tell you how they plan on voting and why.

• If your legislator votes your way on issues that are important to you, express your thanks. Your gratitude shows legislators that constituents DO pay attention to what they’re doing in Washington, D.C., and that they have the support of people in their district who care about the issues and appreciate their work.

• Share what you’ve done with Defenders (use the Action Form on page 15). Your commitment and involvement inspire us and make us more effective in our work.
The media—including the increasingly popular interactive online outlets collectively known as the “social media”—can help you reach a larger audience in your community and get the attention of elected officials who often rely on local newspapers, radio and television to stay on top of constituent concerns. You don’t have to be a communications or public relations expert to use media effectively, but you do have to know what you’re talking about. To stay informed and up-to-date, go to www.defenders.org/newsroom/get_defenders_headlines.php and sign up for Defenders Headlines, the latest wildlife conservation news and issue updates delivered right to your electronic inbox. Forwarding this information to local reporters is an easy way to call attention to issues you care about. Writing letters to the editor, using social media and getting local newspapers and radio stations to run Defenders’ public-service announcements are other simple ways to get publicity.

Write a Letter to the Editor

Letters to the editor are great advocacy tools. They reach a large audience, including elected officials. They can bring up information not addressed in a news article and illustrate more widespread support for or against an issue. Following are some tips to help ensure success in getting your letter published and a sample letter (page 9) to guide you as you write your own:

- **Know the newspaper’s policy.** Call the newspaper or check its Web site for its requirements for printing letters from readers. Some newspapers have strict word-count limits; others only accept letters from people who live in the community. Many newspapers even have forms on their Web sites for submitting letters.

- **Focus on the message.** As you write, always keep in mind what you want the reader to come away with after reading your letter. Don’t make the editor wonder what you’re trying to say.

- **Be concise.** Keep your letter brief (150 to 200 words) and limited to one topic. If your letter is too long or complicated, it may be edited or discounted altogether. You can be direct, engaging and even controversial, but never defamatory or obscene—no matter how provoked you are.

- **Type and proof it.** Handwritten letters can be tough to read. Don’t chance it—type your letter and proofread it carefully; letters with mistakes may be discarded quickly.

- **Refer to specific articles in the paper.** While some papers print general commentary, your chances of getting printed increase if your letter refers to a specific article. However, don’t do a lengthy rehash of the article, simply refer to it briefly. For example, “I strongly disagree with (author’s name) narrow view on habitat protection (op-ed title, date)”... “I am deeply saddened to read that Representative Doe is working to gut protections for endangered species (article title, date)”... “I am happy this paper has taken up the charge for protection of endangered species (op-ed title, date) and I hope Senator Doe listens to this message when casting her vote.”

- **Be timely.** When responding to an article, submit your letter to the editor as soon as possible. You want the original article to be fresh in the mind of the audience.
• **Get personal.** The best letters contain attention-getting information or personal anecdotes. Refer to personal stories to make your point. Use personal examples whenever you can.

• **Include your contact information.** Many newspapers will print a letter only after verifying the identity and address of the author. Provide your full name, address, ZIP code and daytime telephone number so the newspaper can easily contact you to verify your letter or to discuss editorial changes prior to publication.

• **Don’t give up.** Most publications are very selective. The smaller the newspaper’s circulation, the better your chances of getting your letter printed. Don’t keep calling to check on the status of your letter. If your letter isn’t selected, don’t be discouraged. You can send a revised letter with a different angle at another time. Be aware, too, that many publications have guidelines about repeatedly printing letters from a single individual, so don’t expect to have your letters printed on a regular basis.

• **Share your success.** If your letter is published, don’t stop there. Send the clip to your elected officials so they see what their constituents are writing and reading about. Don’t forget to send a copy to Defenders of Wildlife, too. It’s your voice that helps us succeed in our work and we want to hear it.

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**Tap into Social Media**

Facebook, Twitter, YouTube, blogs and other interactive online outlets are one of the quickest and most efficient means of communicating and sharing information and views. Go to [www.defenders.org/resources/coolstuff](http://www.defenders.org/resources/coolstuff) to get connected to Defenders’ online communities. Spread the word on the latest wildlife conservation efforts by posting Defenders’ press statements or website links on your own blogs, Facebook or MySpace pages to help us reach an even wider audience.

Take advantage of the option to post comments to newspaper articles and other items you read online. These comments are gaining visibility and attention—particularly among lawmakers on Capitol Hill interested in seeing what their constituents have to say on a subject. Add your voice whenever an opportunity to demonstrate support for conservation efforts arises.

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**Place a Public Service Announcement**

Radio stations and newspapers use public service announcements (PSAs) to fill unsold advertising space. These spots can educate the public on an issue or inform them about an event in the area. Defenders of Wildlife has radio and print PSAs available on several issues and you can help get them placed. Visit [http://action.defenders.org](http://action.defenders.org) to download PSA materials to share with your local stations, newspapers, or community.

To get a PSA picked up, call and ask for the news director, public affairs director or whomever handles PSAs. State who you are—if you’re a loyal reader or listener, say so—and why the PSA is important to your community. Express your appreciation for consideration of the PSA and make sure to leave your contact information.
Dear Editor,

Global warming is the single greatest threat to wildlife and to the natural resources on which we all depend. In fact, scientists are telling us that if we don’t take strong action to address global warming now, up to 30 percent of Earth’s plant and animal species will be at increased risk of extinction by 2050.

There’s no time to delay. Many of America’s treasured wildlife and habitats, including salmon, sea turtles, polar bears, coral reefs and Arctic sea ice, are already being affected by global warming.

Addressing the existing effects and looming threats of our changing climate is essential to not only protect wildlife and its habitat, but also the natural systems we all rely on for clean air and water, healthy crops and recreational opportunities like hiking, boating and wildlife watching.

The best way to ensure our wildlife and natural resources get the protection they need is for Congress to pass comprehensive climate and energy legislation that both reduces greenhouse-gas emissions and dedicates funding to safeguarding wildlife, waters and lands threatened by climate change.

Sincerely,

Name
Address
Daytime phone number
One of the best tools you have as a community activist is your passion. Sharing this passion and your knowledge about an issue will inspire others to get involved. You might not even realize just how many people you have the potential to reach out to and inspire. Not only do you have family, friends, neighbors and co-workers, but also fellow participants in all sorts of networks, activities and organizations. Use these connections to rally people to your cause. Change comes when society demands it. By recruiting others you can make that happen.

Three easy ways to get started—hosting an event in your community, setting up a table and distributing information at public events in your area, and drafting a resolution in support of an important wildlife issue for official endorsement by community leaders—are laid out below.

**Host an Event**

Hosting a house party or other event allows you to bring people together to learn about a wildlife conservation issue and what they can do about it. You and your group can take action on the spot by preparing handwritten letters to your elected officials, composing a letter to the editor of your local newspaper, planning another event to reach out to your community-at-large, drafting a resolution, or doing all of the above. Whatever you choose to do, it’s important to plan and be prepared by attending to details and having everything you need. Here are the basic steps involved:

**Before the event:**

- **Choose a format and location.** First, decide what kind of event you want to host. You can hold a house party for friends, family, neighbors or any community group in your home. For larger groups, you can use your local library, community center or other public place. To get to know people, you can plan an outing to a local wildlife refuge, wilderness area, park or even a local wildlife rehabilitation center. These places can inspire your guests and remind them why it is so important to them to help protect wildlife and the special places they need to survive.
• **Draw up a list of invitees and spread the word.** Create an invite list and spread the word by phone, e-mail, flyers and posters hung in public places. If you have the room, encourage people to bring a guest or two.

• **Gather information to distribute.** You can obtain general information about wildlife and the latest challenges facing conservation at www.defenders.org. Call Defenders to see if there is a local staff person who can get involved or if additional materials are available to help educate your guests. (See inside back cover for Defenders’ field office and national headquarters contact information.)

• **Assemble the materials you need for planned activities.** If you’re going to write letters, make copies of the tips on pages 7-9 of this handbook. Have paper, envelopes, stamps and the addresses of your targets available to make it easy for your group. If you’re focused on Congress, each person could write up to three letters—one to their representative and one to each senator—so have plenty of supplies on hand.

**At the event:**

• **Pass around a sign-in sheet.** Ask for names, e-mail and mailing addresses so you can stay in touch and keep your group informed of the latest developments.

• **Give a brief presentation.** You could also feature an activity such as watching a wildlife documentary or a relevant movie. If you’re at a refuge or other scenic venue, remind your participants how important it is to protect these wild places.

• **Distribute materials.** Provide copies of fact sheets and writing tips to all attendees.

• **Involve the children.** If you have kids in your group, encourage them to draw pictures of their favorite wildlife to include with their parents’ letters.

• **Have fun!** Order pizza, bring snacks and enjoy yourself and your group.

**After the event:**

• **Mail the letters you’ve collected.** Don’t forget to do this immediately after your event.

• **Follow up.** Use the contact information to keep your guests informed and engaged. Encourage them to visit http://action.defenders.org and join Defenders of Wildlife e-activist network.

• **Tell us about it.** Let us know about your event (use the Action Form on page 15). If possible, share your letters and any responses you received with us.

**Be Creative**

Defenders activists have come up with some novel ideas for bringing people together...a wine tasting at an environmentally friendly vineyard...a wildlife photography show at an art gallery...an evening with a jewelry maker who works in natural fibers and stones. Use your imagination and plan an event people will come to and remember.
Participate in Public Events

Set up and staff an informational table or booth at a public event such as a community action day, fair or Earth Day celebration. Having a presence at these events serves many purposes, including educating the public, collecting signatures on a petition, passing out postcards for mailing to elected officials, or registering people to receive more information on a topic. Moreover, it’s fun and a great way to meet people in your community while working on issues that concern you. Here’s all you need to know to set up shop.

- **Pick an event.** Look for special events that attract crowds that are scheduled for your area (check civic center bulletin boards and community newspapers), and find out if tabling is allowed. Some events require you to register in advance to secure space.

- **Bone up on the issues and have materials available.** You don’t have to be an expert to staff a table. Defenders of Wildlife and other organizations involved in the issues you care about can provide you with the information and action items you need for a successful day.

- **Don’t be afraid to say, “I don’t know.”** It is always better to get back to someone with the correct information than provide incorrect or incomplete information.

- **Offer an option to take action.** Have sign-up sheets, postcards addressed to legislators that people can fill out, petitions or other action items available.

- **Follow through.** When the day is over, collect your sign-up sheets for future reference and follow-up. Mail signed postcards to the identified elected official.

**Don’t Forget**

- Check with Defenders on the availability of fact sheets, forms, sample letters and other materials you can use at your event. Defenders also may be able to provide a staff member to speak at your event or help at your table. Contact your nearest Defenders field office (see list inside the back cover).

Pass a Resolution

Communities hold incredible power—the power to reach out to local constituencies and join forces to make their collective voices heard by Congress. Passing a resolution is an excellent way to focus the power of your community. A resolution in support of the ESA, for example, could call attention to the threats facing this landmark legislation as well as demonstrate to Congress the strong and widespread support in your community for protecting threatened and endangered species and the habitat on which they depend.

The tips that follow cover the steps to passing a resolution in your community. (For more details and sample materials, contact Defenders.)
• **Do your research and draw up a draft.** Look over the sample resolution in support of the Endangered Species Act passed by Pima County in Arizona (opposite). In drafting your resolution, include provisions important in your community—accurate information about local endangered species and habitat, for example.

• **Understand your local government.** Contact a local government office for information about the decision-making process and determine who to approach about your resolution. It could be your mayor, city council or county commission.

• **Build support.** Collect information about the leaders who are the most concerned about conservation and may be willing to sponsor or support the resolution. Find people who have good relationships with the politicians you need to approach and who can help you figure out how best to garner their support for the resolution.

• **Meet with the appropriate elected officials or staff members.** Schedule meetings with the appropriate officials. Present evidence of public support for your resolution and its importance to the health and economic benefits of environmental protection. Visit http://action.defenders.org for materials. If available, bring recent supporting clips from your local newspaper.

• **Involve your community.** Encourage others in your community—including business owners, local organizations and other community leaders—to call, write and visit leaders and write letters to the editors of local newspapers in support of the resolution.

• **Speak at public meetings.** Attend city or county council meetings and testify publicly on behalf of the resolution and encourage others in your community to do the same.
Once your resolution passes, spread the word. Enlist the aid of local officials. More than likely they will be eager to highlight their good work. Try the following tactics to share your success with others:

• Release a statement to the media.
• Publish the resolution in community newsletters.
• Encourage other communities in the state to pass similar resolutions.
• Send a letter to your state senators and you representative along with a copy of the resolution to encourage their support.
• Write a letter to the editor praising the passage of the resolution and encourage others to write similar letters to Congress.
• Share your success with Defenders using the Action Form at the end of this handbook.
• Encourage activists in other communities to pass similar resolutions. Once they do, work up the chain together to get your state legislature or even your governor to pass a state resolution.

Volunteer for Projects on the Ground

Activism isn’t all lobbying and organizing. There are also plenty of opportunities for you to dig right in and help with projects on the ground. From invasive weed removal to bird counts, Defenders of Wildlife and local, state and federal land and wildlife management agencies often need volunteers to assist with species and habitat protection projects. Many national wildlife refuges, national parks and state and local public land areas have volunteer days or regular volunteer programs. Most of these public lands are underfunded and welcome your help. Contact the natural resources/land-management agencies in your area for information or become a Defenders of Wildlife e-activist and receive e-mail notification of volunteer activities.

RESOURCES

Defenders of Wildlife
www.defenders.org (information about wildlife and conservation issues)
http://action.defenders.org (information and links to action items; membership and e-activist enrollment)
www.facebook.com/DefendersofWildlife

Federal Resource-Managing Agencies
www.fws.gov (U.S. Fish and Wildlife Service)
www.nps.gov (National Park Service)
www.fs.fed.us (U.S. Forest Service)
www.blm.gov (Bureau of Land Management)

Congress
www.house.gov
www.senate.gov

Legislation in Current Congress
www.thomas.gov
Thank you for your active support of wildlife conservation. Please make copies of this form, and fill one out and send it in every time you take action. This will help us stay informed and better serve our activist network.

Name:__________________________________________________________________________
Address:_________________________________________________________________________
City: ___________________________________State:________________Zip: ________________

Activity:_________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
(Describe specifically. For example, name the elected officials you targeted, how many people participated, etc. You can also give us contact information for any individuals who would like to stay involved with Defenders of Wildlife.)

Suggestions: _____________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
(Give us your ideas for what worked and what didn’t work, so we can share your suggestions with other activists.)

Please mail or fax form to:

National Outreach Program
Defenders of Wildlife
1130 17th Street, NW
Washington, D.C. 20036
Fax: 202.682.1331