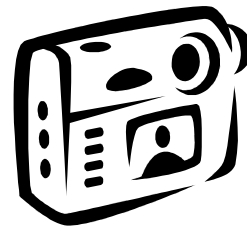


# Appendix 1 Summary Handouts

## SNAPSHOT

- Handouts that give the basic information for each chapter
- Can be used as a summary or as an easy reading version



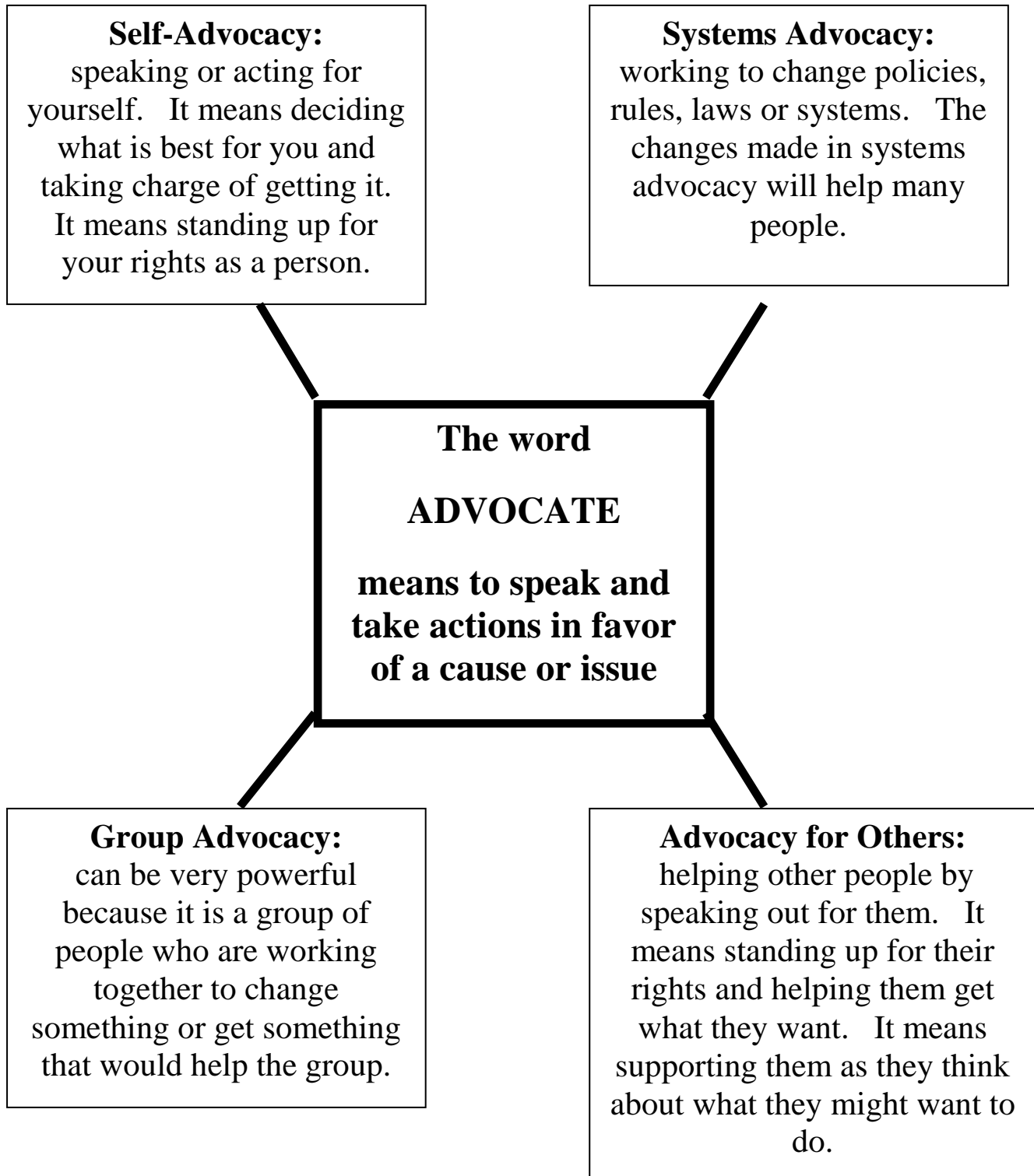
Handouts are for each chapter of the leadership manual  
"Creating Change Together."





# 1. Types of Advocacy

There are different types of advocacy that people can use to get things that they want.





United Cerebral  
Palsy of Michigan  
[ucp@ucpmichigan.org](mailto:ucp@ucpmichigan.org)

Connections for  
Community Leadership  
[leadership@prosynergy.org](mailto:leadership@prosynergy.org)

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## 2. Rights and Responsibilities

### What are Rights?

Rights are the rules that help make people equal. You have the same rights under the law as everyone else because you are a person.

There are different kinds of rights.

**Human Rights** are rights you have when you are born. They are rights all people have.

**Legal rights** come from laws.

**Agency rights** are legal rights that apply to an agency or organization. These rights are usually described in a brochure or handbook.



To learn more about your legal rights, you can contact Michigan Protection and Advocacy Services, Inc. – (800) 288-5923 (toll-free)

### What is a Responsibility?

Responsibilities are the things you must do to get and keep your rights.

- Responsibilities are things others expect us to do.
- Being responsible means being trusted.
- Responsible people know what their rights are and respect the rights of others.
- When using your rights, you must be responsible so that you do not violate the rights of another person.

**KNOW YOUR RIGHTS AND  
BE RESPONSIBLE FOR THEM!**



## **Laws that Protect Your Rights**

### ***Section 504 of the Rehabilitation Act of 1973***

Organizations that get money from the U.S. government cannot discriminate against people with disabilities.



The word **DISCRIMINATE** means to treat someone unfairly based on a difference

### ***Michigan Handicapper's Civil Rights Act***

Prohibits discrimination against a person because of a disability. You have equal opportunity for employment, places to live, an education, and access into buildings and facilities that are open to the general public. This law also requires places to make reasonable accommodations.

### ***The Open Meetings Act***

Public organizations must do almost all their business at open meetings. This includes governments and most public transit agencies.

### ***The Americans with Disabilities Act (ADA)***

Guarantees people with disabilities the same opportunities as other Americans for:

- Employment
- Using public accommodations
- Transportation
- Access to government programs and services
- Communication

### ***Freedom of Information Act (FOIA)***

Gives people the right to look at or copy records of public agencies. This includes governments and most public transit agencies.



## 3. Being Assertive

### What is Assertiveness?

Being assertive is a way to get what you want. You have to be fair to yourself and fair to others. You speak up for your rights and respect the rights of others.

**To be a self-advocate or leader, you must be assertive.**

When you want something from another person, there is more than one way to ask for it. If people are not assertive, they are usually either passive or aggressive.



### **Assertive People:**

Clearly say what they think and respect the rights of others.

- Talk about needs clearly and directly.
- Speak up even if people disagree.
- Know their rights and how to use them.
- Are respectful.
- Take responsibility for their actions.
- Listen to what other people say.



### ***Aggressive People:***

Often fight or argue instead of talking calmly about the problem.

- Point their finger at people.
- Scream or yell when angry.
- Are very good at the "put-down."
- Answer for other people.
- Cause people to be afraid of them.



### ***Passive People:***

Let other people tell them what to do. They do not speak up for themselves or for their rights. They may:

- Say "yes" when they want to say "no."
- Not look at the other person.
- Hang their heads or slump.
- Speak too softly.

## **How to be more assertive**

Use assertive body language

- Stay calm and relaxed.
- Your face shows your emotions are under control.
- Stand or sit up straight.
- Make eye contact.
- Use a confident voice.

Practice

- Say what you want. Keep saying it.
- Stand up for your rights.
- Listen to the other person.





## 4. Action Plans

Decide what you want. Make a plan to get it. This is called an action plan. Write it down.

It is your roadmap to guide you through your advocacy process.



An **ACTION PLAN** is a list of what you want and what you are will do to get what you want.

### Simple Action Plan

Simple action plans include 5 basic steps:

#### ***Step 1: What is the problem?***

What do you not like? What do you want to change?

#### ***Step 2: What is the goal?***

What do you want? What do you want to change about it?

#### ***Step 3: What is the solution?***

Think of several ways to solve the problem. Pick the one you think will work best.

#### ***Step 4: What do I need to do?***

Identify what needs to happen to reach the solution. Who should you talk to? What do you need to do to get what you want?

#### ***Step 5: Do it!***

Do all the things you said in Step 4.



## **A Simple Action Plan Form**

Use this form to apply the five steps to a problem in your life. This form will be your action plan.

### ***Step 1: What is the problem?***

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### ***Step 2: What is the goal?***

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### ***Step 3: What is the solution?***

Think of several ways to solve the problem. Pick the one you think will work best.

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### ***Step 4: What do I need to do?***

Identify what needs to happen to reach the solution. Who should you talk to? What do you need to do to get what you want?

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### ***Step 5: Do it!***



## 5. Negotiation



**NEGOTIATION** is when people want different things.  
They talk to each other and agree on something.

People negotiate everyday in many different ways. Being able to negotiate helps you get things you want.

### Planning for Negotiation

Be prepared before you meet with someone. The more prepared you are, the more likely you will be able to get what you want.

**Step 1: Decide what you want.**

**Step 2: Decide what you would be willing to give up to get what you want.**

**Step 3: Decide on your timeframe for getting what you want.**

You may not get what you want right away. You may have to be flexible in the amount of time it takes to get it.

**Step 4: Think about the person you will be talking with.**

Ask yourself what they will want. Think about why they would want to give you what you want.

**Planning before you meet will help you  
be confident and assertive.**

### Process of Negotiating

**Step 1: Say what you want and why you want it.**



**Step 2:** Ask the person if she or he will give you what you want.

- If the person says “yes,” ask the person when you will be able to get what you want.
- If the person says, “no,” ask them to tell you why.

**Step 3:** Ask the person what solution/solutions he or she has to help you get what you want.

**Step 4:** Listen to the solutions the person suggests. If you like them, let the person know you agree with them.

**Step 5:** If you do not like the solutions the person offers, have alternative solutions ready to talk about.

### **Traps to Watch Out for**

There are several tricks people use to throw advocates off track. Just knowing about them can help you avoid them.

- **Use of jargon** – Big words or abbreviations that the average person does not use.
- **Guilt** – If you start to feel it is your fault that the problem exists in the first place, you are getting caught in a guilt trap.
- **Ultimatums** – Stating it is all or nothing – there is only one choice. Don't do it
- **Side-tracking** – They may try to get you off the issue by talking about something else.
- **“We are working on it”** Often this is just a way of not having to deal with the issue now.

## 6. Government



**YOUR GOVERNMENT** is a group of people who manage and direct what happens in our country, state, and city/town. They are people who represent us.

Government affects our lives in many ways. Two of them are especially important for advocacy. The government passes laws. And the government makes budgets by levying taxes and approving spending. Advocates must make sure that the government understands how laws and funding affect the daily lives of people with disabilities.



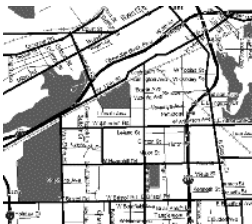
### Federal Government

The federal government manages and directs what happens in our country, the United States of America.



### State Government

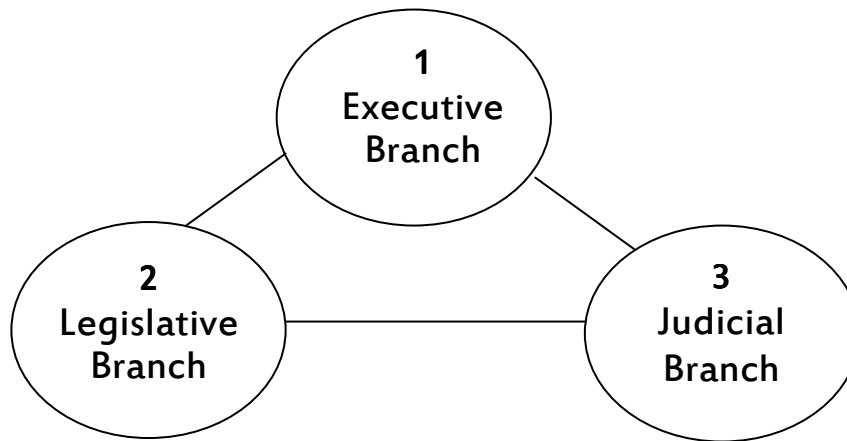
The state government manages and directs what happens in our state, Michigan.



### Local Government

The local government manages and directs what happens in each town or city.

Federal and state governments are divided into three branches:



### *Identifying Your Elected Officials*

You should find out who your representatives are!

Find out the names of your:

- Federal congressperson
- U.S. senator
- Michigan representative
- Michigan senator
- The governor of Michigan
- Mayor

There are many ways you can find out who your senators and representatives are: 1) requesting a copy of "A Citizens Guide to State Government," 2) visiting the government's website at [www.michigan.gov](http://www.michigan.gov), or 3) the phone book often lists your federal, state, and local government officials in the first few pages.

**Remember: It is important to talk with elected officials and let them know what you think about issues that are important to you. They count on your vote to keep their jobs.**



## 7. Voting

You have a right to vote because you live in the United States and you are a citizen. Voting is a powerful way to be heard.



**VOTING** is a way to make a choice for something you want or for someone you want to represent you.

You can vote for many things, such as who you want to be the President of the United States, your town's mayor, and your state's governor.

Elected people are responsible to YOU for what they do and the way they vote on issues. Elected legislators and public officials need your vote to keep their jobs. Your opinion is very important to them.

### Voting Information

In order to vote in the United States, you must:

- Be 18 years old
- Be registered to vote
- Be a citizen of the United States

### *Registering to Vote*

To register to vote, you need to follow 3 basic steps:

**Step 1:** Verify that you are eligible to vote (that you are at least 18 years of age and a citizen of the United States).

**Step 2:** Fill out the application.

**Step 3:** Submit the application.



You can submit the application to your local city or township clerk's office. You can also submit it to the Secretary of State's Office.

**REMEMBER:** You need to bring your photo identification card or driver's license with you. Also, in order to vote, you must be registered at least 30 days before election day.

Once the application is processed, you will get a voter registration card. You want to keep your voter card with you or in a safe place that you will remember.

### ***Voting***

There are a two ways to vote: 1) in-person, and 2) absentee ballot.

#### **In-Person**

When you go to the polls on Election Day, you need to show a photo ID. If you don't have a photo ID, you can vote by signing an affidavit. The affidavit can be used by 1) voters who don't have a photo ID or 2) voters who have a photo ID, but didn't bring it to the polls.

#### **Absentee Ballot**

Absentee voter ballots are used when you can't get to the polls on election day.

If you want to vote absentee, you need to request a ballot. You send a written request to your city or township clerk. After receiving your absentee ballot, you have until 8 p.m. on election day to complete the ballot and return it to the clerk's office.



## 8. Talking with Public Officials

You can let public officials know what you think about a law or something that is happening that is important to you. There are several ways you can talk to your public officials such as:



- Writing them letters
- Sending an email to your public official
- Participating in electronic campaigns
- Meeting with your public officials
- Talking to them on the phone
- Going to a public hearing
- Inviting public officials and decision makers to your organization

### Write Letters

You can write a letter: to request a meeting, to request information, to make an appointment, to express your opinion, or to thank someone. By putting your message on paper, you have time to organize your thoughts. That way the message is exactly what you intend to say.

These letters should be short and to the point. A personal story lets the person see the importance of the issue from your point of view. This can be very powerful.

### Letter Writing Campaigns

It is always better to have many voices saying the same message to a legislator. Think about it – if your legislator receives numerous letters on the same issue, he or she is forced to see that voters care about it and will act on it. Even a few voices can have a big effect. One Michigan legislator said, “If I hear from one person, I know that people are thinking about it. If I hear from five or six people, I really have to sit up and take notice!”



## ***Practice Exercise***



Brainstorm different issues and select just one. Write a letter to use in a letter writing campaign.

## **Phone Calls**

Phone calls are the quickest way to let elected officials know how you feel about something. Phone calls are usually used when an issue is urgent. When you call an elected official, you may not be able to talk directly to that person. Most likely, you will talk to a person who works for the official. The person you talk to will tell the elected official that you called.

## **Meet with an Elected Official**

You can meet with an elected official, or someone who works for the elected official, in person at any time because you are a citizen and a taxpayer. They appreciate visits from their constituents. Often, you can sit in the House or Senate balcony as guests. This is a good opportunity to see your legislators in action and carry your messages to them as well. Try to visit your elected official at least once a year.

## **Public Hearings**

Public hearings are held when elected officials or public agencies want to know what people think about something they will be making a decision about. For example, your local transportation system may have a public hearing to find out what people think about the public bus service and to hear what people think about the changes the transportation system would like to make to the current bus system.

**REMEMBER:** It is always a good idea to talk to public officials and decision makers when they do things you like – not just when they do things you don't like.



## 9. Serving on Boards and Committees

Boards, committees, councils, and workgroups make many important decisions that affect the lives of people with disabilities.

### Governing Boards

Most organizations have a governing board. A governing board is also called a board of directors. Most organizations that serve people with disabilities have a governing board.



A **GOVERNING BOARD** is a group of people who make decisions about how an organization works.

### Advisory Committee

An advisory committee gives ideas and suggestions to an organization. They may also give suggestions to the governing board. For example, the Community Mental Health Board has a Consumer Advisory Committee. An advisory committee may review policies and plan presentations for conferences. But, the board of directors has to approve the policies.



An **ADVISORY COMMITTEE** is a group of people who give ideas and suggestions to an organization.

The responsibilities of an advisory committee member are a lot like the responsibilities of members of governing boards. But the governing board has the real power.



Many local transportation authorities have Local Advisory Committees (LACs). Joining an LAC is a great way to advocate for the accessibility of the public transportation system in your town.



## **Board and Committee Meetings**

Effective meetings require planning in advance, both by the chair and the people who attend. An agenda tells people why you are having the meeting. It helps you be prepared.



An **AGENDA** is a list of things to talk about at the meeting.

## **Being an Effective Member**

As a board or committee member, you need to:

- Arrive on time.
- Make sure you understand the reason for a meeting and come prepared.
- Know the important issues.
- Know what you will say before you talk.

During the meeting:

- Be sensitive to the needs of others.
- Ask questions if you don't understand.
- Work on issues together. You are a team. Everyone counts.

When others are speaking:

- Listen and consider others' suggestions.
- Respect the thoughts, ideas, opinions and decisions of others. Don't interrupt.

When you are speaking:

- Be sincere and talk from the heart.
- Include everyone – speak to the whole group.
- Actively engage in the discussion. Share your ideas when the group is making a decision.
- Try not to waste time by talking about things that are not on the agenda.

**REMEMBER:** Going to meetings or becoming a member of a board are good ways to advocate for yourself, your family, and your community.



## 10. Rules to Run Meetings (Basic Parliamentary Procedure)

Many groups use rules to help things run smoothly. These rules help people share their ideas, make decisions, and run meetings. Some groups use Robert's Rules of Order.



**PARLIAMENTARY PROCEDURE** is a set of rules for running meetings.

### Why Use Robert's Rules?

The rules are based on several principles:

- Fairness
- Clarity
- Good decisions without wasting time

### What is a Motion?

Every member gets to vote on ideas. You may:

- Take an action
- Take a stand on an issue
- Approve something



A **MOTION** is an idea that you want the board to decide about.



## **Handling a Motion.**

### ***(a) The steps for handling a motion are:***

1. Get permission to speak (also called “getting the floor”).
2. A member makes a motion.
3. Another member seconds the motion.
4. The chair repeats the motion.
5. Discussion or debate by the group.
6. The chair puts the question to a vote.
7. The chair announces the vote and the result.

## **What if I can't remember the Rules?**

Sometimes it's hard to remember what to say with Robert's Rules – and that's okay.

Parliamentary procedure has fancy names for many of the rules. Some rules have fancy names that you hear quite often. The most common ones are:

- I move the previous question. This means, “I move to end debate.”
- I move that we table the motion. This means, “Let's discuss this later.”
- I move to amend the motion. This means, “I want to change or improve the motion.”

You do not have to remember the fancy name. You can ask for something in plain English. For example, you can say, “Please explain what that rule means.”



## 11. Talking to the Media

The media can be a great low cost way to get your story out into the public. Messages can include many things:

- The importance of public transportation.
- Who your group is and how people can get involved.
- Issues that people are facing in your community.



**MEDIA** is a way of communicating such as newspaper, radio, and television.

### Create a Media Kit

A media kit is a way to organize key information that you may want the public to know. It is a way to keep track of when and how you have used the media.

### Compile a Good Media List

Have a list of your local media contacts on hand so when the time comes, you are ready. Keep it up to date.

### Get to Know Your Local Media

It is important to form relationships with the media in your area. You want to get to know your local media well before you have a story to pitch.

### Presenting Your Message

The media needs a consistent message. Reporters, columnists, and editorial writers are important people to have on your side when advocating. The more information you give them, the more opportunity for fair coverage. Remember, what they do not know can hurt you. You want to make sure they know everything.



## **Things Reporters Look for**

**Story:** A story is a way to make sure your meaning and points get across. They want to write about people doing interesting things.

**Flavor:** Reporters look for ways to liven up the story. Adding flavor, such as describing surroundings, make your story more likely to be used.

**A Good Scoop:** You want to stick to the story and only the story. It helps to have an outline or a list of key points in front of you when talking to the media.

**Access:** One way to get reporters on your side is to be accessible. This means being available for them and even being willing to talk to them on short notice.

**Focus:** You do NOT want to tell a reporter or editor what the focus of the story should or should not be. That instantly sends up a red flag, and it insults their integrity.

## **Other ways to work with the media**

**A media advisory** tells the media about an event they should cover. The goal is to give them just enough information to get them there and cover the event.

**Press releases** provide all relevant details about your newsworthy event or issue. Fax is the preferred method.

**Letters to the editor** are written in response to an issue in the news or coverage of an issue.

**Viewpoint/Opinion Columns** are written by readers who want other readers to know their views on important issues or event. These are longer than usual letters to the editor.





## Get Involved!

You have read all about advocacy and leadership. It is time to put it into action! Here are several ways to get involved.

- Stand up for your rights and the rights of other people.
- Practice being assertive when you talk to people.
- Learn about issues that are important to you.
- Attend meetings.
- Join a committee or board.
- Talk to elected officials and decision makers
- Talk to everyone about how important your issue is.
- Join an advocacy group about your issue in your community.
- Start a group to work on your issue.
- Create your action plan.
- Vote.
- Get the media involved in your issue.

**REMEMBER:** Change takes time!!! Don't get discouraged. Learn from your mistakes. Keep trying...



**TIP:** To keep your spirits up and to stay motivated, it is important to celebrate all victories, even ones that seem small. Order pizza, throw yourself a party, or write a press release.