**Surveying Do’s and Don’ts**

Surveying Do’s

* Introduce yourself and explain what you are doing
* Be sincere and caring and thank people for their time
* Remain calm and de-escalate any tense situations
* Keep aware of your surroundings and stay out of tight or enclosed spaces
* Maintain appropriate distance
* Honor requests to not participate, to skip questions, to not have photos taken
* Approach if uncertain about homelessness
* Dress appropriately, wear a white t-shirt and your 500 Lives 500 Homes badge
* Carry ID and a mobile phone with you, but leave other valuables behind
* Check with Team Leader and refer to the contact numbers provided if you need assistance of any kind

**Surveying Don’ts**

* Touch people to wake them up or invade personal space
* Mandate participation in the survey or the photographs
* Panic
* Put anyone in danger
* Be judgmental
* Promise housing or services – or market your agency’s services
* Give money or offer rides
* Deviate from the survey
* Separate from your team
* Use fancy technology or other expensive items in front of survey respondents (use of smartphone by designated photographer is okay)
* Wear all black
* Share any confidential information or photographs of survey participants