


# 2020 Census Dos & Don'ts When Working with Residents

**[fairfaxcounty.gov/topics/census](https://fairfaxcounty.gov/topics/census)**

## Dates of Note:

March 1, 2020	English and Spanish language lines are available to answer FAQs
March 9, 2020	All language lines are available
March 12, 2020	Mailings start going out telling residents how to respond to Census
April 1, 2020	Official 2020 Census Day!
May-July 2020	In-person follow up by Census personnel to those who haven't responded to date

## Do

- ✓ Encourage people to respond to the census online, by phone, or by mail sooner rather than later.
- ✓ Remind residents to count everyone living in their home even if they are not related.
- ✓ Assure residents that Census information is 100% confidential, it cannot be shared with anyone including: landlords, law enforcement or immigration officials.
- ✓ Encourage residents to respond to paper mailings from the Census Bureau, it should have a return address of **Jefferson, IN, National Processing Center**.
- ✓ Check the web address of any supposed Census website. Make sure it has **census.gov** in the address and look for **https://** or a lock symbol  in the browser window.
- ✓ Remind people to cooperate with Census takers if they visit their home.
- ✓ Create an environment where individuals can respond without interference and their responses cannot be seen by anyone else.
- ✓ Assist people who are disabled.
- ✓ Provide language assistance to non-English speaking residents by helping find the appropriate language page online to respond to the questionnaire (on the 2020census.gov website, a drop-down menu is in the upper right corner of the page).
- ✓ Encourage people to call the 2020 Census phone line to respond in English or any of the other languages available.
- ✓ When in doubt, count! If someone is not sure whether or not to include someone in their response, encourage them to go ahead and count them. The Census has processes in place for handling duplicate responses.

### Language Lines (available starting March 9, 2020)

English	844-330-2020	Tagalog	844-478-2020
Spanish	844-468-2020	Polish	844-479-2020
Chinese (Mandarin)	844-391-2020	French	844-494-2020
Chinese (Cantonese)	844-398-2020	Haitian Creole	844-477-2020
Vietnamese	844-461-2020	Portuguese	844-474-2020
Korean	844-392-2020	Japanese	844-460-2020
Russian	844-417-2020	Arabic	844-416-2020

\*\*\*Telephone Display Device (TDD) 844-467-2020\*\*\*



For more information visit:

**[www.fairfaxcounty.gov/topics/census](https://www.fairfaxcounty.gov/topics/census) or email  
[census2020@fairfaxcounty.gov](mailto:census2020@fairfaxcounty.gov)**

To request this information in an alternative format, call 703-324-7329, TTY 711




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## Don't

- ✗ Don't let our residents fall for scams or traps! No genuine Census survey or agent can:
  - ✗ Ask for your Social Security number, bank, credit card, or account numbers or any personal information not included on the Census questionnaire.
  - ✗ Ask for money or donations
  - ✗ Ask for support for a political party
  - ✗ Threaten jail time
- ✗ Don't trust caller ID. Scammers can use "spoofing" tools to make it appear they are calling from a real Census Bureau number. Call the **National Processing Center at 800-523-3205, 800-642-0469 or 800-877-8339 (TDD/TTY)** to verify that a phone survey is legitimate.
- ✗ Don't fall for fake Census websites. Check the web address of any supposed census website. Make sure it has **census.gov** in the address and look for **https://** or a lock symbol  in the browser window.
- ✗ Don't fall for fake Census mailings! Check the return address of any supposed Census mailing, it should have a return address of **Jefferson, IN, National Processing Center**.
- ✗ Don't listen to rumors or misinformation. The Census is a count of all residents, regardless of citizenship or immigration status.
  - ✗ You can report misinformation and disinformation at **[rumors@census.gov](mailto:rumors@census.gov)**.
- ✗ Don't fill out a Census form for someone.
  - ✗ Only Census Bureau employees may collect responses directly from individuals. If you are providing devices for people to provide their own responses online, do not enter that individual's responses for them or watch them enter their responses.
  - ✗ If a resident requests assistance in completing their form, please direct them to the response option (online, phone, mail/paper, Census taker visit to the home) that best suits their needs.



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