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.

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

<table>
<thead>
<tr>
<th>Language</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>844-330-2020</td>
</tr>
<tr>
<td>Tagalog</td>
<td>844-479-2020</td>
</tr>
<tr>
<td>Spanish</td>
<td>844-468-2020</td>
</tr>
<tr>
<td>Polish</td>
<td>844-479-2020</td>
</tr>
<tr>
<td>Chinese (Mandarin)</td>
<td>844-391-2020</td>
</tr>
<tr>
<td>French</td>
<td>844-494-2020</td>
</tr>
<tr>
<td>Chinese (Cantonese)</td>
<td>844-388-2020</td>
</tr>
<tr>
<td>Haitian Creole</td>
<td>844-477-2020</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>844-461-2020</td>
</tr>
<tr>
<td>Portuguese</td>
<td>844-474-2020</td>
</tr>
<tr>
<td>Korean</td>
<td>844-382-2020</td>
</tr>
<tr>
<td>Japanese</td>
<td>844-460-2020</td>
</tr>
<tr>
<td>Russian</td>
<td>844-417-2020</td>
</tr>
<tr>
<td>Arabic</td>
<td>844-416-2020</td>
</tr>
</tbody>
</table>

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

For more information visit: www.fairfaxcounty.gov/topics Census or email census2020@fairfaxcounty.gov
To request this information in an alternative format, call 703-324-7329, TTY 711

January 2020
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.

✖ 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.