

# THE CFIDS ASSOCIATION OF AMERICA

## May 12 - International CFIDS/CFS/ME Awareness Day 2012 Information Packet

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# GUIDELINES FOR MAY 12 INTERNATIONAL CFIDS/CFS/ME AWARENESS DAY

## What Can You Do?

### **Make your government representatives aware.**

- Write, call or visit your Congressional representatives. If you don't know who they are or how to contact them, call your local voter registration office or League of Women Voters (look in your local phone book or at [http://www.lwv.org/AM/Template.cfm?Section=Find\\_a\\_Local\\_League](http://www.lwv.org/AM/Template.cfm?Section=Find_a_Local_League)), the Capitol switchboard at 202-224-3121 or visit websites such as [www.congress.org](http://www.congress.org).
- Organize a support group member project!
  - Take copies of the enclosed advocacy letter (page 8) to your support group meeting and write your letters together. Group members can either copy the letter by hand or use a photocopy of the letter. Remember, the sample letter can be used "as is" or as a guide for your own letters which can include more personalized information.
  - Make and bring copies of a CFS Fact Sheet, which explains what CFS/CFIDS is, who gets it and how it is managed.
  - Ask each group member to bring at least one envelope and one first-class stamp to the meeting.
  - Have each person place their letter and the CFS Fact Sheet in a self-addressed envelope, seal it, stamp it and mail all the letters at once.

### **If writing is difficult...**

- Use the enclosed sample letter as-is.
- Ask someone to write the letter for you or dictate a letter that you can sign.
- Make a phone call. One phone call represents 150 others that support your issue. Ask your U.S. Senators or Representative to support increased funding for CFS research. Call your Senators or Representative and ask to speak to the Health Legislative Aide (each member of Congress has local offices in your state/district, which may save you a long-distance phone call to his/her Washington, D.C. office). To find the phone numbers, look in the government pages of the local phone book or call the Capitol switchboard at 202-224-3121.

### **Alert the media!**

- Contact the health reporters at your local TV and radio stations, newspapers and magazines regarding CFS Awareness Day 2012. If your local media outlets don't have health beat reporters, contact a features or lifestyle writer or editor, or the public affairs director or manager at broadcast stations.
  - Mail or email your letters or call the reporters early. Program directors often plan ahead and since May is a TV and radio ratings "sweeps" month, they are busy preparing feature stories now for broadcast in May.
- Designate someone as your group's spokesperson, so the media has a local contact for stories.
- See the "Media Information" section for more information.

**Tell a friend or family member about what CFS really is.**

- Provide them with a CFS Information Packet.

**Inform the general public.**

- Set up a display in your local library for the week of May 12 or the month of May. This can be done in partnership with the librarian with your suggestions for information to include in the display. Remember, this display does not need to be “manned” by someone.
- Consider asking your place of worship to include a notice about the significance of May 12 in its worship and/or communications materials (such as the bulletin, newsletter, website, etc.). If your religious community employs a “parish nurse” or someone in a similar position, work with that person to brainstorm ways to educate members about CFS.
- Write a letter to the editor of your local newspaper.

**Educate a health care provider.**

- Give a health care provider a Medical Information Packet.

**Remember...**

**You don't have to do all of these things!** Please DO try to write at least one letter to your Congressperson. Then if you're up to it, choose one of the other suggestions listed above (or come up with something new!) that excites you and that you are best able to accomplish.

***Thank you for helping to increase awareness of CFS!***



# **ADVOCACY INFORMATION**

May 12  
International CFIDS/CFS/ME Awareness Day

## HOW TO BECOME A CFS ADVOCATE

In 1993, the CFS community identified May 12 as a day to make our government officials aware of the devastation caused by chronic fatigue syndrome (CFS, also known as chronic fatigue and immune dysfunction syndrome, or CFIDS). Help continue this tradition of awareness-building by asking your members of Congress to support increased and improved CFS research.

Here are some simple ways you can get involved in advocacy for Awareness Day:

- **Review the materials included in the advocacy section and become familiar with the message points.** You don't need to memorize these message points. Although it's helpful to have many advocates echo the same message, your real goal is to depict the personal impact of CFS.
- **Find the names of your two U.S. Senators and one U.S. Representative.** There are several sources for this information, including the Capitol Switchboard (202-224-3121), your local voter registration office or League of Women Voters (look in your local phone book or at [http://www.lwv.org/AM/Template.cfm?Section=Find\\_a\\_Local\\_League](http://www.lwv.org/AM/Template.cfm?Section=Find_a_Local_League)).
- **Contact your Congressional representatives.** And, if you're feeling up to it, please write to as many of the appropriators listed on the next page as possible, since they are the members of Congress directly responsible for health-related legislation.

You may photocopy and use the enclosed sample letter "as-is" by filling in the names and addresses of your three Congressional representatives (see below for proper format), signing your name and including your mailing address and phone number under "Sincerely" at the bottom of the page. Or, if you're up to it, write an original letter, as personal letters often get more attention from members of Congress. You can use the sample letter included in this section as a starting point.

Because mail is so slow to reach members of Congress (for security reasons), you may find it more effective to send your message to Congress by fax, email or telephone. You can link to the websites of all members of Congress. If you choose to use fax or email, include your postal mailing address so your members will know that you are a constituent and pay closer attention to your message. If you choose to use postal mail, remember to include a return address on your envelope.

When addressing your letter, use the following formats:

Senators:  
Honorable (Full Name)  
United States Senate  
Washington, DC 20510

Representative:  
Honorable (Full Name)  
United States House of Representatives  
Washington, DC 20515

Dear Senator (Last Name):

Dear Representative (Last Name):

(Body of letter)

(Body of letter)

Sincerely,

Sincerely,

(Your name and mailing address)

(Your name and mailing address)

If the idea of becoming a CFS advocate seems overwhelming, don't worry! Even individual acts can help build support on Capitol Hill for the battle against CFS. Whatever your level of participation, you're building on the efforts of other advocates around the country to raise awareness and generate a more meaningful response to CFS from the federal government.

***Thank you for helping to build awareness of CFS  
among our nation's elected officials!***

## CFS MESSAGE POINTS

- Here are a few facts about chronic fatigue syndrome (CFS) that researchers have documented with the support of federal funding:
  - Between one and four million adults and teens in the United States have CFS, although 80 percent have not been diagnosed properly by a health care provider. (Source: CDC) Millions more suffer worldwide.
  - Women in their 40s and 50s are at greatest risk for developing CFS and Latinos and African Americans are at greater risk for CFS than Caucasians or Asians. Children can get CFS, too, although it's more common in teens than younger children. (Source: CDC and DePaul University)
  - New technology has uncovered evidence of disordered genes and gene activity in CFS patients. The genes most frequently affected are those that control the sympathetic nervous system and the hypothalamic pituitary adrenal (HPA) axis. (Source: CDC & Georgetown University)
  - Studies showing low morning cortisol levels and increased heart rate variability during sleep point to problems in the HPA axis and autonomic nervous system. (Source: CDC)
  - Problems processing information are very common in patients with CFS, making it difficult for them to function in environments with multiple stimuli. (Source: University of Medicine and Dentistry of New Jersey)
  - Each year, CFS costs our economy \$17 – 25 billion in medical expenses and lost productivity. (Source: DePaul University)
- Funding for programs that educate health care professionals and the general public about CFS is also important. Only 20 percent of people who have CFS have been diagnosed by a medical provider, yet research shows that early diagnosis and symptom care can greatly improve long term health consequences.
- In FY 2011, CDC and NIH *combined* spent only about \$10.5 million on CFS research, hardly adequate given the magnitude of the disease. Research offers the greatest prospect of returning people with CFS to healthy, productive lives.
- The 2009 publication in *Science* that linked XMRV/MLVs and CFS raised hopes and expectations for an expedited route to better diagnostics, treatment and validation for the millions whose lives have been devastated by CFS. Now that that connection has been overturned, the emphasis should shift to other solid leads for improved patient care. The heightened visibility that has resulted from this high-profile research has drawn new scientific and media interest to this serious, complex condition now is the time to expand the government's efforts to understand CFS and improve diagnosis, treatment and prevention for the millions who suffer worldwide.

## SAMPLE ADVOCACY LETTER

Dear [Name of Elected Official]:

As one of your constituents, I am writing to ask for your support for stronger research and education for chronic fatigue syndrome (CFS). Although it has been studied for 25 years, we still do not have objective diagnostic tests or effective treatments for the up to four million Americans who suffer from its disabling effects.

**[insert a few sentences about why CFS is important to you]**

Here are a few facts about CFS that researchers have documented with the support of federal funding:

- Between one and four million adults and teens in the United States have CFS, although 80 percent have not been diagnosed properly by a health care provider. (Source: CDC) Millions more suffer worldwide.
- Women in their 40s and 50s are at greatest risk for developing CFS and Latinos and African Americans are at greater risk for CFS than Caucasians or Asians. Children can get CFS, too, although it's more common in teens than younger children. (Source: CDC and DePaul University)
- New technology has uncovered evidence of disordered genes and gene activity in CFS patients. The genes most frequently affected are those that control the sympathetic nervous system and the hypothalamic pituitary adrenal (HPA) axis. (Source: CDC & Georgetown University)
- Studies showing low morning cortisol levels and increased heart rate variability during sleep point to problems in the HPA axis and autonomic nervous system. (Source: CDC)
- Problems processing information are very common in patients with CFS, making it difficult for them to function in environments with multiple stimuli. (Source: University of Medicine and Dentistry of New Jersey)
- Each year, CFS costs our economy \$17 – 25 billion in medical expenses and lost productivity. (Source: DePaul University)

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Funding for programs that educate health care professionals and the general public about CFS is also important. Only 20 percent of people who have CFS have been diagnosed by a medical provider, yet research shows that early diagnosis and symptom care can greatly improve long term health consequences.



The Department of Health and Human Services (DHHS) CFS Advisory Committee (CFSAC) met Oct. 12-14, 2010 and unanimously adopted three recommendations to send to the Secretary of Health, Kathleen Sebelius. The specific recommendations articulated by the Committee were:

1. Develop a national research and clinical network for ME/CFS (Myalgic encephalomyelitis/CFS) using regional hubs to link multidisciplinary resources in expert patient care, disability assessment, educational initiatives, research and clinical trials. The network would be a resource for experts for health care policy related to ME/CFS.
2. Engage the expertise of CFSAC as HHS moves forward to advance policy and agency responses to the health crisis that is ME/CFS.
3. Adopt the term "ME/CFS" across HHS programs.

**I ask you to support their swift enactment through all means available to you.**

In his closing remarks of the April 2011 ME/CFS State of Knowledge Workshop, NIH Director, Dr. Frances Collins reported on the directive from Secretary Sebelius that NIH and other federal agencies must give ME/CFS special attention. Dr. Collins emphasized the need for further definition of the illness, identification of subsets, and the difficulties caused by lumping many potential causes together.

With the scientific momentum ignited by recent research, now is the time to expand the government's efforts to understand CFS and improve diagnosis, treatment and prevention for the millions who suffer worldwide.

I will monitor your votes on health spending bills and hope I can count on your support to return people with CFS to healthier, more productive lives.

Sincerely,

**[Name and street address]**

## **KEY MEMBERS OF CONGRESS**

After you write to your own members of Congress, consider sending letters to the following key members. Members of the House and Senate Appropriations committees are our top priority, as they determine health-related funding, but the House Commerce subcommittee and Senate Health Education, Labor and Pensions (HELP) committee members listed below are key to our overall goals as well.

When writing to these Congresspeople, the first sentence of the sample letter will need to be changed, unless you are a constituent of the person to whom you are writing. Change the first sentence to: “As an American voter...”



# MEDIA INFORMATION

Enlist the media's help in spreading the word about May 12,  
International CFIDS/CFS/ME Awareness Day!

## HOW TO TALK TO THE MEDIA ABOUT CFS

Approaching the media about covering CFS is an essential part of Awareness Day observances on May 12. Congresspeople often rely on media coverage as an indicator of their constituents' interests, and stories in their local newspapers, on radio and television stations and on locally focused websites can help convince them that CFS is an issue worthy of their attention.

People with CFS have limited energy and resources and developing relationships with local reporters is time-consuming. The materials provided in this section are designed to make media outreach as easy as possible. Here are some simple ways you can work with the media:

- **Review the message points.** Consistency and clarity are very important when communicating with reporters, so become familiar with the main message. You don't need to memorize them, but they can be helpful in responding to reporters' questions.
- **Personalize and send the introductory media letter by postal mail or email.** Research each media outlet to ensure that your letter or email is directed specifically to the health (or features or lifestyle) writer, editor or producer. You can find the names and contact information for reporters on the websites of the outlets or by calling the main number and asking the receptionist. Letters directed to individual reporters are always more effective, but if no other option is available, direct your letter or email to the outlet's general newsroom postal or email address (for example, "newsroom@STATIONNAME.com," or "tips@PUBLICATIONNAME.com")

Put your own finishing touches or personal information in the sample letter and send it to all of your local media along with the "CFS Fact Sheet." If personalizing, addressing and sending the letter is too energy-consuming, try asking friends or relatives to help. The letter can be used "as-is" by filling in the reporter's or editor's name, and signing your name, address and phone number under "Sincerely," at the bottom of the page.

- **Prepare for interviews.** In addition to becoming familiar with the message points, think about what you want to communicate about your personal experience with CFS. Gather the basic facts about your own illness experience, such as when you became ill, facts about its onset, when you had to quit work or school (if applicable), etc. Try to summarize it in three to five sentences, in case you only have a few minutes to get your point across in an interview. It may be helpful to have a card or paper with these sentences written out in full or as bullet points so that you can refer to them during conversations with reporters. The more you practice delivering your summary verbally, the more comfortable and successful you'll be in getting your message across should you be invited to participate in a radio or television interview.

If you find that you're able to tackle more activities, consider the following:

- **Look for opportunities to write letters to the editor.** Letters to the editor normally respond to something you have read in a publication. Look for articles that can have special meaning for CFS patients. For instance, an article that talks about disabilities in general could give you an opportunity to write the editor about the specific challenges that patients and their families face.
- **Hold an event or other media opportunity.** International CFS Awareness Day is a good time to stage an event to gain media attention. For instance, you could arrange for a physician familiar with CFS to make a presentation at a local hospital or other venue or set up an information booth at a local mall or library. Holding an educational event gives reporters an opportunity to add a visual element to the story via photographs or video footage.

You don't need to tackle all of these activities simultaneously. Do only what your health and energy level allow. If you find you have time, energy and experience to do even more, let us know. We'd be happy to make other suggestions. Whatever your level of participation, know that you're building on the efforts of other people with CFS around the country to increase public awareness about this illness.

## TALKING ABOUT CFS: MESSAGE POINTS

Following are some points you may want to mention when speaking with reporters and other individuals about CFS. Message points help make sure the information provided is consistent and credible. You don't need to memorize these points verbatim, but they can provide an outline of what to emphasize.

- **CFS is more than just fatigue.** Chronic fatigue syndrome (CFS) is a serious, debilitating medical condition. In addition to severe fatigue, individuals with CFS experience problems with memory and concentration, pain in the muscles and joints, tender lymph nodes, headaches, postexertional malaise (prolonged, extreme exhaustion following physical or mental activity) and many other symptoms.
- **Between one and four million Americans have CFS.** This illness is *not* rare. In fact, CFS strikes more people in the United States than multiple sclerosis, lupus, lung cancer or ovarian cancer.
- **Less than 20 percent of Americans with CFS have been diagnosed.** More than 80 percent remain ill with little or no medical treatment. CFS is often misdiagnosed because it can mimic many other disorders, including multiple sclerosis, mononucleosis, chronic Lyme disease and lupus.
- **CFS strikes people in every age, ethnic origin and socioeconomic bracket.** Women are four times more likely to have CFS than men, and the illness is most common in people in their 40s and 50s. However, anyone can get CFS, including children. In this country, CFS is at least as common among African Americans and Hispanics as it is among Caucasians.
- **CFS is a *real* medical condition.** There is no known cause or cure for CFS. However, scientists have identified numerous biological abnormalities in CFS patients. Former CDC director Dr. Julie Gerberding declared that CFS is a real illness and a public health concern at a highly publicized 2006 press conference.
- **CFS is not psychological in origin.** Medical studies have proven CFS is not “all in the head,” laziness or a mental disorder that can be cured with psychiatric treatment. Like sufferers of other chronic illnesses, such as multiple sclerosis and Parkinson's disease, some CFS patients become clinically depressed because of changes in brain chemistry and the debilitating nature of the symptoms, but depression is not the cause of CFS.
- **CFS can be treated.** Physicians can help improve a patient's quality of life by treating symptoms such as sleep disorders, pain and gastrointestinal difficulties. Drug therapy, physical therapy and lifestyle changes are often recommended. There are treatments available to help improve the quality of life for people with CFS.

- **The symptoms of CFS and the severity of the illness vary from patient to patient.** Symptoms vary from person to person in type, number and severity. Some patients are able to maintain fairly active lives. For others, CFS has profound effects on work, school and family life. Some people with CFS can be so ill that they can't complete the daily tasks of living, such as eating, showering or sitting up in bed. They may require a wheelchair or be completely bedbound.
- **CFS is an invisible illness.** Most people with the illness don't "look sick." And those patients who are quite ill tend to go to the grocery store, church or other public places only on days when they feel better than usual. The fact that CFS is invisible has contributed to misconceptions about the illness.
- **CFS can be disabling.** According to the CDC, CFS can be as disabling as multiple sclerosis, rheumatoid arthritis, heart disease, end-stage renal disease, COPD and many other chronic conditions. The CDC found that 25 percent of CFS patients are disabled by the illness.
- **CFS has a severe economic impact.** A CDC study found that the annual economic impact of CFS in the U.S. is around \$9.1 billion in lost productivity, not counting medical costs or disability benefits. The average family affected by CFS loses \$20,000 a year in wages and earnings. A researcher at DePaul University has developed an estimate of \$17 – 25 billion per year in combined direct and indirect costs due to CFS.

## ADDITIONAL TIPS FOR DEALING WITH THE MEDIA

- The new expansion of the Association's research will create a **"research institute without walls,"** pursuing a number of promising approaches to advance diagnostics and treatment by experts in those fields and linking investigators through a central biobank with coordination of projects by our scientific director. Refer reporters to [www.Research1st.com](http://www.Research1st.com) for detailed information on the Association's new research program.
- **Use the materials and website (<http://www.cfids.org/sparkcfs/default.asp>) created for the CFS public awareness campaign as resources.** Although the campaign may have ended, the information and materials are still current, relevant and useful for both you and reporters.
- **Be brief.** News stories require concise, succinct messages that can be easily converted into "sound bites" and short quotes. Keep this in mind whether you're writing news releases or giving interviews.
- **Be "right."** Contact the appropriate reporter at the appropriate station or publication. For example, pitching a story about Awareness Day to a business editor, even if you know the person, may not be very helpful because this topic is outside his or her regular "beat." With the contraction of most newsrooms across the country, especially print outlets, reporters don't have the time or patience to wade through the countless of irrelevant pitches they receive daily, so take the time up front to make sure yours gets to the "right" reporter, editor, producer or host.
- **Be honest.** If you don't know the answer to a question, such as an inquiry about a specific piece of CFS-related research, say so. (It's OK – reporters appreciate honesty more than your attempts to seem knowledgeable.)
- **Be prepared for questions.** You may need to provide information and answer questions in depth once you have a reporter's interest. Think about how you will handle further inquiries in advance. You may want to check with a local CFS-knowledgeable physician to ask if he or she would be willing to be interviewed if a reporter wants to speak with a medical expert.
- **Assume everything is "on the record."** It's better to assume that the reporter will use everything you say, since there is no good way to ensure he or she won't. So don't say something in an interview that you don't want to see in print or on the air.
- **Don't do unusual things to "look sick" or "act sick" when interacting with the media or to cultivate sympathy.** Part of the message we want to convey is that CFS is an invisible illness to help combat the stigma about patients "faking it" or simply being too lazy to work since they don't look sick.



- **Don't give up if you don't get an immediate (or any) response from your targeted media contacts!** If you feel up to it, wait five to seven days after you send your letter or email and make a quick follow-up phone call or send another email to ask how you can help develop the story. If your contact says he or she can't cover your CFS story idea right now, remind him/her that CFS is a year-round story and let him/her know you'll be glad to help later when the time is right.

## OTHER THINGS TO KEEP IN MIND

- **Use the name chronic fatigue syndrome (CFS)** when talking about the illness to the general public and consumer-oriented media. The illness is also called chronic fatigue and immune dysfunction syndrome (CFIDS) and myalgic encephalomyelitis (ME), and switching between names can be very confusing for your audience. It's more effective to call the illness CFS for the sake of consistency and clarity in interviews.
- **CFS is not the same as "chronic fatigue."** Chronic fatigue can be caused by lifestyle and overwork and by many different medical conditions, including cancer, anemia and diabetes. CFS, however, is a distinct illness with a specific set of symptoms that a patient must exhibit. There is a reliable diagnostic algorithm for CFS that differentiates a patient from simply being chronically fatigued.
- **The illness needs to be taken seriously.** CFS is often met with skepticism and the statement, "I'm tired, too, so I must have it." Calmly responding to critics that they wouldn't wish to have CFS since it is so debilitating is a good response. Also, audiences sometimes interpret "there is no known cause or cure" as proof that the illness isn't real. Counteract this by emphasizing the major U.S. scientific powers — the National Institutes of Health and U. S. Centers for Disease Control and Prevention — believe CFS is a biologically based medical condition that can rob individuals of their ability to live normal lives.

## Introductory Media Letter

Dear [Name of reporter, editor, etc.]:

On May 12, 2012, we will recognize the 19<sup>th</sup> annual International CFIDS/CFS/ME Awareness Day. CFIDS, or chronic fatigue and immune dysfunction syndrome, is more commonly known as CFS, or chronic fatigue syndrome. To increase the general public's understanding of this debilitating illness, people around the world will be conducting CFS awareness activities on this day. Please help us educate your audience about this medical condition by reporting about CFS on or around May 12.

To assist with this important public service, I offer these CFS facts for your immediate use:

- The CDC has announced that CFS is a real illness and that it's a public health concern. **Between one and four million Americans are suffering from it.**
- Many Americans still believe CFS isn't real and treat sufferers with disdain. This stigma is a huge impediment to diagnosis and treatment. According to CDC research, **less than 20 percent of Americans with CFS have been diagnosed.**
- **CFS strikes more Americans than multiple sclerosis or lupus**, yet it's still a misunderstood illness and it's very difficult to find health care professionals who know how to diagnose and treat it.
- **CFS occurs up to four times more frequently in women than in men**, although people of either gender can develop the disease.
- The illness **occurs most often in people between the ages of 40 and 59**, but people of all ages can get CFS.
- CFS occurs in all ethnic and racial groups, and in countries around the world. Research indicates that CFS is **at least as common among African Americans and Hispanics** as it is among Caucasians
- Like MS, CFS is an illness that impacts the entire family. It can have a profound effect not only on the health of the patient, but on livelihood and economic security, and on family dynamics and relationships.
- CFS has a severe economic impact. A study conducted by DePaul University researchers found that **the annual economic impact of CFS in the United States is \$17 – 25 billion** in lost productivity, medical costs and disability benefits.

I believe that people in our community would be interested to learn about CFS and I would like to help you address this interest in any way I can, by sharing my story of life with CFS and/or connecting you with resources. Please contact me if you have any questions. I look forward to hearing from you and working together to create a compelling and relevant feature about CFS to include in your May healthcare coverage.

Sincerely,

**[Name and street address]**

## SUGGESTIONS FOR PUBLIC AWARENESS ACTIVITIES

- **Distribute flyers** at libraries, pharmacies, grocery stores, churches, pharmacies, health food stores and medical facilities (You might want to ask local youth groups to help deliver them.) *Be sure to ask permission from the facility's or business's management first!*
- **Post information about Awareness Day** on your support group or local website, if you have one. Be sure to contact local businesses, churches and other groups to see if they will include information or a brief notice on their sites.
- **Give presentations on CFS** to church, women's, civic, school and youth groups. (Hint: you could ask a local health care practitioner, friend or family member knowledgeable about CFS to present with you or give the presentation for you to help conserve your energy.)
- **Conduct a “tell a friend” campaign** by asking support group members or groups of friends to pledge to educate at least three people unfamiliar with CFS before or on May 12. Give them a “CFS Fact Sheet” document to share with each of the three people.
- **Explore opportunities to partner with other local health groups** to spread the word about CFS and related illnesses. (Hint: activities could include publishing information in each group's newsletter and/or hosting joint educational displays.)
- **Ask your health care providers to display information** in their offices for Awareness Day. (Don't forget your dentist and optometrist!)
- **Leave information at local businesses.** Some companies have bulletin boards on which to post, or allow health-related information to be left, in their lunchrooms. You could ask friends and family members to see if their workplaces would allow them to leave information about CFS for employees. You can also ask at the businesses you regularly patronize, such as coffee shops and restaurants, pharmacies, doctor's offices and other medical facilities, postal service/shipping stores, etc.