

INSTRUCTIONS TO TESTERS

1. Keep Cool, Calm and Collected

Throughout your contact with the employes and/or proprietors of establishments being tested, you **MUST** remain calm and dispassionate, regardless of the course of events. If you do not possess the capacity to do so, you are useless as a tester. Speak quietly, but firmly. Do not muffle your words, but do not shout. Do not show any anger. Smile frequently; its psychological effect is phenomenal. Assume that the persons concerned do not personally wish to manifest racial discrimination, even if you know this not to be the case, and speak accordingly. Regardless of the degree to which you may be offended, breathe deeply, smile, and continue the test through all steps.

2. Don't Engage in Violence

If you are threatened with physical violence, **CEASE SPEAKING**, and leave quietly and without hurrying. Report **IMMEDIATELY** to the highest S-CIC officer you can contact, or to such person as may have been designated to receive such information.

If an act of physical violence is done your person, **DO NOT RESORT TO VIOLENCE IN TURN**. Leave the premises rapidly and report **IMMEDIATELY** to the highest S-CIC officer you can contact, or to such person as may have been designated to receive such information.

3. Meet Before the Test

Before making a test, meet punctually at the predesignated rendezvous point. (This should be no where in the vicinity of the place to be tested and should afford complete privacy) Be certain you know the full names of all persons making the test. Be sure your time piece is synchronized with that of the test leader. Be certain you know who the test leader is and who the alternate leader is. Concentrate on every word of instruction you receive.

4. Enter in a Natural Manner

Enter the establishment to be tested with an entirely natural manner. Do **NOT** speak about testing S-CIC, or anything regarding racial discrimination.

5. Observers Do Just That

If your role in the test is that of observer, do exactly that. Don't enter with the rest of the testing group and don't indicate that you know them when you enter. Don't comment, don't "kibitz;" just look and listen. Act just as any strangers would were they confronted with the situation.

which may unfold before you. DO NOT comment on whatever occurs, unless you have received special orders to draw one of the employes into conversation in order to gain information.

6. All Testers Be Alert

Observe with absolute accuracy. Be certain of what is transpiring. Know so well that you could take an unqualified oath in a court of law. Know so well that an attorney could not cause you to doubt yourself in the barrage of cross-examination.

7. Get Service Or Evidence

A. Remember Your Mission

If you are not observing but actually testing, remember that your mission is this:

1. To gain full and equal service, or
2. To gain a positive statement, from the person of highest authority in the establishment, of why you are being denied full and equal service.

B. If You Are Refused Service Get Such a Statement

If a subordinate employe refuses you service or ignores your presence for an unreasonable time, ask to see the proprietor or manager, or that person who is acting in such capacity. Ask this person why you cannot be given service. (Remember instruction #1.) If you are sure that you are being refused service on grounds of racial discrimination, then turn the conversation so as to obtain a positive statement of this, e. g. "Why won't you serve me here while you're willing to serve all these other people?" If necessary ask "Am I being refused full and equal service because I am a Negro? (Jew, Catholic, etc.)" If your question is evaded, repeat it and restate it in a slightly varied form. Try to get a statement of policy as regards racial discrimination, or at least such a series of evasive and contradictory statements that a policy of racial discrimination may safely be inferred therefrom.

C. If Service Is Refused, Act Shocked; Don't State Law Immediately

When it appears that service is refused on basis of race, you are to act surprised, shocked if possible. Express disbelief that such a situation could exist in this community. Then, as if just recalling its existence, indicate that there is a law forbidding such a course of action. Do not appear too conversant with the law at first. Only if the existence of the Civil Rights Law is challenged indicate that you are familiar with its contents--that it is found in sections 125 through 128g of the Illinois Criminal Code, that it expressly forbids denial of full and equal service on grounds of race (and that in Illinois "equal" does not mean "equal and separate"). Remember, you are to state all of this in a most dispassionate tone. Speak as if offering a genuinely friendly reminder of something they knew but had merely forgotten. Smile; look at the person addressed; speak softly.

You're hurt and distressed, and most decidedly FEEL YOU HAVE BEEN DONE AN UNLAWFUL INJUSTICE.

D. Be Certain the Service You Receive Is Equal

If you are served, be quite certain that it is reasonably full and qual service. If you are in a restaurant and intentionally bad food is served you, call it to the attention of the person who served you and of the proprietor or manager, then TAKE THIS FOOD AWAY WITH YOU under any circumstances except the risk of physical violence. In all cases check your bill very carefully and see that you have not been overcharged. If all is correct pay your bill in full. If there is an error, call for its rectification, still courteously. If such rectification is refused, then pay the price demanded, UNDER CLEAR PROTEST, and take the bill away with you. Make your protest in a calm and courteous manner.

E. One Person Speaks

In the party discriminated against one predesignated person is to engage in the discussion outlined above, though all persons are to be prepared to do so if necessary. Every effort should be made, however, to keep the discussion in the hands of one person.

8. Make Brief, Clear Affidavits

Immediately after the test is concluded, go to a predesignated point and there await the arrival of all the members of the testing group. When all have gathered, each of you in turn is to relate, in great detail, all that he or she witnessed. Be absolutely accurate and include statements of time. After all have related their accounts of what transpired (and remember you are to tell what you witnessed and NOT what you surmised), each person should write, legibly, an affidavit relating exactly what he witnessed. These affidavits should be AS BRIEF AS POSSIBLE, but should be positively accurate.

They should relate fact, not opinion, and only what you witnessed or what happened to you. They should be positively accurate as to names and places and should be in clear and simple English. Be reasonably accurate as to time. Do not split minutes; don't worry if you're a minute or two off. Give time in approximate figures. (This does not mean that you are not to be aware of the precise time, for other use for this information may arise.) Sign this hand written copy and immediately submit it to the person who is to type these affidavits. When the typed copies are returned to you be certain that they (they will be in duplicate) are an absolutely accurate transcription of what you wrote and that the proper heading and signature and notarization statement appear. Take these copies IMMEDIATELY to a predesignated notary of the public and sign them in the notary's presence. Be certain the notary's seal, signature, and date of notarization are affixed, and then take both copies to the person who has been designated to collect affidavits.

Remember, don't try to make your affidavit a literary work of art or a Supreme Court opinion. Just write simple English. Be sure your punctuation does not change the intended meaning of a sentence and tell ONLY WHAT YOU KNOW, NOT WHAT YOU THINK.