

Ukrainian Canadian Congress

Sample Calling Script for Reaching out to Seniors during COVID-19

****IMPORTANT BEFORE YOU CALL REVIEW****

1. Review the public health advisories for your province and city
2. Be prepared if someone asks you for assistance
 - a. Who will follow-up on any requests identified from your organization?

Name and Phone Number: _____

3. Do not promise assistance which you cannot fulfill!
4. If you cannot answer a question say; “I can find out this for you” or “I will have someone call you back”.
5. Very important - Do not give out medical advice!

We recommend doing the phoning while having a computer open to the Public Health Agency of Canada, so that you can look up information as you call

Scenario One: Not available and leaving a message

- **YOU:** Hello/Good evening. I am calling from (Organization Name), my name is xxxx.
- I'm calling to check in with you to make sure that you're doing well at this time.
- Feel free to give me a call back at (Your Phone Number) and I will also try to call back another time.

Phone Script

- **YOU:** Hello/Good evening. I am calling from (Organization Name), my name is xxxx, may I please speak with xxxxxx?
- **SENIOR:** Speaking
- **YOU:** I was wondering if you have a few minutes to speak with me tonight?
- **SENIOR:** Yes, I do.
- **YOU:** Great. The reason I am calling you today is to ask how are you doing and how are you managing your day to day life during the covid-19 coronavirus outbreak?

A) SENIOR: I am doing well, we have help with the shopping and we are ok

YOU: That is great to hear. Are there any questions that you might have?

Or

B) SENIOR: I worry about how to get food since I am older and have no family to help.

- **YOU:** I am glad I called. I will take you name and your phone number and will have our team (Supervisor) follow-up with you as soon as possible.
- In the meantime, is there any information which you need?
- **SENIOR:** I have one question about?
- **YOU:** Let me look online to see if I can find this information for you. I can also call you back with an answer.
- **SENIOR:** That would be nice if you could call me back.
- **YOU:** Ok then. I am glad that you are doing well, and you have the support you need.
- On a happier note, I would like to take this opportunity to wish you and your family a healthy and safe Easter. It is going to be different this year, but nevertheless we should not let this outbreak stop us in acknowledging and celebrating in our own limited way our traditions. Thank you for talking to me and have a pleasant evening/day.

Call Log

Name of Volunteer Caller:

Name and Phone Number of Supervisor:

Name of Senior	DD/MM/YY	Medical or Material needs identified	Notes
		Follow-up required?	

Date that call log handed to supervisor: _____ Initials of Supervisor _____

List of Resources

Public Health Agency Phone: 1-833-784-4397, Interpretation services are available

Website: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Provincial Health Authorities

British Columbia: Phone 811

Website: [http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-\(novel\)](http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-(novel))

Alberta: Phone 811

Website: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

Saskatchewan: Phone 811

Website: https://saskatchewan.ca/covid-19#utm_campaign=q2_2015&utm_medium=short&utm_source=%2Fcovid-19

Manitoba: Phone 1-888-315-9257

<https://www.gov.mb.ca/health/coronavirus/>

Ontario: Phone: 1-866-797-0000

Website: <https://www.publichealthontario.ca/>

Quebec: Phone 811

Website: <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>

New Brunswick: Phone 811

Website: https://www2.qnb.ca/content/qnb/en/departments/ocmoh/cdc/content/respiratory_diseases/coronavirus.html

Nova Scotia: Phone 811

Website: <http://www.nshealth.ca/covid19-news>

Prince Edward Island: Phone 811

Website: <https://www.princeedwardisland.ca/en/topic/covid-19>

Newfoundland and Labrador: Telephone 811 or 1-888-709-2929

Website: <https://www.health.gov.nl.ca/health/publichealth/cdc/coronavirus/>