A Script for Conducting Well Checks on Older Adults and those Living with Disabilities

GETTING PREPARED BEFORE MAKING THE CALL

Depending on whether you know the individual you are about to call or not, it is always helpful to have a script in place to reference important information, including the COVID-19 Older Adult Resource Hotline phone number and list of local support programs and services. Remember, the purpose of this call is to check-in on the individual, to make sure they have adequate food, water, shelter, safety and support – and to see how they are doing in general and if they would like any assistance. Be sure to try and take detailed notes during your conversation to allow for quick and efficient follow-through on any action items discussed during the call. <u>Please note, if you are using a personal phone and you want your number blocked, use *67 and then dial the number.</u>

<u>PHONE SCRIPT</u>

SCENARIO 1, IF THERE IS NO ANSWER

"Hello, my name is _____ and I am a (volunteer / employee) calling on behalf of _____. I am calling to check in with people in our community who may need assistance during this time of emergency. If you do need help, please call the **Solano County COVID-19 Older Adult Resource Hotline at (707) 784-1607, that's (707) 784-1607** and someone will be there to assist you. If you need translation services, we will make sure someone is available who speaks the language you prefer. Remember, please do not disclose any personal or financial information to anyone who call you that you do not know. This call is only intended to inquire if you need help to stay in your home, to refer to community resources, including housing, financial and food assistance, and if there is anything we can do to support your needs during this time. Thank you."

SCENARIO 2, IF THE PHONE IS ANSWERED

"Hello, my name is _____ and I am a (volunteer / employee) calling on behalf of _____. I am calling to check in with people in our community who may need assistance during this time of emergency. The COVID-19 pandemic has affected so many of our lives and I am doing a wellness check to see if you are OK and if there's anything we can do for you at this time. If you are uncomfortable with this phone call, I encourage you to call the Solano County COVID-19 Older Adult Resource Hotline at (707) 784-1607 to continue this conversation."

(If the caller wants to continue the phone call with you)

"I have a few simple questions to help us get started so that I may better serve you, is that OK? Question 1, do you have someone who is helping you in the home or close to home who is getting you what you need in terms of food and supplies? Question 2, do you need any additional support in the home or with delivering things that you may need, like food, medication and supplies? Question 3, are you experiencing any medical issues, including, have you fallen, had headaches, a sore throat, fever or any other symptoms in which you are concerned? Finally, question 4, do you feel you are able to maintain your safety during this time?"

MAKING REFERRALS TO SERVICES / COLLECTING THE DATA

While the script is for reference, you should be prepared to make referrals to County programs and services based on the answers the caller provides. Additionally, all data collected should be maintained and updated for follow-up and future deployment plans.