

Remote CDSME Recruitment Phone Script

Voicemail: Hi, this message is for Nancy. This is Allison from the A Matter of Balance workshop that was scheduled at Glassell Senior Center. Please give me a call back at 818-403-5452. Again, my name again is Allison from Partners in Care Foundation and you can reach me at 818-403-5452. Thank you!

Answer: Hi, this is Allison from Partners in Care Foundation. You might remember me from the A Matter of Balance workshop at Glassell Senior Center. Am I speaking with Nancy?

How are you doing today?

I'm calling because we are going to be starting up online and telephonic Healthier Living workshops and I thought you might be interested in participating. There is no charge to you, and we will even mail you materials at no cost. The workshops will take place once per week for 6 weeks, and you can join in on your computer, tablet, or smartphone. There's also an alternative that you can join just from your phone. Which do you prefer? *Scroll to "ONLINE" or "TELEPHONIC"*

↳ **Not interested** > Ok, no problem at all. I just want to make sure you understand that this is a completely free service provided by Partners in Care Foundation, a local nonprofit, and you won't be asked to make any purchases or share any information you're not comfortable sharing. If you're not comfortable using technology we can walk you through everything step-by-step. Are you sure you don't want to try it out?

↳ **I'll try** > *Scroll to "ONLINE" or "TELEPHONIC" on next page*

↳ **I don't want to try it** > Ok. We do have a telephone call version of this program that meets weekly via phone call. Are you interested in participating in a telephonic workshop?

↳ **Yes** > *Scroll to "TELEPHONIC" on next page*

↳ **No** > Ok, no problem. I hope you have a good day and take care! **END CALL**

ONLINE

Do you have access to a laptop or tablet?

→ **Yes** > Does it have a camera built in?

→ **Yes** > *Scroll down to **"PICK UP HERE"** on next page*

→ **No** > *Pick up at **"No"** below*

→ **No** > Do you have a desktop computer?

→ **Yes** > Do you have a web camera with a microphone and speakers for your computer?

→ **Yes** > *Scroll down to **"PICK UP HERE"** on next page*

→ **No** > *Pick up at **"No"** below*

→ **No** > Do you have a smart phone with a front facing camera?

→ **Yes** > *Scroll down to **"PICK UP HERE"** on next page*

→ **No** > It looks like you don't have the equipment needed to join an online workshop. Would you be interested in participating in a group workshop by phone instead? The telephonic program is similar - participants receive materials by mail and have a weekly group phone call with about 5 people.

→ **Yes** > *Scroll up to **"TELEPHONIC"***

→ **No** > Ok. I hope you have a good day and take care! **END CALL**

TELEPHONIC

Oh good, I think you'll enjoy the workshop.

We will be mailing a toolkit that contains a book and CD out to you. The toolkit also has additional helpful information that will be used for the workshop. They will be yours to keep.

Can I have your mailing address?

Collect the address in your participant list.

Thank you! You can expect to see that tool kit arrive within the next few weeks. We will be having weekly group phone calls so that the group can go through the tool kit at the same pace and share some of what you learn with each other. We have a few options for scheduling those calls. Which of these works best for you?

- English Tool Kit Group 1
Thursdays 1-1:30pm
Starting April 16th
- English Tool Kit Group 2
Tuesdays 9-9:30am
Starting April 21st

Note their schedule in your participant list.

You're all set! I'll be calling you next week to do a quick pre-workshop survey with you. Is there a particular day or time that works best for you?
Note their preference in your participant list.

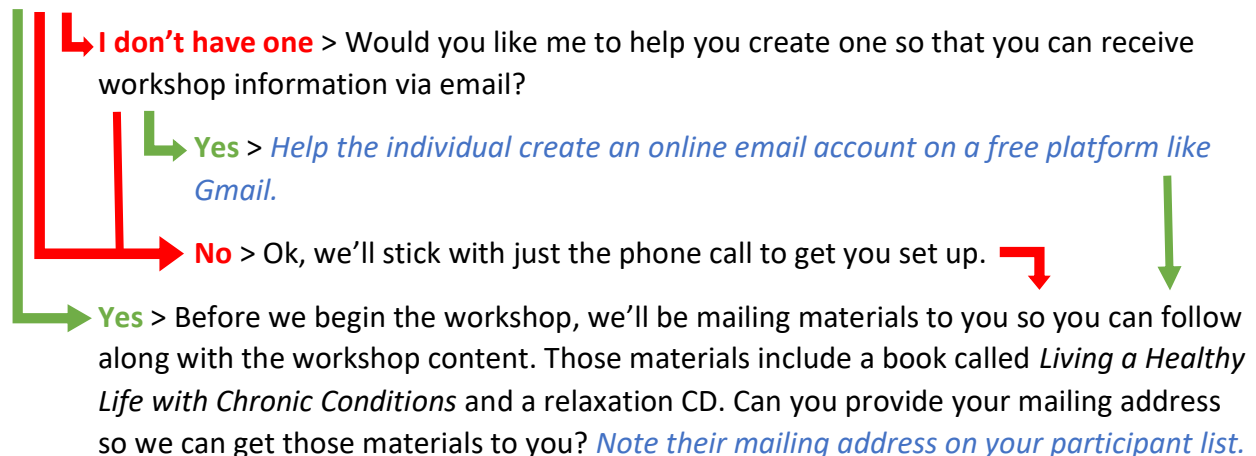
Great! I'll talk to you then. Take care!
END CALL



PICK UP HERE

Note the device they'll be using on your participant list.

Great! It looks like you have the equipment you'll need to join our virtual workshop on the online platform called Zoom. The workshop is going to include two facilitators as well as other participants and everyone will be able to chat together. I can email you the information to join the call, and then we can call you back before the workshop to help get you set up on your device. You won't need to create an account or purchase anything. Can I have your email address? *Note their email address on your participant list.*



Thank you! You can expect to see those materials arrive within the next few weeks. Since we have to wait for those materials to get to you before we begin the workshop, we will be starting a few weeks from now. You have some options for which workshop you'd like to join. Which of these works best for you?

- CDSMP Online Group A
Thursdays, 9-11:30am
Starting April 16th
- CDSMP Online Group B
Tuesdays, 1-3:30pm
Starting April 21st

Note their preference in your participant list.

Ok, I'll put you down for that schedule. I'm going to email you a confirmation today and a guide to setting up Zoom on your device. We'll be giving you a call before the workshop starts to make sure you're able to get everything set up and help out with your device if needed. First, we have a pre-workshop survey that I'd like to complete with you over the phone. Is there a certain day or time that would be best for me to call you next week? *Note their preference in your participant list.*

Great! I'll talk to you then. Take care! **END CALL**

