

Online Tai Chi Recruitment Phone Script

Voicemail: Hi, this message is for Nancy. This is Christy from the A Matter of Balance workshop that was scheduled at Glassell Senior Center. Please give me a call back at 818-837-3775. Again, my name again is Christy from Partners in Care Foundation and you can reach me at 818-837-3775. Thank you!

Answer: Hi, this is Christy 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 Tai Chi workshops and I thought you might be interested in participating. There is no charge to you at all. The workshops will take place twice per week for 10 weeks, and you can join in on your computer, tablet, or smartphone. Are you interested in participating?

↳ **No** > 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** > Skip down to **"Yes"**

↳ **I don't want to try it** > Ok, no problem. I hope you have a good day and take care! **END CALL**

↳ **Yes** > Do you have access to a laptop or tablet?

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

↳ **No** > Do you have access to a desktop computer?

↳ **Yes** > Do you have a microphone and speakers for your computer? If you have a web camera, it probably comes with a microphone and speakers.

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

↳ **No** > Pick up at **"No"** below

↳ **No** > Do you have access to a smart phone with a web browser?

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

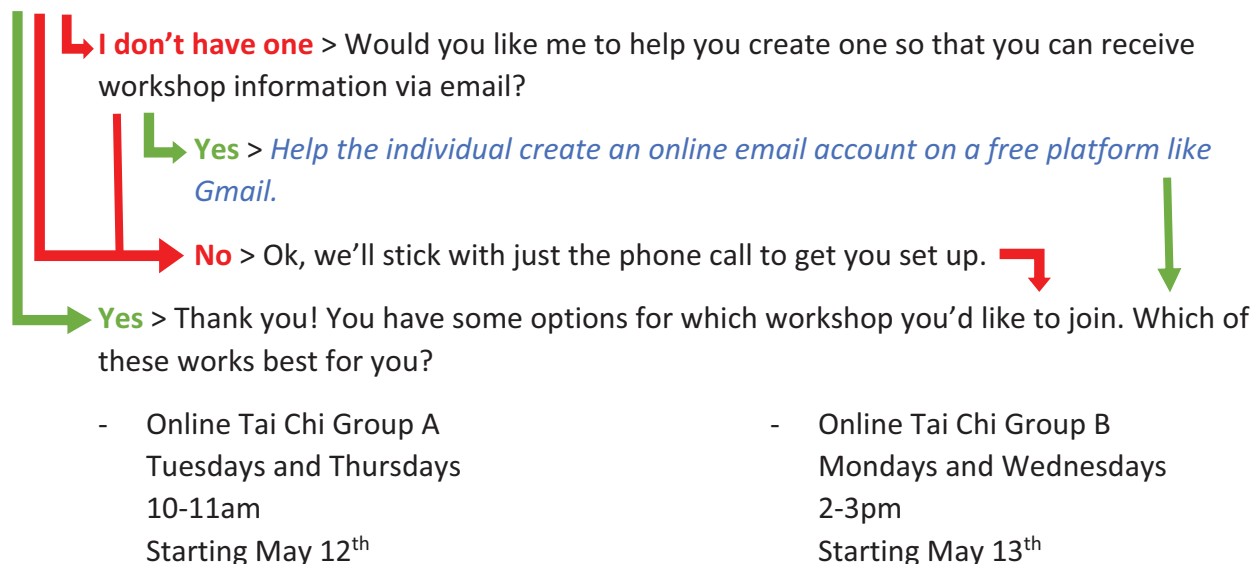
↳ **No** > I'm sorry, it looks like you don't have the equipment needed to join an online workshop. *Offer other services here.* I hope you have a good day and take care! **END CALL**



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 online Tai Chi workshop. The workshop is going to include a facilitator 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.*



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**

