

Volunteer Outreach Script for Senior Calls (COVID-19)

Hi! May I speak with - Constituent Name - ? My name is - Your First Name - and I'm a volunteer. We're calling households where senior citizens may live to provide Coronavirus updates.

Is there anyone in your household at least 60 years old? (Yes or No)

May I provide you information about Coronavirus? (Yes or No)

As you may know, a state of emergency has been declared for our city, state, and country. The Eastgate Senior Center will be closed until further notice. According to the Centers for Disease Control & Prevention, older adults and people with chronic medical conditions like heart disease, diabetes, and lung disease, are most at risk. The CDC is recommending the following steps:

1. stock up on supplies (like household items, groceries, medications, and over-the-counter medicines and medical supplies).
2. take everyday precautions to space yourself between others,
3. keep away from people who are sick, limit close contact, and wash your hands often. When you wash your hands you need to wash them for at least 20 seconds with soap and water.
4. Avoid crowds.
5. Avoid cruise travel and non-essential air travel.
6. Stay home as much as possible if you hear of an outbreak.

Do you have access to the internet? (Yes or No)

If yes, please visit [coronavirus.gov](https://www.cdc.gov/coronavirus) for up to date information.

If you have any questions about Coronavirus, please call the Hamilton County Health Department's Coronavirus information line at 209-8383.

Pay attention to symptoms. The symptoms include fever, cough, and shortness of breath. If you feel like you are developing symptoms, call your doctor immediately.

If you develop emergency warning signs for COVID-19 get medical attention immediately. Call 911. Emergency warning signs include difficulty breathing or shortness of breath; persistent pain or pressure in the chest; new confusion or inability to arouse; or bluish lips or face.

If you need assistance with any issues NOT related to Coronavirus, please call 211. The staff of the United Way is on hand to assist you with services. If you're in the Chattanooga city limits and have questions about city services, please call 311. Thank you for your time and stay safe and healthy!