

Script for Initial Ambassador Phone call

Draft 1. March 19, 2020

Please make the call as organic as possible but be sure to include the following:

1. If the person does not answer, leave a message. We ask that you make three attempts before giving up. After three tries send them an email if possible.
2. Introduce yourself. Let them know you are phoning on behalf of the Community Ambassadors Initiative, and we are reaching out to many of our families to see how they are doing. If they have concerns or wonder if you are legit, let them know that you are working with Pastors Mike Poettcker and Jason Koleba (or us the name of the one who referred them to request support) and that they are welcome to contact these people directly before proceeding any further with the conversation
3. Ask a series of questions and record your findings.
 - a. Ask how they are doing.
 - b. Ask if they need anything or if we can help in any way.
 - c. Ask them if they have support networks in place in the eventuality that they have a need in the future (i.e. need someone to purchase groceries, pick-up medications, get them to an appointment, etc.).
 - d. Ask them if they know of anyone in their neighborhood that is without support. See if they would be willing to contact that person and arrange for a way to get you connected.
4. Let them know if anything changes about their situation to let you know so we can help them or others in our community. Offer your phone number and email address.
5. (If appropriate) ask for permission to call them periodically to check-in on them in the coming weeks if the COVID-19 crisis continues.
6. If appropriate for you, ask how we can pray for their family. Record this. Ask if they would like for church leaders to be praying for them as well. If YES, add this prayer request in the appropriate section online.
 - a. If you sense the person is open to it, offer to pray for them. Let them know that there is an entire church family that stands with them at this time.
7. If appropriate, encourage them to be a support to their family, friends, and neighbours.
8. At the conclusion of your call, populate a Community Ambassador Feedback form found here: <https://www.cochranealliance.com/pages/community-ambassador-feedback>



*We exist to connect people with Jesus
so the world thrives.*

BELONG. GROW. SERVE.

Contact Information

Mike Poettcker's cell: 587-969-6100

Jason Koleba's cell: 403-968-3277

In Case of Immediate Emergency Dial 911.

If Food Bank Referral is Needed: Call the Activettes at 403-851-2250 to speak with a Community Resource Worker to arrange for a **food** hamper and a pick up time. **Food** Hampers for the current week must be requested by 4:30pm on Tuesdays.

If the person wonders if they are infected, encourage them to use the online self-assessment tool. <https://myhealth.alberta.ca/Journey/COVID-19/Pages/Assessment.aspx>. If they do not have access to the internet, encourage them to phone Health Link at 811.

Community Ambassador Feedback

Here is a copy of the Community Ambassador Feedback form as of Mar. 20, 2020. read it closely and keep it in the back of your mind when calling.

- Ambassador's Name
- Community Person's Name
- Date Contacted
- Age Demographic
- Type of home:
 - Single
 - Single Parent
 - Couple, no children
 - Couple, young children
 - Couple, older children/teenagers
 - Senior
- Anxiety Level
What's your sense of this home's overall sense of well-being right now?
 - Calm, no sense of panic
 - Mildly stressed
 - Highly Stressed
 - Critically stressed
- Health concerns
Check box if there are any health concerns in this home right now?
- Health Concern Details
Please elaborate if you checked box above.
- Request contact
Check box if they are open to staying in touch with you for the next season?
- Support Requests:
Any follow up by Ambassador. (E.g. Errands that we could help with, etc.)
- Escalated Support:
Any follow up needed from the staff. (Text the details to MIKE to flag timely response.)

BELONG. GROW. SERVE.

- Prayer Requests:
Are there any specific prayer requests for this home?
- Prayer Permission:
Check box if they give permission to share this prayer request with the church leaders of Cochrane (Pastors, Priests, Elders, etc.).
- Risk Level
What's your overall sense of the current "risk level" of this home?
 - Low
 - Medium
 - High
- Ambassador Recruit?
Check this box if this person a candidate to be future community ambassador.
- Recruit Phone Number:
Populate if box checked above.
- Recruit email:
Populate if box checked above.
- **Availability for a project?**
Could we call this person if we need to mobilize a project team?
- **Availability for Deliveries?**
Is this person available to make deliveries to homes (safely)?
- **Skills/Training of Recruit**
What skills/training could this person use in Cochrane during the emergency (e.g. medical, first aid, trades, etc)?
- **Equipment**
What equipment that could this person offer in Cochrane during the emergency (e.g. generators, RV's, storage, etc.)
- Notes / Updates:
Anything else the staff should know.