Dear Team!

Thank you for making time in your work day to launch our Virtual Wellness Check program.

As we strive to meet the learning needs of our scholars in the wake of this pandemic, it is important that we also connect with their families.

Although we are not meeting face-to-face, we are still able to bring a personal touch to our community through virtual wellness checks.

Your help with these calls is extremely important. They convey the care and concern we have for them.

**SCRIPT**

Hi, this is **[YOUR NAME]** calling on behalf of [YOUR ORGANIZATION].

Is this a good time or a bad time for a call?

**IF A BAD TIME:** When are some good times to call back? Thank you and I’ll call back later. **END CALL**

**IF A GOOD TIME:** Thank you!

How are things going for you? [**LISTEN ACTIVELY.** “I understand”

and “Mmmmhmm” are good responses.]

How is your scholar/are your scholars? [**LISTEN ACTIVELY.**  “That’s great” and “It’ll get better” are good responses.]

Do you need anything to help you or your scholar? [**LISTEN ACTIVELY.** Take notes and share as appropriate. **ONLY IF IT MAKES SENSE, ASK TO BRIEFLY SPEAK WITH THE SCHOLAR(S)**]

Thank you for taking my call. Take care and have a good day.  **END CALL**