

Phone Script for Calling Saves Lives New York (CSL NewYork)

[LINK TO PHONE SURVEY \(ENGLISH\)](#)

[LINK TO PHONE SURVEY \(SPANISH\)](#)

This survey contains information about an individual's medical condition, food insecurity, and support structures to help mobilize resources efficiently in response to Corona Virus. You are not permitted to share or discuss any information collected in the survey outside the individual being surveyed - by participating, you agree to this. Responses to the survey will be utilized only by the support team leaders to make referrals for medical, food, and social work follow up. Referrals will only contain contact information and information relating to the relevant service, and will remain otherwise anonymized.

Resources for volunteers and community members to stay up-to-date with this local effort and local recommendations:

<https://c19check.com/start> (GREAT if person wants to understand their risk)

<http://redhookhub.org/coronavirus/>

<https://www1.nyc.gov/site/doh/covid/covid-19-main.page>

Phone number for NYC mental health/counseling support: +1 (844) 863-9314

Councilman Menchaca District Office: +1 (718) 439-9012

CALLING: for issues, contact CJ: carlosjesus@ypamerica.org

1. You will get a batch of numbers (image format) to call via text. **DO NOT SHARE WITH ANYONE.** By participating as a volunteer, you agree to do this.

2. Only call between 9am-9pm.

3. Open the survey link, and immediately fill out the first 2 questions, this helps us track whether the person was reached.

4. **Dial *67, then the number.** This will keep your name anonymous on the recipient phone.

5. Record if contact is successful in question 3. If NO, hang up, do not leave a message, and click Submit after answering reason unsuccessful (jumps to #24). If YES, complete the survey with the caller and Submit when done.

6. When you are done with attempting all the numbers sent, **DELETE THE IMAGE** of the batch of numbers. **DO NOT SHARE WITH ANYONE.** Contact CJ when done.

CALL INTRODUCTION:

Good Morning/Afternoon. May I speak with _____?
 My name is _____ and I am calling on behalf of the Red Hook Initiative and Council Member Menchaca's Office. We are reaching out to Red Hook residents to collect information from the community in order to mobilize resources relating to Corona Virus. I would like to ask you a series of questions to check if you have needed support and access to up-to-date information during this time, so we can best work to connect you and your community with resources.

Buenos días/tarde. Puedo hablar con _____? Mi nombre es _____ y estoy llamando en nombre de la Iniciativa Red Hook y la Oficina de Carlos Menchaca. Nos estamos comunicando con los residentes de Red Hook para recopilar información de la comunidad a fin de movilizar recursos relacionados con el Virus Corona. Me gustaría hacerle una serie de preguntas para verificar si ha necesitado apoyo y acceso a información actualizada durante este tiempo, para que podamos trabajar mejor para conectarlo con recursos a su comunidad.

Question	Information/ Context
Contact information 1) Name 2) Phone	Required, fill this out before calling.
3) Reached by phone successfully?	If not, select NO and survey will jump to #23.
4) We're collecting information about your needs, such as health conditions, in order to connect you with resources. Do we have consent from you to record this information for our support team to get you resources? Your responses will only be kept within our support team.	Data will only be used by team leaders, and data transfer will be anonymized. YES is required to proceed.

5) Do you have an Email Address we could use to send you Corona Virus-related information?	This information helps us understand your needs and the needs of the community, so we can coordinate the best response.
6) Right now, are you or any members of your household experiencing symptoms consistent with Coronavirus infection? Read listed symptoms. (If yes, call your doctor)	*If yes* Encourage people to call their primary care doctor . If they don't have a doctor they can use NYU Telemedicine system , call the local Addabbo Clinic (718) 945-7150, call NYC DEPT OF HEALTH (888) 364-3065, or if emergency they should call 9-1-1
7) What are the ages of everyone in your household?	Be sure to enter the age of the caller AND anyone in their household including children. This is assess age-related risk to Corona Virus.
8) Do you or any member of your household suffer from any of the following? [If ANY one of these, please indicate 'Yes'] High blood pressure, diabetes, heart disease, or prior heart attack, lung disease (e.g. asthma, COPD, emphysema), kidney disease or require dialysis, compromised immune system (taking steroids/immunosuppressants, sickle cell disease, cancer, HIV/AIDS), psychiatric illness.	This is to determine medical follow up and assess Corona Virus risk.
9) Do you or any member of your household require access a healthcare facility in the next three weeks?	This helps to coordinate your healthcare access if quarantine measures are in place.
10) Do you have a primary care physician? This is the first person you should contact with your health concerns; unless it is an emergency, then dial 911.	This is the first person you should contact with your health concerns; unless it is an emergency, then dial 911.

<p>11) Does anyone in your household require any essential medications or routine treatments? GIVE examples: Oxygen, breathing machine, or breathing treatments, insulin, dialysis, blood thinners.</p>	<p>This is to determine medical follow up.</p>
<p>12) Does anyone in your household require mobility assistance, such as a wheelchair?</p>	<p>This helps to coordinate your healthcare access if quarantine measures are in place.</p>
<p>13) How many days worth of food do you currently have in your household?</p>	<p>This will help us to advocate for food resources and to know whether to call this household if food becomes available for distribution.</p>
<p>14) For anyone employed in the household: are they still traveling to work, working from home, or lost their job?</p>	<p>This helps social work communicate resources if needed.</p>
<p>15) If the CoronaVirus continues to spread will you have difficulty being able to pay your rent?</p>	<p>This question will help to inform our advocacy with social work and NYCHA. Housing information available at: http://redhookhub.org/coronavirus/</p>
<p>16) Do you have an internet enabled device? (e.g. Phone, Tablet, Computer with internet access)</p>	<p>This helps us coordinate with telemedicine and communicate information. Note that parents can request a tablet to be delivered to them for educational purposes here and also on the Hub.</p>
<p>17) Do you have family or friends outside of your home who you can turn to for support in this time?</p>	<p>This is to gauge isolation and support systems.</p>
<p>18) This is a chaotic time which can feel overwhelming and anxious. Are you feeling anxious and/or overwhelmed?</p>	<p>Gauging emotional capacity.</p> <ul style="list-style-type: none"> - If they want to know more about the signs of anxiety. Use this, only the symptom bullets do not go into the other parts!

	<ul style="list-style-type: none"> - If they say no, with no elaboration move on to the next question. - If they use other words when they elaborate- take note of the <u>feeling words</u> they use and jump to last question.
19) Do you feel speaking to a mental health counselor would be helpful?	<p>If the person prefers to speak to RHI Social Workers, inform them they will be contacted within the week. If they prefer to speak to someone outside of RHI offer RHI Well info: http://redhookhub.org/coronavirus/ Or share NYC Well info: NYC Well 24/7/365 at 1-888-NYC-WELL (1-888-692-9355). Text WELL to 65173</p>
20) Would you like to add yourself or anyone else to a contact list for us to check in with them?	<p>If yes type in their name and phone number</p>
21) We have asked you a number of questions today to help organize resources for you during these challenging times. To confirm, do you consent to us documenting this information? Your responses will only be kept within our support team.	<p>This is in order to make referrals and confirm their comfort with the questions asked. If NO, data will be deleted, and call will only be registered as completed.</p>
22) Is there anything else you want to share?	<p>Write here any free response from the person you're surveying</p>
23) IF #3 = NO	<p>Click reason why contact unsuccessful.</p>
24) Survey notes	<p>Write in here anything that you want to share as the surveyor, such as what LANGUAGE was the barrier</p>
<p>Closing We understand that at this time there is a lot a fear associated with the CoronaVirus. By participating in this survey we are making sure</p>	<p>***At the end of the call can share the Red Hook HUB Update via text with the person if desired.</p>

that you, your family and friends have the most accurate information available at this time. In addition we want to make sure you have all the support you need to address the symptoms of the virus. Finally by sharing your needs with us we will work to make sure Red Hook receives all the support and resources necessary to get through this crisis period.

Thank you,