

# MASSACHUSETTS ASSOCIATION for the **Blind and Visually Impaired**

## **Volunteer/Consumer First Phone Call**

When calling the consumer for the first time, here is a sample script and some important points you will want to talk over:

“Hello, my name is \_\_\_\_\_. I am your volunteer from the Massachusetts Association for the Blind and Visually Impaired.”

*Say the full name of the organization when you first introduce yourself. The acronym “MABVI” can be hard to understand at times over the phone.*

“May I please speak with **{Consumer Name}**?”

*Ask for the consumer by name, and/or confirm that you are speaking to the right person.*

*Once you confirm you are speaking with your consumer match, you should try to cover these points:*

- 1) Tasks that you are planning to help with*
- 2) Schedules- and settle on a date and time for the first meeting*
- 3) Address of the consumer or where to meet*

4) *Anything specific you need to know about parking or getting to their door*

“Hi, {**Consumer Name**}. I am very excited to start working with you. Alexandra mentioned that I would be helping you with grocery shopping once a week. Is that correct?”

*If the tasks do not line up with what the consumer is looking for, please ask them what they would like to do during your time together. If this is different from what you were told, or you are not sure you would like to do these things, please politely mention that you need to touch base with the Volunteer Department, and someone will be in touch shortly. Then, contact MABVI Volunteer Department about conversation.*

“Wonderful, when would be the best time to meet for grocery shopping? Do you have a specific day that works best for you? I am usually available from 5-7 pm on weekdays and any two-hour chunk of time on Saturdays.”

*Make sure to say a start and end time to make sure there is a stopping point.*

“Thursday from 5-7 pm works for me. Would you like me to call you Wednesday to confirm that Thursday still works?”

*If you have the time and want to offer a reminder/confirmation call this is a good idea, especially if you are scheduling a few weeks out for your first visit.*

“Can you please tell me your address, so I can look up the best way to get to your home?”

“Is there a place for me to park?”

“Is there anything I should know about in order to get to your door?”

“Thank you **{Consumer Name}**, again, my name is **{Your Name}** and I look forward to meeting you in person **{Reconfirm Date and Time}**. Have a great day!”