



VOLUNTEER GUIDE:

HOW TO MAKE WELLNESS CALLS



BEFORE YOU PICK UP THE PHONE

Our Wellness Call Program arose from the need to continue weekly social interactions with clients throughout the pandemic. Around two-thirds of clients felt less lonely because of the calls and clients reported feeling more connected, happier, less isolated, and safer.

Wellness Calls are conducted remotely on Wednesday and Friday. Volunteers are required to have a working phone and access to the internet to view the Wellness Sheet.



STEP ONE - READ OVER VOLUNTEER SHIFT EMAIL

The morning of every Wellness Call shift (Wednesdays and Fridays), volunteers will receive an email with Wellness Call instructions, important information, and the link to access the day's unique Wellness Sheet.

STEP TWO - ACCESS WELLNESS SHEET

In your shift email, you will have access to the Wellness Sheet. Each sheet includes client names, contact numbers, prompted questions, and additional resources needed to assist with your calls. The Wellness Sheet is a Google Sheet that automatically records information logged into each cell and allows you to:

- Record client responses
- Send notes to MOWD Staff
- Record client comments in the "Notes for MOW Staff" section

The sheet is formulated to optimize the data and information input in each cell. We kindly ask that you refrain from rearranging the sheet.

Lastly, Wellness Sheets are best accessed using a desktop or laptop rather than a mobile phone.

CALLER INSTRUCTIONS

CLIENT CONTACTS

RECORD CLIENT RESPONSES

RESOURCE TABS

ROUTE TABS

NAVIGATE TO MORE ROUTES

MAKING CONNECTIONS

WELLNESS CALL INSTRUCTIONS

All calls are made between 9 am and noon.



1) Read over the Wellness Call shift email and note the questions to ask and information to communicate to each client.



2) Open the Wellness Sheet and use the bottom tabs to navigate to your route(s).



3) Once you see your route list, call the first number on the list and introduce yourself as a Meals on Wheels Durham Volunteer.



4) Explain that you are calling to check in on them and to confirm they will be home to receive their meals next week. Use the questions at the top of the Wellness Sheet to help guide your conversation.



5) Use the drop down menu on each cell to record client responses.



6) Continue the conversation and when you hang up, move to the next client on your list until you have called every client on the route. Always refer back to the shift email for assistance.

CONVERSATION TIPS

Many times clients make comments about their day. Outside of the prompts displayed on the Wellness Sheet, here are a few conversation starters to help make your calls enjoyable:

- How's your day going?
- Do you have any plans?
- Ask them about their interests.
- Are they enjoying the food?
- What are they looking forward to?

ADDITIONAL INFORMATION

WHAT IF A CLIENT DOESN'T ANSWER?

If a client does not answer the phone, please leave a message. State you are an MOWD Volunteer and tell the client to call the office at 919-667-9424 ONLY IF THEY WILL NOT BE HOME to receive their meal delivery. Make sure to speak slowly and clearly so that clients can understand your voice message.

QUESTIONS

If you have any questions about making calls during your volunteer shift, please contact the Volunteer Services Coordinator at 919-667-9424.

FOR MORE TIPS AND FREQUENTLY ASKED QUESTIONS, PLEASE VISIT MOWDURHAM.ORG/VOLUNTEERFAQ.

WELLNESS CALLS SHOULD BE FUN AND CONVERSATIONAL. KEEP IN MIND THAT YOU MAY BE THE ONLY PERSON CHECKING IN ON THEM.