

# ACF Board follow-up on members status during COVID-19 Shutdown Script

Hello my name is \_\_\_\_ (YOUR NAME) \_\_\_\_\_ and I am the \_\_\_\_ (YOUR BOARD POSITION) \_\_\_\_\_ of your American Culinary Association Grand Rapids Chapter. We are calling our friends and members in our food service industry to see how everyone is and if there are any needs we can assist in meeting?

## Listen to response and record and information

Do you need assistance in any of the following areas:

- How are you holding up? Do you have any immediate worries? (Use this in a guide to ask further questions)
- Do you need help finding job opportunities?
- Unemployment information?
- Help understand the governmental executive orders and what they mean?
- Small Business loans and grants?
- Mental health resources?
- Physical health resources?
- Volunteer opportunities?
- Educational opportunities?
- Feeding in our community?
  - Bridge card and/or food stamps
  - Places providing free meals
  - Food Pantries
  - Good Practice – suggest to food service operation to give their employees (or recently let go employees) a 50% discount
  - Good Practice – suggest to food service operation to give community food service workers a discount

## Ask for their email address to send them the information sheet

Are you aware that we are working with others to support Kid's Food Basket? Please look for updates on our Facebook Page or our Website for our fundraiser we are hosting for them with a celebration BBQ at their farm.

Can I ask you to do us a favor? Would you be willing to contact 5 friends in our industry to see how they are faring? If so could you let us know who they might be so we can cover as much of our industry as possible?

Response: YES or NO?

Was this call at all beneficial to you?

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Would it be alright if I check in again?

Do you know of anyone that we should call?

Thank you.

After the call please report the following for chef Cyril to enter into the call log

- Person name
- Email address (if given)—please email them the info sheet and if you cannot let us know to do so.
- Did they pick up or did you leave a voice mail?
- When did you call? (Date and time)
- Can they call 5 people? (if given)—please email them the info sheet and the script. If you cannot let us know to do so.
- Is follow up needed?
- Write 3 sentences about your conversation