

Grand Rapids ACF “Reach Out” COVID-19 Script

Hello my name is ____ (YOUR NAME) _____ and I am calling friends 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 use this to guide you into other questions

Do you need assistance in any of the following areas:

- How are you holding up? Do you have any immediate worries? If you feel there is an imminent danger please reach out to someone who can help (hotlines and/or ACF board members)
- Do you need help with food or shelter?
- 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?

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

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?

- Was this call at all beneficial to you?
- Would it be alright if I check in again?
- Do you know of anyone that we should call?

Thank you.

Follow up information – Not necessary but helpful

- Person name
- Email address (if given)–please email them the link to the info sheet
- Did they pick up or did you leave a voice mail? (try again later if you can not connect directly)
- When did you call? (Date and time)
- Can they call 5 people? (if given)–please email them the info sheet and the script link.
- Is follow up needed?
- Write 3 sentences about your conversation
- Email to Chef Cyril Mayne at cyrilcatering@gmail.com

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Any questions, comments or help please contact:

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Thank you again for your help and support of our community