The greeting that you can use when you answer the calls:

**Hi, my name is (first name only) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I am a Medical Reserve Corps volunteer answering your call today.**

**I can answer questions from the information that I have been provided and provide referral information. I am not able to answer specific questions about your individual health risk. I am also not able to provide legal advice.**

**Can I ask why you are calling?**

Refer to the FAQ’s

If you can’t answer the questions simply say:

**I have given you all the information that we have for the call center at this time, can I take your name and number to follow up or refer you to other resources?**

*\*Take down the name and number and send it to us.*

Referral information:

For statewide questions people can call **211 or go to the website:** <https://mass211.org/>

**For local services they can call North Shore Community Action Programs # 978-531-0767 or go to the website:** <https://www.nscap.org/>

For Public Health recommend they call the local health department.

Here is the state link to COVID-19 info:

<https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19>

The service you are providing will help the communities that we are serving to have access to a caring person and information during this very difficult time.

Please give us your feedback from the system as we roll it out so we can address any issues that come up, just shoot us an email!

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