



Weekend of Action Sample Phone Bank Script

INTRO: Hi, my name is [NAME] and I'm a volunteer from [THE DESERT HEALTHCARE DISTRICT or MADE TO SAVE]. **I'm reaching out today to see if you've gotten a chance to get a COVID-19 vaccine yet?**

IF YES: Tripling ask, volunteer ask

- That's great to hear! Now that you're vaccinated, the most important thing you can do to help end this pandemic is talk to your friends and family about getting vaccinated, too. **Can I count on you to text three people you know today to see if they've gotten their vaccine yet?**
 - Great, thank you for reaching out to help more people get vaccinated!
- I'm also reaching out today as part of a nationwide Month of Action to get more people vaccinated as soon as possible. You can find other upcoming virtual events or events near you at mobilize.us/madetosave.

IF NO, NOT YET: Share information, make a plan, address barriers

- Okay, I understand. The vaccines are completely free and available to anyone 12 and up. **Would you like me to give you some information to help you find the closest vaccination site in your area?**
 - You can go online to vaccines.gov/search and put in your zip code
 - Or text your zip code to 438-829 (or 822-862 for Spanish speakers)
 - Or call the National COVID-19 Vaccination Assistance Hotline at 1-800-232-0233.
- **When would work best in your schedule this week to go get vaccinated?**
 - Do you need a ride? If you're an Uber or Lyft user, both are offering free rides to and from vaccine sites until July 4th through their apps.
 - Do you have any friends or family you can bring with you?
- Reminder: The vaccines are completely free and available regardless of health insurance or immigration status.



IF NO, DON'T WANT TO/UNSURE: Active listening, share your story, info sharing

- Okay, I understand. **Would you mind sharing what's holding you back?**
 - *Listen to their concerns, then consider sharing relevant info from your own personal experience about why you decided to get the vaccine!*
 - *Example: Thank you for sharing. I know it's a big decision to make. I decided to get the vaccine because it allowed me to safely spend time with my family again.*
 - *Remember. We want to build trust, express empathy, and help them find their own reason to get vaccinated.*

- **Do you have any questions about the vaccines I can help answer?**
 - *Use Made To Save's FAQ or info at madetosave.org/learn to answer!*
- *You can also use any of the language below if it's useful to the conversation:*
 - *It's very reasonable to have questions and want more information before you make your choice.*
 - *Getting vaccinated is the best way to defeat this virus and get back to the things we miss the most—safely gathering with family and friends, indoor dining, weddings, concerts, sporting events, and travel.*
 - *The vaccines are extremely effective! They prevent nearly 100% of hospitalizations and deaths due to COVID-19.*
 - *If you'd like to learn more about how the vaccines were made and what makes them so safe and effective, you can go to madetosave.org/learn*

CLOSING: Thank you for your time today!

SAMPLE VOICEMAIL SCRIPT:

Hi, my name is [NAME] and I'm a volunteer with [THE DESERT HEALTHCARE DISTRICT or MADE TO SAVE]. I'm calling to let you know that the COVID-19 vaccines are free and available to everyone 12 and up, and that you can find a vaccine appointment near you by going to vaccines.gov, or by texting your zip code to 438-829. The vaccines are safe and effective, and getting vaccinated is the best way to defeat this virus and get back to the moments we miss the most. Thank you and have a great day!



BEST PRACTICES

- **DO: Share information** and provide **positive** encouragement and **empathy**
- **DON'T: Shame or judge people** for having not gotten the vaccine yet!
- **DO:** Share answers from the **Made to Save FAQs** or from the CDC or local health department website.
- **DON'T: Answer a question about the vaccine if you aren't sure about the answer.** It's better to say "I'm a volunteer and don't have an answer to that question" than to pass along information that may not be correct.
- **DO: Smile while you dial!** Keep your conversations friendly at all times, and politely end the call if someone becomes angry or agitated.
- **DON'T: Get into an argument about the merits of the vaccine.** If the person is very resistant to getting the vaccine, thank them for their time and move on.
- **DO: Go the extra mile** to help people make a plan to get vaccinated if they ask for your help. We may be the only resource that has reached them!
- **DO: Keep dialing!** Don't get discouraged if you're not reaching a lot of people. The next call you make could reach someone who needs to hear from us!



NOTE: These are Made to Save's survey questions that we'll be using to collect data during our national phone banks. Feel free to use these as well, or your organization may want to have volunteers record responses from their conversations in other ways.

DATA ENTRY: At the end of each phone call, mark down the response that best captures the result of your conversation for each of the following questions:

Question 1 - Propensity: How likely is an individual to get the COVID-19 vaccine in the next 4 weeks? (Check ONE response)

- Very likely to get the vaccine
- Somewhat likely to get the vaccine
- Unsure
- Somewhat unlikely to get the vaccine
- Unlikely to get the vaccine
- Partially vaccinated, need second shot
- Already vaccinated completely

Question 2 - Disposition: How does this individual feel about the COVID-19 vaccine?
(Check ONE response)

- Willing participant, thinks it's safe and effective.
- Unsure
- Unsure participant, worried about the side effects
- Unsure participant, thinks its too soon
- Unsure participant, thinks vaccine is inaccessible to them
- Strongly Opposed
- No urgency around COVID - 19

Question 3 - Access: What barriers would prevent this person from getting the vaccine? (Check any that apply)

- Needs A Ride / Transportation
- Needs help scheduling an appointment
- Needs more info (ID, insurance, etc.)
- Wants more information on the vaccine
- Availability / Childcare / Homebound



Phonebank Tally Sheet

Thank you so much for phonebanking to get those in your community vaccinated! These conversations are so important to ensure that everyone has the information they need about the COVID-19 vaccines. Tell us how phonebanking went!

Name:

Date:

Phone Number:

Calls Made / People talked to			Total
Already Vaccinated	Not Vaccinated	Unknown	Total
Any stories or experiences you want to share?			

GET A FREE RIDE TO YOUR VACCINE

El Sol is offering **FREE** rides through Uber to a vaccination site near you!



**CALL TO SCHEDULE
YOUR RIDE**

Monday to Friday | 9:00AM-5:00PM

800-901-5541

