

# Disaster Check-In Caller Script & Guide

## 1. The Voicemail Script

*(If they don't answer, leave this message. Do not keep calling repeatedly.)*

"Hello, this is [Your Name] from [Church Name]. We are just checking in on all our members ahead of the incoming storm. We just want to make sure you are safe and see if you have any needs. You don't need to call me back but if you have a specific need, please call me at (PHONE) and I will get back to you as soon as I can. If you have a true emergency, please call 911. Stay safe!"

## 2. The Live Call Script

### STEP 1: The Opening

"Hi [Member Name], this is [Your Name] from [Church Name]. I'm calling on behalf of the Disaster Response Team. We know the weather is looking rough, so we're just checking in on our church family today."

### STEP 2: The Permission (The "Soft" Entry)

"I have a quick checklist here—it just takes two minutes. We want to update our records so we know who might need extra help if the power goes out. Is that okay?"

### STEP 3: The Assessment (The Checklist) *(Move through your sheet. Keep your tone calm and conversational.)*

- **Evacuation:** "Are you planning to stay home, or do you have a place to evacuate to?"
  - *If they are staying:* "Okay. Just so we know for our records—is there a specific reason you're staying? (e.g., pets, no ride?)"
- **Sustainability:** "If the power goes out for a few days, are you set on food and water? Do you have things that don't need cooking, like peanut butter or canned goods?"
- **Medical/Power:** "This is the big one—do you use oxygen or any medical equipment that needs electricity? Do you have spare batteries?"

### STEP 4: Setting Expectations (Crucial Step)

"Thank you for sharing this with me. I've written everything down."

**"I want to remind you that while we are gathering this list to help organize support, the storm might make it unsafe for anyone to drive to you. If you find yourself in a life-threatening emergency, please do not wait for us—call 911 immediately."**

### STEP 5: The Closing

"We will pass this info to our coordinator. Before I let you go may I say a quick prayer for safety over your home?"  
*(Short Prayer)* "Stay safe, [Member Name]."

## 3. Cheat Sheet: Handling Tough Responses

### Situation A: The Member asks, "Can you come pick me up?"

- **Response:** "I cannot promise a ride right now because the roads may be dangerous. I will mark on your sheet that you need transportation and flag it for the coordinator. If you have a neighbor with a truck, please ask them now, just in case."

### Situation B: The Member says, "I have no food."

- **Response:** "Okay, I am marking that as a high priority. I can't promise someone can get to you today, but I am going to text the team lead as soon as we hang up to let them know you are out of supplies."

### Situation C: The Member is stubborn ("I've lived here 40 years, I'm fine.")

- **Response:** "I know you're tough! But humor me—if the water does rise, do you have a way to get out? We just want to make sure we don't have to worry about you."