|  |  |
| --- | --- |
| **KEY** | |
|  | Neutral |
|  | If they are responding well, follow **GREEN** prompts |
|  | If they are responding well, follow **RED** prompts |
|  | Notes to caller, not verbal prompts |

**INSTRUCTIONS FOR CALLERS:** The primary goal of this phone call is to build trust and engagement with families of children with special healthcare needs.

* Please do your best to LISTEN. Acknowledge concerns and repeat back what you hear so they know you are listening.
* Ask open ended questions to start a conversation, rather than “yes” or “no” questions.
* Avoid correcting misinformation directly and arguing.
* We will not share this information outside of Family Voices.
* BE SURE TO HAVE PREP SHEET WITH RESOURCES AVAILABLE

Hi, this is **\_\_(YOUR NAME)\_\_**I’m a parent of a child with special healthcare needs and I’m making phone calls with **\_\_(NAME OF ORG.)\_\_**to provide information to families who might want it regarding the COVID-19 Vaccine.

**How are you doing? OR Do you have any questions about the vaccine?**

**LISTEN**

Do you mind if I ask if **you have already received the COVID-19 vaccine & booster?**

Thank you for sharing that with me. I want to listen to your concerns if that would be helpful.

**LISTEN**

We really want to listen to your concerns. Do you mind if I ask why you have chosen not to get yourself/ your child vaccinated?

Thank you for sharing this with me. Has your child and others in your household received the vaccine as well?

Is hesitancy related to their **child’s medical condition**?

Is hesitancy related to **concerns about the vaccine**?

Would you be interested in information on how to easily sign up for a vaccination appointment?

Could I suggest a helpful resource that may answer some of your questions? **OR** Send you reliable resources?

Recommend that they speak with their child’s primary doctor

Text your zip code to **438829** to find where they can get the COVID-19 vaccine for free or search by type of vaccine and zip on the CDC’s [site](https://www.vaccines.gov/search/)

The Disability Information and Access Line (DIAL) is dedicated to supporting people with disabilities and their families on issues related to COVID-19. Information Specialists are available in any language **at 888-677-1199** from 9 AM to 8 PM ET, Mon-Fri

**I appreciate your time. We are here for you and your family. If you ever have questions, please contact us.**