**Guidelines for cold-calling [insert name of community] members**

**Aims:***To increase contact with older members of our community and to try to reduce isolation.
Please begin by introducing yourself by name and state that you are calling on behalf of [insert name of community].*

The call should not sound like a list of questions, more of a conversation. Please check that you are being heard and understood.

For your first call, the following is a list of suggested openings and questions, if you are having difficulty making conversation, which can be challenging if you don’t know the person to whom, you are speaking. They are only a suggestion and please don’t fell you should go through the list; you may have your own tried and tested ways of starting to get to know someone.

* How are you/how are things at the moment?
* How are you keeping?
* Do you manage to get out [at all]?
* Can you get out on your own?
* How do you manage with food and shopping
* Do you have any family that you are in touch with?
* Do you see friends/do you get out much?
* Do you have any other visitors?
* Do you ever come to the synagogue for any activities?
* Is there anything you would like help with?
* Would it be ok if I call again in a few weeks?