**Welcome to Happy 2 Talk**

So, how does it feel to start making phone calls to isolated seniors?

“Hi, my name is John, and I’m a volunteer with Happy 2 Talk. We’re a young volunteer initiative that connects to senior citizens through phone calls. I’m calling to ask you how you're doing. How are you feeling during these hard times? If you’re interested, I am happy to talk to you a bit on the phone and get to know you.”

**Questions that you may get during the phone calls:**

**Q: “How did you get my phone number and information?”**

* A: I got your name and number from a company called 2080, which created this initiative called “Happy 2 Talk.”

**Q: “How can you help me? A phone call doesn’t really help.”**

* A: I know that during days like these, even a phone call can sometimes help pass the feelings of loneliness that may arise. I am hoping that you think like me, and want to try. If not, that is also alright.”

**Q:  How long will you be in touch with me?**

* As long as you want. We can continue speaking for as many days as you want, or I can forward your information so you receive a call from another volunteer.

**Q: Will you stay in touch with me after the coronavirus pandemic passes?**

* This is up to you, of course. Possible wording: “I would love to start by getting to know you on the phone, and we’ll consider together at the end.”

**Needs or concerns that may arise during the phone calls:**

* **Help with money, food and medicine.**
  + At this point, we are not able to address these and are solely here for support on the phone. In the future we will officially connect with local governments and other organizations. We’ll keep the app and website updated.
* **Help with social security or insurance, caregivers who cannot arrive or not receiving monthly allowances.**
  + Similar to the answer above, we are not currently able to provide this type of support and only aim to provide phone support to help with loneliness. You can suggest they get in touch with local authorities.
* **Concerns, fears, and anxieties about the current situation.**
  + Please make a note of this in your call summary. If you think the person needs immediate therapeutic help, please contact us as soon as possible.

**It is important for us to emphasize -** the goal of these conversations is for social conversations, not a therapeutic relationship.

**Questions that you - the volunteer - may have during the phone calls:**

**Q: What’s the purpose of this phone call?**

* To start a social conversation that will help alleviate the feelings of loneliness and create a connection between generations. As well to pass the time for both you and the senior.

**Q: How do I help address their fears and concerns?**

* The reality of the situation is complex, especially for seniors. You might not be able to do more than say something like “I imagine that’s not easy for you” and offer them to share their thoughts and feelings.

**Q: Can I visit the seniors in person?**

* At this point, it’s best if we keep the conversation on the phone only. Of course if the relationship grows, and the local authorities have removed any restrictions, then you can decide.

Do you have any friends that are interested in joining? Send them to our website.

FInally, remember that you are not alone and we understand that conversations can be very complex. Feel free to email us and we’ll do what we can to help. [2080generation@gmail.com](mailto:2080generation@gmail.com)