

## Support Group Cheer Calls Phone Tree Project

**WHO:** Support group leaders, co-leaders, any other members who want to help

**WHAT:** A plan to call and check in on your members as they navigate this uncertain and isolating time

**WHY:** To maintain a sense of connection and support for group members amidst the COVID-19 pandemic

**HOW:** Provide callers with a script, a list of resources, and/or a list of people to call for assistance

**WHEN:** Starting as soon as possible

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### SUGGESTED SCRIPT

*Hi, my name is \_\_\_\_\_ and I am calling on behalf of the \_\_\_\_\_ Support Group. Is this a good time?  
How are you?*

*I know this is an uncertain time with coronavirus really changing the way we go about our daily lives, and we are just calling our friends to check in and say hello.*

Conversation starters:

- *How are you keeping busy?*
- *How are you staying connected?*
- *Are you finding ways to exercise despite being stuck inside?*
- *Is there any information we could try to provide you right now that would be helpful?*

Resources that PMD Alliance is offering:

- *If you have access to a computer, PMD Alliance has increased its number of online programs. They are still free!*
- *They are also sending helpful emails twice a week with news from doctors, as well as tips on how to stay physically active and connected socially during this time. Do you know if you're signed up for PMD Alliance emails? (direct people to the PMD Alliance website: [www.pmdalliance.org](http://www.pmdalliance.org), and scroll down to the bottom of the home page to find the "Sign Up for Our Newsletter" form)*

Additional help:

- *If you know of any local resources in your community that can help out with various services like grocery delivery or a food bank, etc. you can list them here.*
- *Ask if they would like another check-in phone call at a later date.*
- *Offer to connect group members with each other who may be living alone or are experiencing similar circumstances.*
- *You may leave a voice message if you feel comfortable, or you may choose to send a follow-up email.*

Final notes:

- *Please let us know if you are hearing any similar questions from people you are calling – we can help provide more specific resources, if we are at all able!*
- *If you decide to take on the phone tree project with your support group, please keep track of how many calls you make and let us know, so we can have a better sense of the broader reach of this initiative!*
- *You may contact Shannon at [shannon@pmdalliance.org](mailto:shannon@pmdalliance.org) or Amanda at [amanda@pmdalliance.org](mailto:amanda@pmdalliance.org) with any questions/concerns. Have fun connecting with your group members!! Thank you for all that you do!*