

# Call Handlers Script

When a call comes in please use this sheet to record the details

Name:

Street:

House Number:

Postcode:

Tel No:

Date:

Time:

What are your needs? e.g. Shopping. Social contact, prescription collection, dog walking, other.

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When needed e.g. urgently, 12 hours, 24 hours. \_\_\_\_\_

We prefer that they pay the shop by card in advance. However, if payment is required confirm how payment will be made. \_\_\_\_\_

Please confirm that they are happy for us to pass their details onto a helper near them.

Confirmed Yes / No (Record confirmation so we are not in breach of Data Protection.)

- Inform the caller that YOU will call them back to tell them who their assister will be and an approximate time they will call on them.
- Emphasise we prefer they pay the shop by card when placing their order. If it is absolutely unavoidable, they could pay in cash or a contactless debit card could be taken.
- Advise them to confirm that they are speaking to their named assister without opening the door.
- Advise them that all goods will be left outside the door and they should wait until the assister has retreated to a safe social distance before opening the door to take bags in. and leave payment if necessary.
- Advise the caller that the assister will not enter their property and will always remain at a distance of least 2 meters away

Name of helper request passed to: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Please ensure you ask the call helper to advise you when the job has been completed, so the record can be updated.