

## **Flood Response Volunteer Message Center People Offering Help**

### **Script**

Hello, Volunteer Center of Washington County Flood Response, How can I help you?

....log reason for call

Thank you for offering to help. I am a Citizen Corps volunteer and I just need to verify the reason for your call and collect some important information.  
What is your name and address?

Phone number....AND Cell Number?  
What is your name and address?

What is your age? (No one under 18 may help at this time. This is a mandate from the City of Hartford.) Families with children under 18 could go on public property and pick up debris – in the park.

Where are you located?

What kind of help can you offer?

Can you estimate how many hours you can help? What days and times and for how long can you help?

Are you volunteering alone?

Do you have any limitations? Lifting restrictions, bad back, on medication that causes dizziness, anything else?

Please remember that you are entering an area where there are hazards. You will need to wear the appropriate clothing and have protective gear along. Wear closed shoes, safety glasses, work gloves. Bring water with you.

You will be helping at your own risk.

We will be giving your name and number to someone who has requested help. May we give out your name and number? We are counting on you to follow through with the person who needs your help. Thank you for volunteering!

If you want to offer additional assistance, please call the Flood Response Center again at 262-338-8256. The hotline will be open for several days.

