

VHA AREA VICE PRESIDENT

Suggested Scripts - CALL TO NEIGHBORHOOD REPRESENTATIVES

# FIRST CONTACT

**Voice Mail:**

My name is \_\_\_\_\_\_\_\_\_\_\_. I am your new VHA Vice President for the *(area)* region. I want to let you know I am planning a meeting *(date, location, time)* for all the *(area)* region Neighborhood Representatives. Please call me at (*phone #).* I look forward to hearing from you.

**Phone Contact:**

Good *(morning),* my name is \_\_\_\_\_\_\_\_\_\_\_. I am your new VHA Vice President for the *(area)* region. I am calling all the VHA Neighborhood Representatives in our region to introduce myself and make sure the information we listed for you is correct.

We will be holding the next NR meeting (date, location, time). I hope you are available to attend. This meeting will give us an opportunity to meet and speak with the other (*region*) Neighborhood Representatives as we discuss our region and plans for the VHA.

We have your name as the Neighborhood Representative for *(state the Village/Villa).* Is this correct? (***OR*** *Would you please tell me the name of the Village or Villa you represent? The list I have does not say which one.*) Is this the best phone number to use when I need to call? I also want to check that you prefer I use this email address for you. (*NR email*)

I will be sending an email soon to all our NRs as a meeting reminder. I will include my phone number. Please feel free to call or email me if you have any questions or area concerns.

I look forward to meeting with you soon. Thank you again for being a VHA Neighborhood Representative.

## NR ABSENT FROM TWO CONSECUTIVE QUARTERLY MEETINGS

**Voice Mail:**

This is *(AVP name)* and I am calling our Neighborhood Representatives to discuss the VHA. I look forward to hearing from you. Please call me back at this number *(AVP phone number).*

**Phone Contact:**

Good *(morning),* this is *(AVP name).* I wanted to speak to you about the last Neighborhood Representative meetings. Have you received the follow up emails from those meetings? Is there a problem with scheduling? We haven’t seen you at the last couple of meetings.