

Suggested Telephone Script

**To: [Clergy]- First Priority Fax - Monday, Oct. 18- Monday, Oct. 25
Best Time to Call from 9AM-12noon & 1PM-4PM**

Approach: (Usually, the first call)

Determining the availability of the Clergyman or Clergywoman. (Identity TFL, Organ and Tissue Donor Awareness).

"Hello, my name is _____ and I am calling on behalf of [your organization, house of worship affiliation, etc.] Our group is working to increase participation in National Donor Sabbath this November, and I wanted to confirm that [the title and name of the Clergyman or Clergywoman] has received the Priority Fax that was sent to him within the past 48 hours." If no, "We can send another one immediately. The fax will include a short form that enables [the title and name of the Clergyman or Clergywoman] to request any material or support he/she might need to participate." If yes, "Can we expect to receive the Assistance Request form by fax within the next few days? We're eager to help your congregation participate in National Donor Sabbath in any way we can."

"Is [the title and name of the Clergyman or Clergywoman] available now?" If not, ask when and tell the receptionist you will call back at that time. However, if [the title and name of the Clergyman or Clergywoman] will not be available on the day you are calling, ask for the Executive Director of the temple and find out when this person will be available.

When you talk with the Clergyman, Clergywoman or Designated Person:

"Hello, (Title and name of the Clergyman or Clergywoman). I am calling about the Priority Fax that was sent to you recently from Transplant for Life. We want to (again) confirm your taking part in saving lives by your congregation *including* organ and tissue donation in your regularly scheduled services on [Day and Date]."

Note: Approach the following based on the size of the congregation "How many brochures with donor cards will you need"? (Find out how many members attend services and that s how many brochures you will order). Of course, should you find that the ASSISTANCE FORM has just been completed and transmitted then thank the Clergyman or Clergywoman, etc.