

Call checklist

To be used by staff or volunteers

- ☐ Introduction
- ☐ Caller's name
- ☐ Do they have a support network
- ☐ Vulnerabilities they might have
- ☐ Support needed
- ☐ Consent to share information
- ☐ Address
- ☐ Contact details
- ☐ Confirm next steps
- ☐ Say they can call again