

Check-in Call Sheet

60-SECOND OVERVIEW

A script for daily or weekly phone calls that balances warmth with safety checks.

BEFORE THE CALL

Review the daybook for notes, recent visits, and flagged follow ups.

Confirm you have the escalation list nearby.

CALL FLOW

Warm welcome and confirm time is good.

Wellbeing questions: sleep, meals, medications, mobility.

Needs check: groceries, repairs, appointments, paperwork.

Wrap with next steps and gratitude.

ESCALATION CUES

Unusual behavior, missed medication, falls, or no answer after two attempts.