



Match Phone Call Protocol

Purpose

To make sure you still get to chat with your match once a week, even if the building is unable to/forgets to help set up your meeting.

Protocol

1. If your match has not shown up to the meeting time after 10 minutes, please send a response to the email you sent at 9AM asking the building/activity directors if they will be joining the call.
2. After 10 minutes of waiting for your match to show up, give your match a call on their phone number if it is listed in their match application. **NOTE: This should NOT be followed for residents in Memory Care—try to call the building instead!** A copy of your pair's match application can be found in your "Your Match!" email from your Match Onboarding Chair. Use the Google Voice protocol below to call them. **Please call them two times, leaving a voicemail on the second call! :)**
3. How to call your match at their phone number using Google Voice:
 - a. Download the Google Voice app to your phone
 - b. You will need a personal Google account to utilize this service, *your school email may not work*
 - c. Visit <https://www.youtube.com/watch?v=5mFGhHEhY6I> for a tutorial on creating a Google Voice phone number
 - d. You can use this number to call your resident and text them information, but they will see it as a different number and not be able to contact you directly!
4. **If they answer the phone:** let them know who you are, and that you will be doing their meeting on the phone this time! Proceed as usual :)
5. **If they do not answer:** Call again! Try to call 2x.
6. **If they do not answer the second call:** Leave a voicemail with your name, tell them that you're calling for your weekly meeting, and ask if they can call you back to chat before the end of your meeting time :)
 - a. The voicemail when they call back will go to your Google Voice app