

This is how the Senior CHAT (Mon Ami) phone system works for Volunteer Caller (Mary) and her Match (Diane):

1. Mary (volunteer) dials **610-880-3095**
2. She reaches the Senior CHAT recorded message

*Hi Mary,*

*Press 0 to talk to the Senior CHAT office*

*Press 1 to talk to Diane*

3. Mary presses **1**
4. Mary hears a confirmation message  
*We'll now connect you to Diane*
5. Mary hears the line start to ring
6. Mary reaches Diane or her voicemail
7. Diane sees 610-880-3095 on her caller ID.
8. If Mary gets Diane's voicemail Mary leaves  
**610-880-3095** as the call back number

If a Volunteer Caller has more than one Match, each Match will be in the system with a different digit. If Mary was calling Diane and Susan (another Match), Mary would hear the following when she reaches the Senior CHAT line

*Hi Mary,*

*Press 0 to talk to the Senior CHAT office*

*Press 1 to talk to Diane*

*Press 2 to talk to Susan*

**Remember:** If your Match calls the Proxy number they will be able to connect to you. It is your decision to answer their call. If you choose to let their call go to your voice mail, make certain your outgoing message DOES NOT include your personal phone number.  
All calls between Volunteer Callers and Matches should go through the phone system.

## Some Questions and Conversation Starters for Senior CHAT

### Childhood and Youth

- What do you remember about being a young child?  
What was life like?
- What were some of your favorite things to do as a kid?
- What was one of the best gifts you ever received?
- What was it like in grade school?
- What do you remember about being a teenager?
- Where did you go to high school? What was your school like?
- Who were your friends/buddies?
- Describe any teachers or mentors who stand out to you.
- What was the best thing about being a teenager?
- What did you do for fun?
- What did you do after high school?
- Tell me about some people you were close to growing up - grandparents, aunts, uncles, cousins.

### Adulthood

- How far back can you remember?
- Can you tell me about... College (if attended)? Major life events?  
Your work/career? How did you decide on that?
- Was there someone you shared your life with? How did you meet?
- Do you have children? Grandchildren? Tell me about them.
- What special memories do you have?
- What are some of the significant historical events you remember?
- Tell me about places that you've traveled.
- What do you enjoy doing now?
- What are some of your favorite TV shows? Foods? Traditions?

### Lifetime Legacies

- What was the happiest period of your life?
- What would you say is your "motto" – how you try to live your life.
- What advice would you give to your 'younger self'?