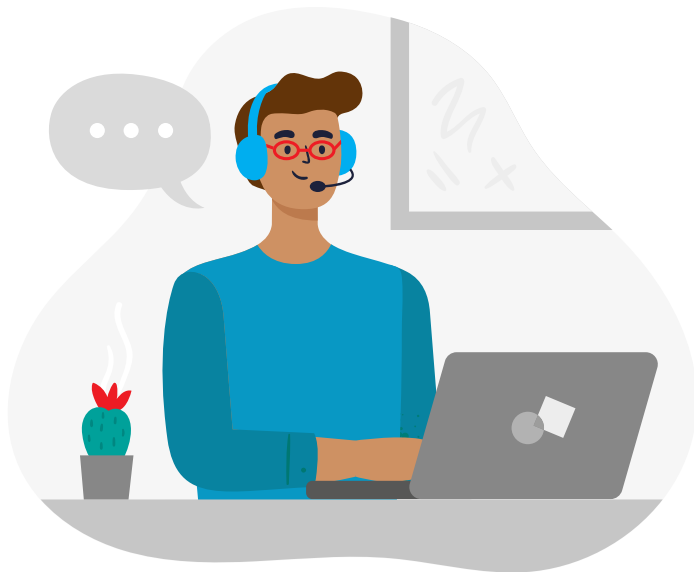


# SAMPLE SCRIPT



## 1

### FIRST CALL — SAMPLE SCRIPT

The following is an example of a straightforward call you might have with a caller. The issues addressed in this script are just one example of the types of questions you might be asked.

For every call, remember to explain:

- your role
- LISNS' commitment to privacy and confidentiality
- what you can and cannot help with
- where to find more resources.

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**Seniors' Legal Info Navigator:** It is **[insert your name]** calling. I am a Seniors' Legal Info Navigator. Is this a good time to talk?

**Caller:** Yes.

**Seniors' Legal Info Navigator:** I understand you would like help with making a personal directive?

**Caller:** Yes, I was looking for help using your online [Personal Directive App](#).

**Seniors' Legal Info Navigator:** I can certainly help you with that. Before we get started, I would like to go over a few things. First, I am not a lawyer and I can not give you legal advice. I will help you understand the legal information for making a personal directive. My role is to ensure you understand the information so you can complete the personal directive yourself.

Do you have any questions?

**Caller:** Yes, that sounds good to me.

**Seniors' Legal Info Navigator:** Ok great. LISNS is committed to privacy and confidentiality. We do not store any confidential information. I ask that during your call you only share personal information that is needed to complete a personal directive. Does that sound ok?

**Caller:** Oh ok, what do you mean by personal information?

**Seniors' Legal Info Navigator:** I am thinking about financial information. This could include bank account information, SIN numbers, investments you may hold.

**Caller:** Ok, thanks for clearing that up.

**Seniors' Legal Info Navigator:** So, you mentioned that you would like help using our online Personal Directive App? Do you have access to a computer or tablet where you can see the app?

*If the caller says **NO**, suggest that it might be helpful for them to call back when they can see the app online. Suggest they might be able to go to a local public library to use the computers. If they wish to continue without a computer, you can still try to answer their questions.*

**Caller:** Yes, I do have access to a computer. My daughter is here, and she is helping me use it.

**Seniors' Legal Info Navigator:** Ok that is great. It is important that you are making your personal directive free of pressure from other people. Do you trust your daughter to do the best for you?

**Caller:** Yes of course! I trust my daughter completely.

**Seniors' Legal Info Navigator:** Ok thanks so much for confirming that.

Before we move through the call, have you had a chance to read the Personal Directive Reflection Guide?

If the caller says NO, encourage them to read it before or after completing their personal directive—they can make changes at any time.

**Caller:** Yes, I have read it. I was wondering if you could explain a little bit more about selecting a delegate.

**Seniors' Legal Info Navigator:** Sure. Delegates are the people you name in your personal directive to make personal care decisions for you when you cannot do it. Your delegate does not have to be a relative. They must be at least 19 years old (unless they are your spouse) and able to make important decisions. Your spouse can be your delegate even if they are under 19.

You can choose not to name a delegate to make personal care decisions for you. If you do not choose a delegate, you can leave instructions and wishes about your personal care. These options come up later in the personal directive.

**Caller:** So, I don't have to choose a delegate?

**Seniors' Legal Info Navigator:** That's right! But if you lose capacity or consciousness and you have no delegate, your care providers will still need someone to make decisions about your care. Nova Scotia has a law that says who should make these decisions for you. If you don't name a delegate, you will have no say in who makes the decisions. And that person will have the power to make many decisions for you, including placing you in a continuing care home.

**Caller:** Oh ok, I see, I do not want that to happen. I want my daughter to be my delegate. Do I put her name in my personal directive?

**Seniors' Legal Info Navigator:** Yes, that is right. When you go through the Personal Directive App, you will be asked to name a delegate. You can also name a back-up delegate, called an "alternate delegate." It will help you to have the names, addresses and phone numbers for delegates handy when you are completing the app.

**Caller:** What is an alternate delegate again?

**Seniors' Legal Info Navigator:** An alternate delegate makes decisions about your care if your delegate cannot or will not. You may also name more alternate delegates to make decisions in case your first alternate cannot. An alternate delegate must be at least 19 years old (unless they are your spouse) and able to make important decisions.

**Caller:** I do not want to name an alternate delegate. I just want my daughter making decisions for me.

**Seniors' Legal Info Navigator:** Of course, I understand that. I just want you to know that if your daughter cannot act as your delegate for some reason, your care providers would have to find someone else to make decisions for you. If you do not want this, you may want to think about allowing your delegate to name someone else to take on her duties to make personal care decisions for you.

**Caller:** I am not sure I am following this. I just want my daughter to be my delegate.

**Seniors' Legal Info Navigator:** I completely understand. There is so much information to take in.

You can allow your delegates to give their responsibilities for your personal care decisions to someone else. That person will make the decisions your delegates let them make. Your delegates may only name other delegates if you say they can in your personal directive. However, you do not have to do this.

**Caller:** No, I do not want to do this.

**Seniors' Legal Info Navigator:** Of course, I understand, a personal directive is about making sure that you get the care you want when you can no longer make those decisions.

Do you have any other questions for me today?

**Caller:** No, I think that is everything.

**Seniors' Legal Info Navigator:** Ok, if that changes, we can certainly speak again. If you need help with other legal issues, you can also call the legal information line at 1 800 665-9779. You can ask questions the LISNS website through webchat or email them at [pdhelp@legalinfo.org](mailto:pdhelp@legalinfo.org).

LISNS also have a lawyer referral service. If you feel you need to speak with a lawyer, we can refer you to one who will talk with you for 30 minutes for \$20.

**Caller:** That is good to know. Thank you and bye for now.