



**CALL-IN CAMPAIGN – 1-866-828-4162  
URGES SENATE TO SUPPORT OLDER ADULTS BY PASSING HEROES 2.0**

Dear NADSA Member:

**This is a CALL TO ACTION NADSA Members across the nation! Please help push the U.S. Senate to pass additional legislation (HEROES 2.0) to support older adults during this COVID-19 pandemic.**

To assist with this effort, The Alliance for Retired Americans has again graciously provided a toll-free number with a recorded explanation, welcoming the caller/advocate to their Action Hotline.

- The caller/advocate dials **1-866-828-4162** and hears the recording about COVID-19 and the need to help older Americans.
- The caller/advocate simply stays on the line to be connected automatically to the Congressional Switchboard.
- The caller then asks for their Senator, and after telling the Senate office their name and town, uses the script that is appropriate for their situation.

Our general message is that it has been far too long since the last pandemic relief package and that millions of Americans will continue to suffer without action from the Senate on the House-passed compromise bill. We need this bill to protect the health and well-being of older adults, family caregivers, direct care workers, and the professional health care and social services workforce, as well as to assist millions of younger Americans in need.

**Call-in Scripts for Coronavirus Campaign  
1-866-828-4162**

**1. Script for ADS clients and their family caregivers**

- Hi, my name is [NAME] and I am a constituent of [SENATOR NAME]. I live in [CITY or TOWN].
- Older people need more help during the COVID-19 pandemic. They (or we) are dying at alarming rates, especially older adults who are Black, Indigenous, and Latino, and I am concerned about the health and safety of my **(friend/relative/myself)**.

- The Senate must pass the HEROES 2.0 compromise bill already passed by the House. We urge you to make sure all Adult Day Services centers, nursing homes and assisted living facilities have enough personal protective equipment and to provide funding for the services and meals that help older adults remain in their homes.
- Please support more HEROES 2.0 and funding for these needs.

END

## 2. Script for ADS Administrators and Staff

- Hi, my name is [NAME] and I work in the Adult Day Services field in [CITY or TOWN] and [STATE].
- I am calling to ask the Senator to support the HEROES 2.0 compromise bill already passed by the House. It will provide more funds to assist older Americans and family caregivers, who are facing extremely difficult challenges during the COVID-19 pandemic.
- We rely on government to help keep our loved ones safe and healthy and older Americans are at a higher risk during COVID-19. In fact, 8 out of 10 deaths from COVID in the U.S. have been in adults 65 years old and older. What's more, older adults of color and their families are experiencing disproportionate illness and death from COVID-19.
- **The Senate needs to pass the HEROES 2.0 bill to [CHOOSE ONE OR TWO]:**
  - Provide resources for quality care and support the rights of residents of Adult Day Centers, nursing homes and assisted living facilities;
  - Help older adults to live safely in their homes by providing supports and services like access to in-home care and food which many Adult Day Services Centers are providing where they are allowed;
  - Promote safety and provide personal protective equipment for the workforce serving older adults; and
  - Safeguard the income and retirement security of older adults and generations to come.
- **Please fund the necessary [CHOOSE ONE OR TWO]:**
  - Supply and delivery of personal protective equipment for all who work and volunteer with older adults;
  - Accurate and available testing for everyone, along with support for contact tracing;
  - Increased support for vital programs that serve older Americans, such as Medicaid, Medicare, Social Security, the Older Americans Act, and pension protections; and for technology, training, senior housing, and long-term services

& supports that help keep older adults healthy and prevent the harms caused by isolation.

- These priorities are important to me because [INSERT PERSONAL STORY HERE].
- Thank you for taking my call and please urge the Senator to support older Americans by passing the HEROES 2.0 COVID-19 package!

END