

## DRAFT – June 5 TTH North, Interior and Coast (Min Conroy) 6pm

### Child Care TTH Voice Mail Scripts and Recording Instructions

CRTC regulations state that automated/recorded messages must begin with:

1. The name of the person and/or organization making the call
2. An explanation of the purpose of the call
3. A phone number where the originator of the call can be reached (local or toll-free for all recipients of the call)
4. An email address OR mailing address (including province and postal code) where the originator of the call can be reached

**If your message exceeds 60 seconds**, this information must be repeated again at the end of the message.

There can be **no solicitation** (direct or indirect) in your message. This includes selling goods or services, asking for donations or volunteers, inviting people to an event with paid admission, or inviting people to join an organization that charges a membership fee.

Stratcom staff will ensure that your recordings are compliant with CRTC regulations before any calls are made.

#### **Best Practices**

- Call the recording extension from a landline phone, not a cell phone or speakerphone.
- It is important to make sure the recording sounds personable. Standing and looking at a mirror and smiling while you talk will increase the energy of your voice.
- Don't slow down to read your phone number and email address. The opening of your message is a crucial time for the caller in deciding to stay on the line or not, if you speed through the phone number and address, you will have a better chance at catching the person answering the phone.
- At the end of your message, pause and repeat your name, phone number and email address again: *"Once again, this is [NAME] from [ORGANIZATION], I can be reached at 1-866-XXX-XXXX or info@domain.ca."*

#### **Recording Instructions**

**To record your messages, call 866.537.6199 or 888.203.5707 ext. 957**

Follow the auto instructions that will guide you through the steps to record your message, how to review your recording, and then how to accept or re-record your message. If you are calling in multiple times to record and would like to skip the instructions, press the # key.

At the start of the recording please say your name, and the title of the message you are recording (e.g. "Mary Smith, TTH live prompt"), and then wait 2 seconds before speaking the script – don't read it, speak it.

## **Message One**

On Monday June 4th the people on your North, interior and coast TTH phone list will receive a message from you inviting them to participate in the upcoming TTH with Minister Conroy. The message will explain what the TTH is about, when it will take place, and how to participate. Below is a sample script. We recommend that the recording be no longer than 60 seconds.

**Read: *Minister Chen BVM Invite to Tuesday, June 5th TTH***

***Hello, this is Katrina Chen, BC's Minister of State for Child Care. I can be reached at 1 877 387-7027 or email me at CC.Minister@gov.bc.ca***

***I'm calling to invite you to join Katrine Conroy, Minister of Children and Family Development, for a live, interactive telephone town hall meeting about the future of child care in our province.***

***The telephone town hall will be held live tomorrow, Tuesday, June 5th at 6pm. It's your time to ask the Minister questions about how child care is being made more affordable and available for BC parents.***

***Again, the town hall will take place tomorrow starting at 6:00 pm.***

***To participate, all you have to do is answer the phone when we call tomorrow night between 5:50 pm and 6:10 pm.***

***The Minister is looking forward to connecting with you on tomorrow.***

***This is Minister of State for Child Care Katrina Chen. I can be reached at 1 877 387-7027 or email me at CC.Minister@gov.bc.ca***

## **Message Two**

At the time of the start of the TTH, participants will receive a message from you welcoming them to the TTH and asking them to stay on the line while we wait for other participants to join the call.

**Read: *Minister Chen Live Prompt for TTH for Monday, May 28th***

***Hello, this is Katrina Chen, BC's Minister of State for Child Care. I can be reached at 1 877 387-7027 or email me at [CC.Minister@gov.bc.ca](mailto:CC.Minister@gov.bc.ca)***

***Tonight the Minister for Children and Family Development, Katrine Conroy is conducting a LIVE Telephone Town Hall Meeting on the future of child care in BC.***

***To join the 90 minute discussion and ask your questions, just stay on the line and you will receive information on how to participate.***

***The Minister looks forward to hearing from you, so please stay on the line and join our telephone town hall meeting starting momentarily.***

## **Message Three**

**Answering Machine Message Prompt for TTH**

When the system dials a participant but the call goes to their voicemail, we leave a message so that an interested participants can dial in during the call. This is the script for the voicemail message that is left.

**Read: *Minister of State Chen Answering Machine Message Prompt for TTH***

***Hello, this is Katrina Chen, BC's Minister of State for Child Care. I can be reached at 1 877 387-7027 or email me at [CC.Minister@gov.bc.ca](mailto:CC.Minister@gov.bc.ca)***

***I am calling to connect you to our live telephone town-hall meeting about the future of child care in our province. It is taking place right now from 6:00 pm to 7:30 pm.***

***If you get this message before 7:15, you can join the discussion by dialing 1-877-229-8493 and entering ID Code 117216.***

## DRAFT – Monday May 28th TTH Metro Van (Min Chen) 7pm

### Child Care TTH Voice Mail Scripts and Recording Instructions

CRTC regulations state that automated/recorded messages must begin with:

1. The name of the person and/or organization making the call
2. An explanation of the purpose of the call
3. A phone number where the originator of the call can be reached (local or toll-free for all recipients of the call)
4. An email address OR mailing address (including province and postal code) where the originator of the call can be reached

**If your message exceeds 60 seconds**, this information must be repeated again at the end of the message.

There can be **no solicitation** (direct or indirect) in your message. This includes selling goods or services, asking for donations or volunteers, inviting people to an event with paid admission, or inviting people to join an organization that charges a membership fee.

Stratcom staff will ensure that your recordings are compliant with CRTC regulations before any calls are made.

#### **Best Practices**

- Call the recording extension from a landline phone, not a cell phone or speakerphone.
- It is important to make sure the recording sounds personable. Standing and looking at a mirror and smiling while you talk will increase the energy of your voice.
- Don't slow down to read your phone number and email address. The opening of your message is a crucial time for the caller in deciding to stay on the line or not, if you speed through the phone number and address, you will have a better chance at catching the person answering the phone.
- At the end of your message, pause and repeat your name, phone number and email address again: *"Once again, this is [NAME] from [ORGANIZATION], I can be reached at 1-866-XXX-XXXX or info@domain.ca."*

#### **Recording Instructions**

**To record your messages, call 866.537.6199 or 888.203.5707 ext. 957**

Follow the auto instructions that will guide you through the steps to record your message, how to review your recording, and then how to accept or re-record your message. If you are calling in multiple times to record and would like to skip the instructions, press the # key.

At the start of the recording please say your name, and the title of the message you are recording (e.g. "Mary Smith, TTH live prompt"), and then wait 2 seconds before speaking the script – don't read it, speak it.

## **Message One**

The Friday before your first TTH, the people on the West Van phone list will receive a message from you inviting them to participate in Monday's TTH. The message will explain what the TTH is about, when it will take place, and how to participate. Below is a sample script. We recommend that the recording be no longer than 60 seconds.

**Read: *Minister Chen BVM Invite to Monday, May 28th TTH***

***Hello, this is Katrina Chen, B.C.'s Minister of State for Child Care. I can be reached at 1 877 387-7027 or email me at CC.Minister@gov.bc.ca***

***I'm calling to invite you to join me for a live, interactive telephone town hall meeting about the future of child care in our province.***

***The telephone town hall will be held live on Monday, May 28th at 7:00pm. It's your time to ask me questions about how child care is being made more affordable and available for BC parents.***

***Again, the town hall will take place on Monday, May 28th, starting at 7:00 pm.***

***To participate, all you have to do is answer the phone when we call Monday night between 6:50 pm and 7:10 pm.***

***I look forward to connecting with you on Monday.***

***Again, this is Minister of State for Child Care Katrina Chen. I can be reached at 1 877 387-7027 or email me at CC.Minister@gov.bc.ca***

## **Message Two**

At the time of the start of the TTH, participants will receive a message from you welcoming them to the TTH and asking them to stay on the line while we wait for other participants to join the call.

***Read: Minister Chen Live Prompt for TTH for Monday, May 28th***

***Hello, this is Katrina Chen, BC's Minister of State for Child Care. I can be reached at 1 877 387-7027 or email me at CC.Minister@gov.bc.ca***

***Tonight I am conducting a LIVE Telephone Town Hall Meeting on the future of child care in our province.***

***To join the 90 minute discussion and ask your questions, just stay on the line and you will receive information on how to participate.***

***I look forward to hearing from you, so please stay on the line and join our telephone town hall meeting starting momentarily.***

## **Message Three**

### **Answering Machine Message Prompt for TTH**

When the system dials a participant but the call goes to their voicemail, we leave a message so that an interested participants can dial in during the call. This is the script for the voicemail message that is left.

***Read: Minister of State Chen Answering Machine Message Prompt for TTH***

***Hello, this is Katrina Chen, BC's Minister of State for Child Care. I can be reached at 1 877 387-7027 or email me at CC.Minister@gov.bc.ca***

***I am calling to connect you to our live telephone town-hall meeting about the future of child care in our province. It is taking place right now from 7:00 pm to 8:30 pm.***

***If you get this message before 8:15, you can join the discussion by dialing 1-877-229-8493 and entering ID Code 117216.***

## DRAFT – Tuesday May 29th TTH Metro Van (Min Chen) 7pm

### Child Care TTH Voice Mail Scripts and Recording Instructions

CRTC regulations state that automated/recorded messages must begin with:

1. The name of the person and/or organization making the call
2. An explanation of the purpose of the call
3. A phone number where the originator of the call can be reached (local or toll-free for all recipients of the call)
4. An email address OR mailing address (including province and postal code) where the originator of the call can be reached

**If your message exceeds 60 seconds**, this information must be repeated again at the end of the message.

There can be **no solicitation** (direct or indirect) in your message. This includes selling goods or services, asking for donations or volunteers, inviting people to an event with paid admission, or inviting people to join an organization that charges a membership fee.

Stratcom staff will ensure that your recordings are compliant with CRTC regulations before any calls are made.

#### **Best Practices**

- Call the recording extension from a landline phone, not a cell phone or speakerphone.
- It is important to make sure the recording sounds personable. Standing and looking at a mirror and smiling while you talk will increase the energy of your voice.
- Don't slow down to read your phone number and email address. The opening of your message is a crucial time for the caller in deciding to stay on the line or not, if you speed through the phone number and address, you will have a better chance at catching the person answering the phone.
- At the end of your message, pause and repeat your name, phone number and email address again: *"Once again, this is [NAME] from [ORGANIZATION], I can be reached at 1-866-XXX-XXXX or info@domain.ca."*

#### **Recording Instructions**

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At the start of the recording please say your name, and the title of the message you are recording (e.g. "Mary Smith, TTH live prompt"), and then wait 2 seconds before speaking the script – don't read it, speak it.

## **Message One**

On Monday evening the people on your Tuesday TTh phone list will receive a message from you inviting them to participate in the call. The message will explain what the TTH is about, when it will take place, and how to participate. Below is a sample script. We recommend that the recording be no longer than 60 seconds.

**Read: *Minister Chen BVM Invite to Tuesday, May 29th TTH***

***Hello, this is Katrina Chen, BC's Minister of State for Child Care. I can be reached at 1 877 387-7027 or email me at CC.Minister@gov.bc.ca***

***I'm calling to invite you to join me for a live, interactive telephone town hall meeting about the future of child care in our province.***

***The telephone town hall will be held live tomorrow, Tuesday, May 29th at 7:00pm. It's your time to ask me questions about how child care is being made more affordable and available for BC parents.***

***Again, the town hall will take place tomorrow, Tuesday, May 29th starting at 7:00 pm.***

***To participate, all you have to do is answer the phone when we call tomorrow night between 6:50 pm and 7:10 pm.***

***I look forward to connecting with you tomorrow.***

***Again, this is Minister of State for Child Care Katrina Chen. I can be reached at 1 877 387-7027 or email me at CC.Minister@gov.bc.ca***



## **Message Two**

At the time of the start of the TTH, participants will receive a message from you welcoming them to the TTH and asking them to stay on the line while we wait for other participants to join the call.

**Read: *Minister Chen Live Prompt for TTH for Tuesday, May 29th***

***Hello, this is Katrina Chen, BC's Minister of State for Child Care. I can be reached at 1 877 387-7027 or email me at CC.Minister@gov.bc.ca***

***Tonight I am conducting a LIVE Telephone Town Hall Meeting about the future of child care in our province.***

***To join the 90 minute discussion and ask your questions, just stay on the line and you will receive information on how to participate.***

***I look forward to hearing from you, so please stay on the line and join our telephone town hall meeting starting momentarily.***

## **Message Three**

### **Answering Machine Message Prompt for TTH**

When the system dials a participant but the call goes to their voicemail, we leave a message so that an interested participants can dial in during the call. This is the script for the voicemail message that is left.

**Read: *Minister of State Chen Answering Machine Message Prompt for TTH***

***Hello, this is Katrina Chen, BC's Minister of State for Child Care. I can be reached at 1 877 387-7027 or email me at CC.Minister@gov.bc.ca.***

***I am calling to connect you to our live telephone town-hall meeting about the future of child care in our province. It is taking place right now from 7:00 pm to 8:30 pm.***

***If you get this message before 8:15, you can join the discussion by dialing 1-877-229-8493 and entering ID Code 117216.***

7:30pm

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At the start of the recording please say your name, and the title of the message you are recording (e.g. "Mary Smith, TTH live prompt"), and then wait 2 seconds before speaking the script – don't read it, speak it.

## **Message One**

On Tuesday evening the people on your Wednesday TTH phone list will receive a message from you inviting them to participate in the upcoming TTH. The message will explain what the TTH is about, when it will take place, and how to participate. Below is a sample script. We recommend that the recording be no longer than 60 seconds.

**Read: *Minister Chen BVM Invite to Wednesday May 30th TTH***

***Hello, this is Katrina Chen, BC's Minister of State for Child Care. I can be reached at 1 877 387-7027 or email me at [CC.Minister@gov.bc.ca](mailto:CC.Minister@gov.bc.ca)***

***I'm calling on behalf of the Minister for Children and Family Development, Katrine Conroy, to invite you to join us for a live, interactive telephone town hall meeting about the future of child care in our province.***

***The telephone town hall will be held live tomorrow, Wednesday, May 30th at 7:30pm. It's your time to ask us questions about how child care is being made more affordable and available for BC parents.***

***Again, the town hall will take place on Wednesday, May 30th starting at 7:30 pm.***

***To participate, all you have to do is answer the phone when we call tomorrow night between 7:25 pm and 7:45 pm.***

***We look forward to connecting with you tomorrow.***

***Again, this is Katrina Chen, BC's Minister of State for Child Care. I can be reached at 1 877 387-7027 or email me at [CC.Minister@gov.bc.ca](mailto:CC.Minister@gov.bc.ca)***

## **Message Two**

When the system dials a participant but the call goes to their voicemail, we leave a message so that an interested participants can dial in during the call. This is the script for the voicemail message that is left.

**Read: *Minister Chen Live Prompt for TTH for Wednesday, May 30th***

***Hello, this is Katrina Chen, BC's Minister of State for Child Care,. I can be reached at 1 877 387-7027 or email me at [CC.Minister@gov.bc.ca](mailto:CC.Minister@gov.bc.ca)***

***Tonight the Minister for Children and Family Development, Katrine Conroy and I are conducting a LIVE Telephone Town Hall Meeting on the future of child care in our province.***

***To join this 90 minute discussion and ask your questions, just stay on the line and you will receive information on how to participate.***

***We look forward to hearing from you, so please stay on the line and join our telephone town hall meeting starting momentarily.***

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***Hello, this is Katrina Chen, BC's Minister of State for Child Care. I can be reached at 1 877 387-7027 or email me at [CC.Minister@gov.bc.ca](mailto:CC.Minister@gov.bc.ca)***

***I am calling to connect you to our live telephone town-hall meeting about the future of child care in our province. It is taking place right now from 7:30 pm to 9 pm.***

***If you get this message before 8:45, you can join the discussion by dialing 1-877-229-8493 and entering ID Code 117216.***