**Message List for Voice Banking** - This an example list and there may well be other phrases or words specific to you that you also want to record

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| **Social** * Hello
* Good morning
* It’s so good to see you
* I’m Jane Smith
* It’s nice to meet you
* I wanted to ask you something.
* See you later
* Goodbye
* Goodnight
* It was really nice to see you
* Have a great day!

**Questions*** How are you doing?
* What have you have been up to?
* How was your day?
* How’s it going?
* When will I see you again?
* How’s ……..
* What have they been doing?
* Have they been anywhere nice?
* Have I received any emails?
* How is the garden going?
* What is the gossip?

**Responses and Chat Extenders*** Okay.
* Good.
* Great!
* Terrible!
* Yes.
* No.
* Maybe.
* Please.
* Thanks.
* You’re welcome.
* Why?
* Why not?
* Really?
* How was it?
* What happened?
* Then what happened?
* I know.
* I don’t know.
* Right.
* You’ve got to be kidding
* Tell me more.
* It is very important
* It’s not that important
* Never mind

**Communication tips cont*** I want to tell you about something.
* Let's talk another time. I need to rest.

**Information Messages*** I use this device to talk because I have lost my ability to speak due to a medical condition.
* My hearing and thinking are fine so you can speak normally to me.
* Sometimes I get a little teary.
* I’m fine. Just go on.

**Emotion Words/Sounds*** Laughter
* Expletive
* Heavy sigh
* Eh hem! (getting attention sound)
* Aww! (“how cute”)
* Yeah! or Uh huh!
* Ohhhh (I get it now)
* Kiss

**Humour*** That was the machine talking. I take no responsibility.
* That’s easy for you to say.
 | **Names*** Family name (record primary ones)
* Friend name (record primary ones)
* Your name
* Caregiver name
* I need to talk to …
* I am grateful for …
* Can you get ….

**Common Requests*** I need to talk to you
* I need a hug
* I need a kiss
* I need to use the bathroom
* Could I please have my glasses
* I need some help
* I need to be repositioned
* Could you please get my
* Carer.
* I really need to rest a bit more
* That is perfect
* Stop!
* That is too much.

**Affection (people, pets, teams, religion)*** I love you
* I adore you
* I thank you for everything
* You are wonderful
* I am so proud of you
* I need a kiss
* I need a hug
* I need some love
* What a good girl/boy
* Come here (Pet’s name)
* Lullaby, rhyme, birthday song
* Sport’s cheer
* Negative sport’s comment
* A Prayer or Blessing
* Laughing

**Phone*** Hi, this is …... Please call me back on …….
* Hi, It’s …….
* I’m doing okay, thanks
* Hold on, I’m typing.
* I just called to say Hi. How are you?

**Emergency/feeling unwell*** Please contact (contact person) at number) and let her/him know that…….. is having an emergency.
* I am having an emergency at (address). Please come immediately.
* I need to go to the hospital
* I am in a lot of pain
* I can’t breathe well
* I am very, very hot
* I can’t feel my…
* It hurts to pee
* Move me up the bed, my back aches
* I’m thirsty / sore mouth/ put lip salveon
* My heels / elbows are sore - put a pillow underneath
* My catheter is pulling / sore / itchy
* My PEG is pulling / sore / itchy
* I have pain in my…
* Move me up the bed
* Sit me up: more / less
* Move my pillows: up / down / near to my neck / right / left
* Put me on / off my side
* Clean my PEG
* Clean my teeth
* Comb my hair
* Cream my: elbows / face / heels / legs
* Cut my nails
* Cut my nose and ear hair
* Empty my bag
* I need changing
* I need to go to the toilet:
* I would like a wash
* Scratch my head
* Shave me
* There is something in my mouth
 | **Phone cont*** I need to make an appointment
* Could you help me make a call
* Hi, this is ……. Please don’t hang up. Due to a medical condition I can’t speak and I will be using a speech device to talk with you.

**Communication Controls*** Hold on!
* Please be patient. It may take me a little while to type out the message I want to say to you.
* I have something to add to what we are talking about. Please give me a moment to type it out.
* Wait a moment. I am not quite finished with what I have to say.
* I am ready with my message now.
* Thank you for your patience.

**Communication Tips*** Excuse me. I need your attention.
* Please go ahead and try to guess what I am saying. It may speed things up and saves me energy.
* Please let me complete my messages without trying to guess what I will say.
* Ask me Yes/No questions. It will speed things up.
* Please read the screen over my shoulder if you can’t understand what I am saying.
* Please do not read over my shoulder.
* Let me know if you don’t understand me and need me to repeat.
* Let's try that again
* That reminds me of something.
* This is what I think
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