

**ORANGE PARK MEMBER RESOURCE**

Health & Wellness Connections

For senior care, hearing, dental, wellness, beauty, and other personal service members.

Put this into practice

- ✓ Explain whom you serve, the services you offer, how to book, and when the person should seek a different professional.
- ✓ Listen for a stated need rather than inferring a diagnosis or sharing someone's private condition within the group.
- ✓ Offer the person the member's public contact information or request consent before making a direct introduction.
- ✓ Describe credentials and services accurately; avoid treatment promises, guaranteed results, or unverified health claims.
- ✓ Follow up on the service experience only with appropriate permission, and keep sensitive details out of referral trackers.

Use these words

You mentioned you were looking for [service]. Would it help if I shared the contact details for [member/business]?

I serve [customer type] with [service]. A good introduction is someone who has asked for [specific help] in [area].

Write your own version

My best-fit customer or member: _____

A clear situation that tells me to act: _____

The first step I will take this week: _____



Make it repeatable

Use this page as a short working sheet. Assign a next step before the conversation ends.

Before you share or recommend

- ✓ Is the need within the provider's stated scope and credentials?
- ✓ Do I have consent before sharing identifying or sensitive information?
- ✓ Have I avoided diagnosis or outcome guarantees?
- ✓ Are any professional referral restrictions relevant to this service?
- ✓ Can the person choose a different provider without pressure?

Your next 30 days

- ✓ Week 1: Write a plain-language service and scope description.
- ✓ Week 2: Meet two members serving the same audience in different ways.
- ✓ Week 3: Share one educational tip without personal client details.
- ✓ Week 4: Review the clarity and appropriateness of introductions.

Track the outcome

People I contacted: _____ Useful introductions: _____ Follow-ups completed: _____

One thing I learned this month: _____

My next specific ask: _____

These are practical discussion tools, not guarantees of referrals or business outcomes. Respect privacy, obtain consent before sharing contact details, and follow applicable professional rules.