

# Senior Moments

By Pamela Morgan

## SYNOPSIS:

An elderly man contacts a tech company for the technologically challenged to find help with Zoom, but winds up learning much bigger lessons about love and acceptance.

## SETTING:

A Zoom call hosted by Senior Moments.

## CAST OF CHARACTERS

1 man, 1 woman, 1 any

All roles may be played by actors of any ethnicity.

DREW Any. Mid 20s to 30s. A bored but good-natured IT person.

JACK Male. Mid 60s to 70s. A blue collar worker, loves to talk. He has no tech skills and needs help.

ANNA Female. 18 to mid 20s. She is endlessly embarrassed by her father, Jack.

SETTING: Drew sits on a Zoom call. Their background should be stock photo office, digital background. This will change to a cramped personal space with a photo of them and their spouse. Jack is in a messy kitchen or background, this will change to digital. Anna should be in her bedroom or her apartment.

DREW

Greetings, welcome to Senior Moments, taking you from Cyber Stupid to Cyber Savvy, my name is Drew and I'm excited to assist you. We can start with taking your payment information. Do you have your credit card handy?

JACK (O.C.)

Hello? Hello?

DREW

Greetings, Welcome to Senior Moments, the place you can come to when your children won't help. If you have your credit card handy, we can start with our easy pay system.

JACK (O.C.)

Hello, is someone out there?

DREW

Can you hear me, sir?

JACK (O.C.)

Yes I...think I can hear you. You're awfully quiet.

DREW

Take a look at your desktop, sir, on the bottom righthand side. There is a little symbol that looks like a speaker with sound waves coming out, do you see that?

JACK (O.C.)

I do.

DREW

If you move your mouse over it and click, it will pop up a small menu.

JACK (O.C.)

Oh yes, I see, it says the number 15.

DREW

Slide that bar all the way to the right, as high as you like.

JACK (O.C.)

Okay, I'm sliding. It says 100.

DREW

Can you hear me now?

JACK (O.C.)

Yes, that's much better!

DREW

Greetings, welcome to Senior Moments. No, we're not a scam, yes, we can teach you Instagram, but first do you have your credit card ready for payment?

JACK (O.C.)

I'm not interested in learning the Instagram.

DREW

May I have your name sir?

JACK (O.C.)

I'm Jack and who are you?

DREW

Hello, Jack, my name is Drew. Our policy is to begin all calls by teaching you our easy pay system, that also teaches you how to use popular apps like Paypal--

JACK (O.C.)

You have a very pleasant voice, Drew, has anyone told you that?

DREW

Thank you.

JACK (O.C.)

I mean it, you have a good voice.

DREW

Did you have something you needed help with today, Jack?

JACK (O.C.)

I can't seem to figure out how to turn my camera on.

DREW

I think I can help you with that. Right now, Jack, we're on Zoom. So let's start with how you turn your camera on, when on Zoom.

JACK (O.C.)

Yes, I want to learn the Zoom.

DREW

Wonderful. Can you see me right now?

JACK (O.C.)

I don't know.

DREW

Do you see me waving? *(waves and smiles, there's a pause)*  
Are you waving back at me, Jack?

JACK (O.C.)

I am, can you see me?

DREW

No, Jack, I can't see you yet, but let's get that fixed. You're definitely on a computer of some kind, is it a laptop or desktop, PC or Mac?

JACK (O.C.)

I'm on a computer, it's a few years old. With the windows. My son got me one of those pads for Christmas but I don't know how to use it. His name is Jack too, but we call him JJ. Is Drew short for something?

DREW

It is not short for anything. I love the nickname JJ, it makes me think of the show Good Times.

JACK (O.C.)

You're too young to know that show!

DREW

I live for retro, it's the best part of my job, what can I say? So if you're on a desktop, can you take your mouse and move it down and to the left? You'll see what looks like a camera pop up.

JACK (O.C.)

I see it.

DREW

Perfect, just click that once and we should-

*Jack appears on the screen.*

DREW

Hello there! Nice to finally meet you in person.

JACK

That worked! That's all I have to do?

DREW

That's all you have to do, Jack. We do still have the matter of our easy pay system, but.. *(decides against it)* is there anything else can I help you with?

JACK

You can see everything behind me. That's not good.

DREW

Well, yes, the camera does show your room a bit, and if your room is a little.. um.. *(searching for a kind word)* disorganized, it will show that too.

JACK

I can't have that. I'm going to have clean everything up but that could take...

DREW

That could take quite a while. I can teach you a little trick that might help. Let me show you something. (*Drew's background suddenly changes to home office.*) This is where I'm sitting right now.

JACK

Wow! That room looks tiny, nothing like the first room you were in.

DREW

It is tiny. But I've been in this room the whole time, I changed my virtual background.

JACK

Who's that in the picture? A sister?

DREW

That's my wife/husband, Charlie.

JACK

Oh you're a . . . homosexual. My daughter is too. Is that okay for me to say?

DREW

I think its okay for you say.

JACK

I've been reading these books and they say you shouldn't tell people that others are homosexual. You shouldn't "out" people.

DREW

The books are right, you really shouldn't "out" people when they haven't told you that you can. Or to someone safe, like me. Usually if someone is out, then its okay to share that if it comes up.

JACK

She's definitely out and proud. I think she'd be okay with me sharing it with you, Drew. Truth is, we haven't talked since she told me. I had a really hard time when she came out.

DREW

My parents did too, Jack. But I do need to remind you that these calls are recorded and reviewed by a manager.

JACK

I was afraid for her, you know? When I was a young person, they beat people up for being homosexual. We didn't call it that. And not women, at least I don't think, but definitely men. I didn't do too well when she told me. I told her she couldn't be gay, I wouldn't allow it. I guess that's a dumb thing to say.

DREW

I can understand being afraid.

JACK

But you're happy? With your wife? You love each other and have a good life?

DREW

We have a very good life. We fight, like all couples, and they get on my nerves because they leave their laundry everywhere. We adopted a baby a few months ago, so starting a family has been fun.

JACK

You adopted a baby? They let you do that?

DREW

*(beat)* Yes, they let us do that. We still have the matter of the easy pay, I could really get in trouble if I don't--

JACK

I didn't mean it to sound that way, I didn't know.. *(beat)* I don't know how those things.. *(beat)* I'm just a dumb old man, I'm sorry.

DREW

No.. I get it. You come from a different generation, my parents did too, and they didn't know a lot of things either. Like that Charlie and I could get married and adopt and have a family. And there's a lot of ways to have a family, if you want to, not just adoption. I don't know if your daughter wants a family, and that's ok these days too. Women don't have to rush into relationships and start a family, they can have lives and careers and goals and dreams and no children ever at all. My parents didn't know that times have changed. People have changed, society is moving forward. Three years ago, when I started with this company, I wasn't allowed to tell anyone I was gay. It was in the Employee Handbook. And a year ago, a customer found out and they reported me to the corporate office as being offensive, because I was homosexual. Like my sexuality while I'm assisting you with technology has any bearing at all. But Senior Moments stood by me and they changed their stupid policy.

JACK

That's what I'm afraid of though. For her, having to deal with people like that. In a job or anywhere. What if she wants to walk down the street holding her girlfriend's hand?

DREW

Then she walks down the street and holds her girlfriend's hand.

JACK

And if people don't like it?

DREW

There's always going to be people who hate. But the people who don't understand it, like you, are having conversations with people like me.

JACK

And learning! From people like you.

DREW

Exactly.

*(They smile for a moment at each other on the screen.)*

JACK

Here I thought this was only lessons on technology.

DREW

It is, Jack, but you asked and no question too stupid that can't be computed, here at Senior Moments. I swear I did not make that rhyme up.

JACK

Employee Handbook, eh? I think I owe you some credit card information, don't I? Isn't that how this works?

DREW

Don't even worry about, we'll call this one on me. Was turning your camera on all you wanted help with?

JACK

I guess so.. I mean, my room is still a problem.

DREW

Right! Your background. I mean this fondly, but you are a hot mess with that room.

JACK

I am, ever since my wife passed away. She did all the cleaning.

DREW

I'm so sorry for your loss. We can fix the room. Remember that camera you clicked? If you hover over it with your mouse, you'll see an arrow. Click that and a menu pops up. Select Choose Virtual Background.

JACK

Ok.

DREW

You'll see your video and below that some squares with pictures, and you can click on any of those and it will change your background.

JACK

*(his background starts changing)* Wow! Look at these. *(he settles on a beach)* The beach is good, we went to the Virgin Islands when the kids were young and they loved it.

DREW

You know how to follow a link to get to a zoom call, like you did for this one, but you can also start a meeting when you first log in, by choosing New Meeting. And to invite someone to a meeting in progress, move your mouse to the bottom of the screen, you'll see two people. It says Participants. Click on the arrow and choose Invite People. Then you can email or copy the invite link and send that to them.

JACK

You're going a little fast. So first I go to Participants.. click the arrow.. then Invite People.. and email.

Drew

You got it, Jack! Good job on picking this up so quickly.

*(Jack appears to be hunched and pecking on his keyboard while Drew speaks.)*

I'm glad I was able to help you out, I've worked here at Senior Moments for so long that I think I forgot it's people on the other end that I'm helping. I've really enjoyed talking to you today. *(noticing that Jack is not listening, beat)* Did you need some more help?

JACK

k..m..23..@..

DREW

Jack, are you sending an email invite?

JACK

Dot com. What was that?

DREW

Did you invite someone to our meeting?

JACK

I did, its why I wanted to learn the Zoom.

DREW

But unfortunately, this is the Senior Moments host and it's not our policy to let people invite others.. I could get in some big trouble..

*(Anna enters the call.)*

ANNA

.. Dad?

DREW

Ohhhh.. Hello and welcome to Senior Moments . . . Where we help your tech knowledge bloom or you can use the Zoom!

ANNA

I'm so confused... Dad? What are you doing here?

JACK

This is my friend, Drew, they helped me get on the Zoom.

DREW

I'm going to take my lunch break now. Nice meeting you, Jack, please fill out the survey when you leave the call. I do feel obligated to remind you one last time that this is a recorded call and it is reviewed by a manager.

JACK

If you get in trouble, I'll call corporate and complain.

*(Drew logs off with a smile)*

ANNA

You're using scam companies like Senior Moments now? They just prey on old people. Can't JJ help you?

JACK

Let me say what I need to say.

ANNA

No, you said enough the last time we talked. Remember? What was it exactly you said? (*imitating Jack*) "No daughter of mine is going to be a homosexual. I won't allow it." And then what, four months pass without a word from you and you think because you learned "the Zoom" from your "friend" Drew at Senior Moments that I want to say anything to you or hear what you have to say?

JACK

You're right, Anna. For the record, JJ's not talking to me either, because.. I was wrong. I have this written down here, what I want to say.

ANNA

You wrote down what you wanted to say.

JACK

It's important. I didn't want to forget anything. (*short pause*) Now I feel stupid reading from the card. I'm sorry. That's the gist of what I wanted to say. I love you, I always have. And I'm proud of you. That's never changed either. And I called up Drew at Senior Moments to teach me the Zoom so I could zoom you and tell you that.

ANNA

We don't call it zooming, its just video calling.

JACK

Well I wanted to video dial you and tell you that I was a stupid old (*checking his card*) cisgender homophobic man.

ANNA

Were those words seriously written on your card? Where did you even learn them?

JACK

Drew is also homosexual, I think that's okay for me to tell you, but I have learned its not okay to tell everyone that.

I'm reading a lot, Anna. I'm learning a lot. I wanted you to know that too. I'm out and proud for you.

ANNA

You're not the one, Dad! *(short pause)* Dad, you're not out and proud. I am.

JACK

But I am proud of you and I want the whole world to know it. I'm out!

ANNA

You're... really proud of me?

JACK

I am, sweetheart. I am so proud of you.

ANNA

But its still not considered coming out, so please don't go telling people you're out and proud. Did you pick your background because you remembered I liked the Virgin Islands when I was 12?

JACK

I did. But also, the room's a hot mess. At least that's what Drew called it.

ANNA

Daaad, you're so embarrassing! I'm proud of you too. And I love you. And I've missed you. I can come by to help you clean the house tomorrow. Do you think you can show me how to change my virtual background on Zoom?

*(Fade as they continue chatting.)*

End of Play.