Eras SENIOR NETWORK

Friendly Phone Call Program

DO

Call clients weekly at the scheduled time. Agree upon this time with the client.

Submit documentation immediately after each call while you remember how long you spoke with the client. This way, Eras is able to report info accurately to stakeholders.

Client mentions they need something? Refer them to Eras during the call and make a note in your survey of what you referred them for.

STOP

Can't make calls anymore? Email or call two weeks prior to ending calls.

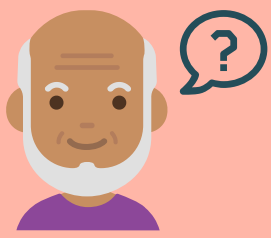
ENJOY!

Clients have a lifetime of stories and knowledge. Learn from each other and build a connection!

DON'T

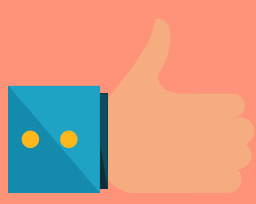
Leave calls unscheduled and uncertain. Try to keep the schedule regular and at a good time for both of you.

Wait to submit documentation. Letting us know how the call went as soon as possible helps us stay compliant and up to date.



Try to problem-solve for the client. Clients often need more help than you are able to provide. Refer them directly to Eras so we can assist as needed.

Unexpectedly stop making calls. Clients rely on this service and are expecting your call. Let Eras know as soon as possible if you need to step away from calling.



Mention upsetting or negative subjects. Stay away from controversial topics like, politics, personal problems, and personal beliefs. Stay positive and open to conversation.

ErasVolunteer@Eras.org • Milwaukee (414) 488-6500 • Waukesha (262) 549-3348 • Eras.org