

Friendly Phone Calls

Quick Reference



ALWAYS REACH OUT TO ERAS STAFF FOR CLIENT CONCERNS



1

Call Client

- Timing of call
- Be **persistent**
- Be **consistent**
- Keep conversation **positive**
- **Redirect** from difficult topics



2

Reminders

- Conversation is your main focus
- Take notes on things you want to remember
- Establish when next call will take place



3

Survey

- Complete survey for all calls & attempts
- Complete survey **same day**
- Multiple attempts made on the same day should be on one survey



4

The Unexpected

- If client has an immediate need, call Eras or advise client to call medical professionals or 911 if it is emergent
- Refer client to Eras for resources
- Do not attempt to solve issues client share



5

Repeat

- Use calendar to schedule next call
- Reach out to Eras staff with any questions

Client not answering?
Please make three attempts to reach them in a week. If they haven't answered after 2 weeks, let Eras know.

Attempts are logged as 15 minutes, you can get credit for one attempt/day.

Refer client to main line with any requests or questions.

Keep conversations pleasant, redirect if needed.

It's OKAY to end the call if past 30 minutes.

INSTRUCTIONS



<https://tinyurl.com/FPCInst>

HOURS SURVEY



<https://tinyurl.com/ErasLogin>

TIPS & TRICKS



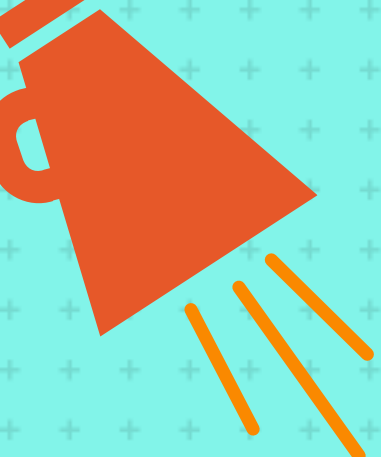
<https://tinyurl.com/FPCDoDont>

MAIN PHONE LINES

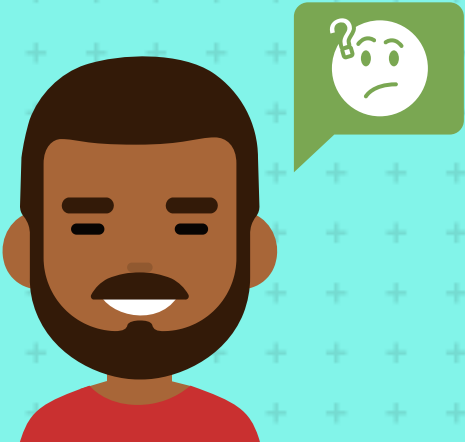
Milwaukee County:
(414) 488-6500

Waukesha County:
(262) 549-3348





QUESTIONS?



I Need Help With:

- Client Concerns or Requests
- Resources for Clients
- Class Credit/School Related
- Reporting Service Hours
- General

I Should Contact:

- Eras Senior Network Main Line
- Eras Senior Network Main Line
- Contact School
- Gabby Huff (414) 488-6781
- Eras Senior Network Main Line



MAIN EMAIL

ERASVOLUNTEER@ERAS.ORG



ERAS MAIN LINE
WAUKESHA COUNTY
(262) 549-3348



ERAS MAIN LINE
MILWAUKEE COUNTY
(414) 488-6500