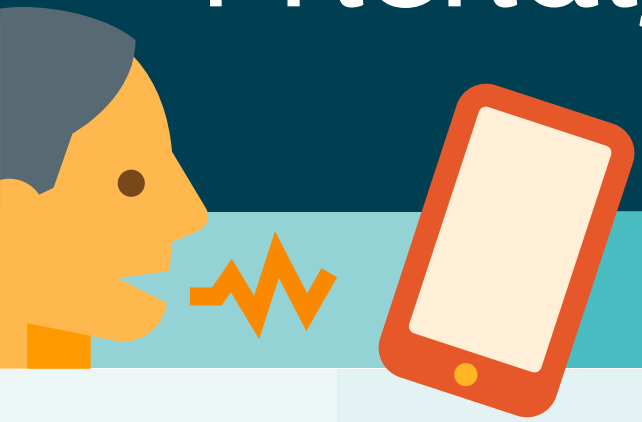
Friendly Phone Calls

Reference guide for college stuents receiving service learning hours

Eras SENIOR NETWORK



***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 Document

- Complete documentation for all calls & **attempts**
- Complete documentation **same day**
- Document multiple attempts seperately

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

INSTRUCTIONS

DOCUMENTATION

DO'S & DONT'S

MAIN PHONE LINES

Milwaukee County:
(414) 488-6500

Waukesha County:
(262) 549-3348

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

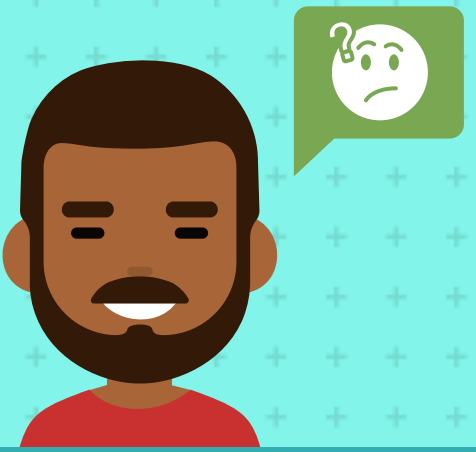
Attempts are logged as 15 minutes, you can get credit for one attempt/day.

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.

QUESTIONS?



I Need Help With:	I Should Contact:
Client Concerns or Requests	Eras Senior Network Main Line
Resources for Clients	Eras Senior Network Main Line
Class Credit/School Related	Contact School
Reporting Service Hours	Volunteer Team (414) 488-6931
General	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