

# 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



[Tinyurl.com/FPCInst](https://tinyurl.com/FPCInst)

#### HOURS SURVEY



[Tinyurl.com/ErasLogin](https://tinyurl.com/ErasLogin)

#### TIPS & TRICKS



[Tinyurl.com/FPCDoDont](https://tinyurl.com/FPCDoDont)

#### MAIN PHONE LINES

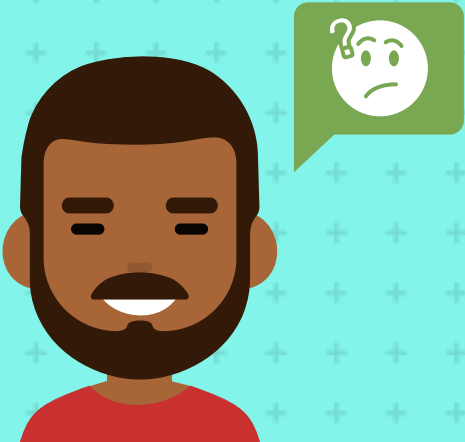
Milwaukee County:  
(414) 488-6500

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
- Volunteer Team (414) 488-6931
- Eras Senior Network Main Line



MAIN EMAIL

[ERASVOLUNTEER@ERAS.ORG](mailto:ERASVOLUNTEER@ERAS.ORG)



ERAS MAIN LINE  
WAUKESHA COUNTY  
(262) 549-3348



ERAS MAIN LINE  
MILWAUKEE COUNTY  
(414) 488-6500