

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?
Let us know after you've made attempts on two separate days.

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



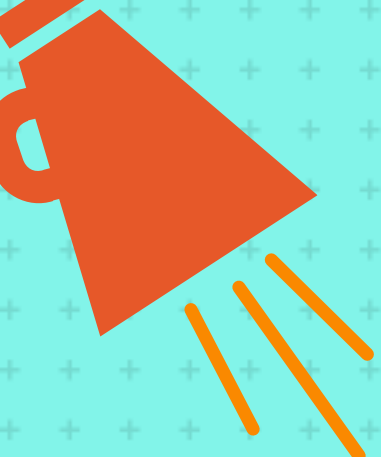
<https://tinyurl.com/FPCDoDont>

MAIN PHONE LINES

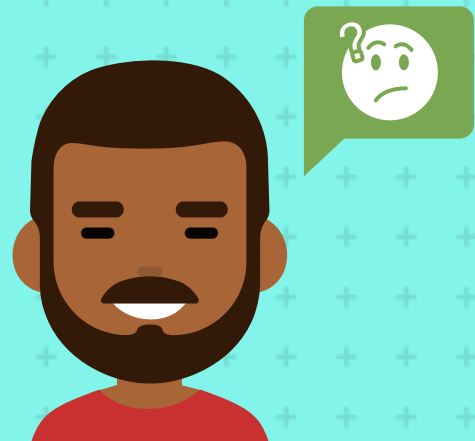
Milwaukee County:
(414) 488-6500

Waukesha County:
(262) 549-3348





QUESTIONS?



I Need Help With: I Should Contact:

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

- Eras Senior Network Main Line
- Eras Senior Network Main Line
- Contact School
- Judith Amorsen (262) 522-2411
- 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