

Utah National Guard
Service Member & Family Support
Services

Key Caller Handbook



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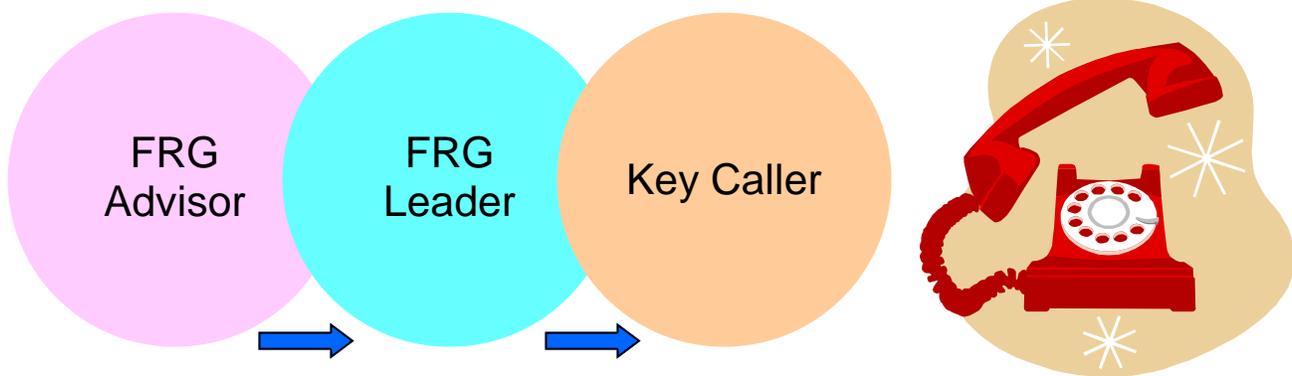
Thank you for volunteering to serve as a key caller. You are accepting a leadership role in the Family Readiness Group (FRG) and demonstrating your commitment to improving the quality of life for families in your unit.

You are an integral link in your chain of concern. When official information needs to be put out, you are the person we count on to get the news out quickly and accurately. When families need help, you may be the first person to whom they will turn. Your job is not to solve all the problems you encounter. You must set boundaries for yourself and your family in providing assistance to members of your contact group. Do what you can to help, but never neglect your own family because you feel obligated or guilty. The Army provides help agencies. Your responsibility is to refer people to these agencies when help is needed.

We hope this notebook provides you with the resources you need to function effectively. Many times, just hearing your familiar voice on the other end of the phone and knowing you understand and are willing to listen is enough to help someone who is in crisis feel better.

Thanks again!

Utah National Guard Family Readiness Program



KEY CALLER JOB DISCRPTION

OBJECTIVE: Supports approximately 10-15 families in the unit by checking with them on a regular basis and disseminating information.

- ◆ Talks to assigned spouses/family members on a regular basis (at least every once a month during deployment). These contacts can be made over the phone, email or in person.
- ◆ Documents contacts made with family members to include: name, time, problem, referrals made and follow up
- ◆ Informs spouses/family members of upcoming events
- ◆ Attends Family Readiness Group (FRG) meetings and family readiness related briefs
- ◆ Informs FRG Leader of significant problems and actions taken
- ◆ Passes messages down to each member assigned to them
- ◆ Notifies FRG Lead or if lead is not available informs the FRSA within 24hour of chain of concern activation with results of phone log
- ◆ Helps to stop rumors during phone calls

SUPERVISOR: FRG Leader

EVALUATION: Primary supervision is by the Unit Commander

TIME REQUIRED: 2 to 3 hours per month; 10 hours per month during deployments and extended exercises.

QUALIFICATIONS: A friendly, caring attitude, reliability, understanding, and enthusiasm for the unit FRG program.

POSITION'S TERMS: 6 month commitment with option to extend

For assistance contact your FRSA or FRA

COMMUNICATION WITH FAMILIES

Everyone assigned to the unit is automatically considered a member of the FRG. The FRG's roster of all family members (immediate and extended) and other individuals identified by Soldiers is put together based on information provided by command, Soldiers and families. Multiple sources are used to develop the roster including unit roster from command, Family Readiness Information forms completed by Soldiers and collected by command, and requests to Soldiers and family members to provide family contact information. Once a complete FRG roster is developed, it is maintained and kept with the FRG leader. Each key caller

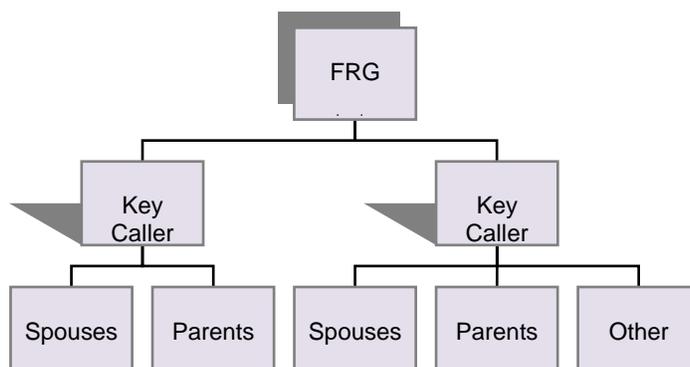
will be given a small group of families (approximately 10 to 15) from the roster to contact. Keep in mind that participation is voluntary. Therefore, some families may choose not to be listed on the roster and/or may state that they do not wish to be called. Do not take this as personal rejection. However, note this on your list and notify the FRG leader.

Soldiers and Family members of the Utah National Guard must complete a Family Readiness Information form. The FRG roster (phone tree) is the primary means by which the FRG (acting on behalf of the unit) communicates official information with all unit Families. Timeliness and accuracy are critically important. The core group of that makes contact with the FRG members is, you, the Key Caller.

Having an accurate, current unit Family roster is essential to setting up and maintaining FRG phone tree.

Phone trees are also used to:

- * Introduce Families to FRG
- * Welcome new Families to the unit
- * Notify Families of unit and FRG activities
- * Advocating use of available resources
- * Maintain Families' connection



PHONE TREE OPERATIONS

The FRG Leader calls each Key Caller to relay FRG information. For your protection it is best to have a script prepared before you make any phone calls. If you can, ask the FRG Leader to email you the exact message she wants relayed. Utilize the Phone Log provided and do not forget to report the outcomes of the calls as soon as all calls are complete.

The process is reversed when family members contact their key callers. For guidance on handling a crisis call, key callers can use the Decision Diagram for Helping a Distressed Person, which is included in the Operation READY Smart Book. If a key caller can't answer a question or concern, the key caller contacts the FRG leader or the FRSA.

The key caller is to report any significant event or information to the FRG leader or FRSA. A RESOLUTION FORM has been provided to facilitate gathering of information the FRG Leader will need. Keeping accurate records will insure you are not swept into a rumor mill and that timely assistance is provided to the family member.

The phone tree is used exclusively for official purposes. Under no circumstances is it used for personal or commercial purposes.

DO

- ◆ Introduce yourself and be pleasant when you Contact family members
- ◆ Write down the message you have before you call so it will be concise and clear
- ◆ If emailing, check for grammar and spelling errors *before* sending the email.
- ◆ Have your [Communication Log](#) nearby when you call
- ◆ Verify phone number and address occasionally to ensure FRG roster is correct
- ◆ Try to answer questions as best you can; if you cannot, find a source that can answer the question and call back with the information
- ◆ Keep trying to contact if unsuccessful on the first attempt. Contact your FRG leader with bad contact information.
- ◆ Specify what hours are reasonable for accepting and making phone calls
- ◆ Call your FRG leader when you have completed your contacts for the month
- ◆ Keep your FRG leader informed of disconnected or unanswered calls and emails

DON'T

- ◆ Take it personally if a caller is rude, impatient, or otherwise uncooperative – you never know what might be going on at that time.
- ◆ Feel guilty if you cannot help the caller or go beyond your own limitations in providing assistance.
- ◆ Indulge in gossip or ANY type of information that is not valid, reliable or official.

POSITION GUIDELINES

The Key is to understand your role. Key caller is responsible for providing referral and **not** solving family problems. Keep in mind you are not expected to know everything, but know where to look for answers to families' questions. Follow-up is not required (i.e., you are not responsible for checking to make sure family contacted the referral agency). Seek help from your FRG leader or FRSA when you are unable to answer questions, provide referral or have difficulty dealing with a family.

Know military and community resources. Take crisis intervention, critical incident or other related training. Your FRSA maintains a resource library and has access to resources that can help you be successful. Remember you are not alone.



TAKE GOOD CARE OF YOURSELF

- ◆ *Maintain health and well-being*
- ◆ *Manage demands and have the proper mindset for the job*
- ◆ *Take action "when stressed out"*
- ◆ *Find effective ways to relax*

OPERATIONS SECURITY (OPSEC)

Operations security, or OPSEC, is a key component of our force protection and anti-terrorism. It helps protect service members, civilian employees, families, facilities, and equipment everywhere by denying information. Simply put, OPSEC is all about denying the bad guys information to protect personnel and maximize mission effectiveness. Anti-terrorism relies heavily on OPSEC.

When personnel identify and protect critical information (military operations, capabilities, limitations, intentions, personnel, programs), OPSEC becomes a proactive means by which adversaries are denied this important advantage. All service members possess critical information the adversary wants. If a person needs to discuss critical information, they should use a secure telephone. Government telephones are subject to monitoring at all times. Cell phones, while extremely convenient, are one of the easiest means of communication to monitor. No critical information should be discussed on a cell phone.

People should also be careful of what they throw in the trash because “one man’s trash is another man’s treasure.” Everyone has a role in OPSEC, and that includes family members. Always stop to consider if what you are talking about would be of interest to someone collecting data. Information such as cancellation of leave or work schedules can provide the adversary with another piece of the overall puzzle he’s trying to obtain

OPSEC also focuses on observable behavior. An adversary creates a profile by simply observing daily activities. People may increase the value of that profile to the adversary if they are predictable with their actions. If the adversary observes the same action carried out in the same way at the same time, then they can easily identify not only routine activities, but deviations as well. If the same exact patrol route were followed at the same exact time every day, for example, the patrol would quickly become predictable. If the patrol were suddenly not there, that would be an indication of a change to the mission. If an action is random to begin with, the adversary is left guessing, and that’s the point of OPSEC.

The FRG insures Family members understand the importance of personal security by not discussing or informing others of spouse's deployments, such as; bumper stickers stating other half is overseas, yellow ribbons, etc...

CONFIDENTIALITY

Confidentiality plays an important part in your position as a Key Caller. You must be able to guarantee any person who contacts you the freedom to discuss matters in a private and safe environment. It is your duty and obligation to keep each conversation and the personal matters discussed during such interactions in strictest confidence, with the exception of dangerous or life-threatening situations.

In practice this means:

- ◆ Do not disclose the names or details of any contact or call in any way that may identify them to others.
- ◆ Obtain the permission of the person involved before sharing information about them or their situation when contacting a resource or making a referral.
- ◆ Protect contact information sheets, and destroy them when they are no longer needed.

- ◆ If a point of contact begins to discuss something with you that lies outside the area of confidentiality (e.g., suicide, child abuse, neglect, sexual abuse, assault, any other criminal activity), inform them that you will be obligated to report the call and its nature to the appropriate authorities.
- ◆ Remember, you are not responsible for finding a solution to people's problems – it is your job to know which military or community agency to refer them to for the assistance they need.
- ◆ Have a clear understanding of what situations the command expects to be reported.

It is not so much the content of what one says as the way in which one says it. However important the thing you say, what's the good of it, if not heard or, being heard, not felt.
 -- Sylvia Ashton-Warner

TYPES OF PHONE CALLS / EMAILS

Key Callers and FRG leaders regularly make and receive calls to and from assigned family members. This is mostly good—it is necessary for FRG members to stay connected during deployment missions. Consider the six types of calls that are discussed below.

INFORMATION CALLS / EMAILS

These calls may be made to pass information from the commander, the rear detachment officer, or the FRG leader to all FRG members. Each person in the calling chain should write down the message when it is received and repeat it exactly when relaying the message to ensure accuracy. Or a spouse may call a Key Caller seeking information. You need to make sure information provided is accurate and current, as well, since outdated information can create problems for the caller. If you don't have the information the caller needs, tell the caller how to find it, or the POC should find out and return the call. All Key Callers should maintain a notebook containing a list of key resources on post, important memorandums, and other information on agencies and services for Army families.

HEALTH AND WELFARE CALLS / EMAILS

These calls should be made at least monthly to build trust with Family members and to make sure we are assisting solving problems at the lowest level.

PROBLEM CALLS / EMAILS

Calls involving problems or concerns of spouses are much like information calls. They should be handled with tact, politeness, and good listening skills. To help the callers, the POC should be sure to understand and record all necessary information. By asking pertinent questions, the POC may help callers to think of their own solutions. If the POC is not sure of what to do, tell the caller so; then investigate and return the call. The POC should not tell the caller that he/she can't help. Often, the POC can help by simply providing a phone number for a post agency. Finally, the POC should follow up on all calls, even if it is just to check that everything is all right.

SOCIAL CALLS / EMAILS

Everyone—especially a new Army spouse/family member—needs someone friendly and sympathetic to talk to occasionally. All Army spouses/families face loneliness at times; however, phonetree POCs and other leaders need to limit calls received so they don't take too much time away from important things—like having a little time for themselves and their own families! If the phonetree POC or leader is busy when someone calls, tactfully let the caller know that it isn't a good time to talk and a time that would be better. By the same token, leaders need to keep calls *they* make to FRG members short but friendly. Remember that some spouses/family members may feel awkward when the commander's spouse or another key soldier's spouse calls.

GOSSIP AND RUMOR CALLS / EMAILS

If callers are talking just to gossip, the POC should indicate disinterest in the gossip. Gossip can hurt others whether or not it is true, and it must be discouraged tactfully and firmly. In the case of rumors, tell the caller the facts, if known. Otherwise, the POC should check on the subject and call back. Tactfully ask the caller not to pass the rumor on; then investigate and return the call.

CHRONIC CALLS / EMAILS

These types of calls can be very disruptive, and the POC may get resentful or angry when a member calls too often. Try to be tactful but assertive, though. POCs can control chronic callers by screening calls. POCs don't want to miss important calls, but they shouldn't allow chronic callers to dominate their time. Refer to your FRSA if needed.

CRISIS CALLS / EMAILS

Handling crisis calls can be difficult and unnerving. Keep in mind that the caller is likely to be upset, and the POC needs to be calm and methodical. POCs need to be careful of how they respond to distraught callers. Don't say "settle down" or "get a hold of yourself." Do assure the caller that help is available, and don't make promises that can't be fulfilled. Keep the caller talking; listen carefully, and ask questions to clarify what is being said, what the situation is, and what actions have already been taken. An excellent way to ensure the right questions are asked is to use a POC Problem Resolution Form and the decision diagram for helping a distressed person. In dealing with crisis calls, be sure of the information and advice provided. If the POC doesn't know what to do, the POC should tell the caller that they will contact another source and will then call back with possible courses of action. If practical, encourage the caller to help themselves. In real emergencies, the caller may be hysterical, and the POC may have to make the emergency contacts for the caller.

Causes of crisis calls may include separation, divorce, miscarriage, serious injury or illness, or even the death of a family member. Aside from trauma to the family concerned, such events may have serious impacts on other members of the unit and their spouses. The morale of the unit and families may be adversely affected, as well. Here are some ground rules for such calls.

SEPARATION AND DIVORCE

This is a delicate situation. POCs should avoid taking sides, or they might find themselves confronted by the other party. The key to handling calls involving domestic disputes is to be neutral but sympathetic, and refer the caller to a professional (a chaplain, Military OneSource, or other appropriate agency). Never counsel the caller. Instead, the POC should say something like, “Mary, I’m really sorry to hear about this, but I’m not qualified to offer you advice on what to do. I’ll get you the phone number to the chaplain’s office.” Marital problems affect the entire family, and there is little the POC can do. Smiles, hugs, and kind gestures may be the only other support POCs can give. Remember, too, to maintain confidentiality and avoid engaging in gossip.

MISCARRIAGE

The loss of an expected child is heartbreaking for the family and their friends. People respond to loss in different ways. Often, the family may want to be alone for a while to deal with their sorrow, so it is best to check with the family before visiting them, and phone calls should be brief. A call and a sympathy card may be all they want, but if acceptable to the family, the POC may consider organizing a meal for them. Respect the privacy of the family. They will let the POC know what needs, if any, they may have.

LOSS OF A SPOUSE OR OTHER FAMILY MEMBER

Likewise, the loss of a spouse or other family member can impact friends, neighbors, and the unit. Communication with the grieving family is essential, but first contact normally is made by the commander. The commander may determine what the grieving family needs or wants and will advise the FRG leader of what to do next. Use of the phonetree to inform the unit and its spouses is appropriate as long as the desires of the family are respected and the commander has approved the notice. A memorial service gives unit members an opportunity to express their grief and demonstrate support to the family. Other kind gestures may include babysitting, organizing meals, transportation to and from the airport, caring for pets, and sending a card and flowers. Ask the family what they want. Do they want visitors other than family, or do they prefer to be alone?

LOSS OF A SERVICE MEMBER

The loss of a fellow soldier is tragic and devastating for all. The FRG leader will never make casualty notifications. Only the experts—Casualty Branch personnel—are authorized to release such information to the family, using procedures detailed in Army regulations. The post Casualty Assistance Office (CAO) and a military chaplain will notify the family in person. The CAO will assign a representative to assist the family with funeral arrangements, benefits, insurance, and other matters. The commander will let the FRG leader know what to do next. The FRG leader should focus on family support issues. Consider what the needs of the family may be, and assist the Chain of Command. The commander may ask the leader to call each FRG family to coordinate a meeting to inform spouses. Again, the gestures and assistance to the grieving family listed above may be fine, but first check with the spouse. Calm and unobtrusive organization at such times provides comfort and helps control confusion and stress.

FAMILY PROBLEMS (ABUSE/JUVENILE OFFENSES)

Families at every social level experience serious family problems. Other than referral, there is little the POC or FRG leader can do when family problems involve spouse or child abuse, serious behavior issues, or juvenile crime. If the POC is confronted with an immediate emergency, call 911 and then the FRG leader, who in turn, should inform the commander. Even if it is not an emergency, don't take sides (vocally, anyway), counsel, or offer advice to family members. The POC should not try to intervene personally in the family's problem because this could subject the POC to harm. While POCs need to be sympathetic and helpful, only trained professionals should deal with dysfunctional families.

MISSING CHILDREN

Family and friends of a missing child can experience gut wrenching grief and fear. As soon as parents determine that their child is missing, they should contact the local police department and the commander. If a frantic spouse calls the POC, make sure the authorities have been notified. If the incident occurred on post, contact the Military Police, as well. Sometimes children can be found quickly. Be sympathetic and supportive to the parents and siblings, if any. Be a good listener. (Other sources of help for missing or abused children include: the National Runaway Hotline [1-800-621-4000], Family Advocacy Program, Families in Crisis, Victim Advocacy, and the Abuse Hotline.)

WARNING SIGNS INDIVIDUALS NEED HELP

The following is a list of symptoms Soldiers, spouses, and children may exhibit in response to stressful situations (including deployment, combat deployment, Soldier injury, and Soldier death). When these symptoms interfere with functioning (including ability to perform job and relationships/interactions with others) or persist, this is an indication professional help should be sought. If an individual shows any signs he/she is a danger to self or others, refer the individual immediately to professional help.

- ◆ Uncontrolled or prolonged crying or sadness
- ◆ Prolonged or serious regressive behaviors (applicable mostly to children)
- ◆ Disorganized behavior /Confusion
- ◆ Prolonged or serious eating, sleeping problems or separation anxiety (applicable mostly to children)
- ◆ Prolonged anxiety or frequent panic attacks
- ◆ School refusal or academic performance deterioration (applicable mostly to children)
- ◆ Unexplained and recurring somatic complaints
- ◆ Depression
- ◆ Suicidal ideation
- ◆ Social isolation
- ◆ Uncontrolled anger and/or aggression
- ◆ Risk taking behavior (e.g., sexual acting out by children, reckless driving)
- ◆ Family violence
- ◆ Alcohol/substance misuse
- ◆ Acute stress disorder
- ◆ Posttraumatic stress symptoms (PTSS) or disorder (PTSD)

BASIC RULES OF CRISIS INTERVENTION

People describe a crisis differently! For example; to some, a dead car battery is a crisis. For you that situation may be a hassle or a headache, but not a crisis.

Listen. Let the people involved speak. Be sure that you hear how they see the problem and what they expect from you. Descriptively verbalize what you hear and what you see happening; do not be critical.

Remember that the person who sought your help is important, even if they are talking on behalf of someone else. Work with the person that has asked you for help.

You are a *listener*, a *referral agent*, and perhaps a *friend*. You can help by listening carefully and making suggestions only when the person cannot think of alternatives. **Do not** give *advice* or *assume responsibility* for the person's problems or life. The goal of crisis intervention is to allow the individual involved to become responsible for themselves and the consequences of their actions. Work toward clarification of the situation.

Don't be over-active. The tendency is to talk a lot and offer a great deal of help in the form of possible solutions. *Let the person with the problem take the lead.* Often the person wants and needs to talk the problem out.

Be *empathetic* and *identify feelings*. Is the person depressed, frustrated, angry? Encourage the person to talk on a feeling level.

Try not to become absorbed with historical excuses and reasons for present problems. Focus on what is happening now, and permit the person to explore what could be done to change it.

When dealing with family crises, give equal attention to each family member, whether they are adults or children.

When referring someone for additional assistance, *be specific*. Tell them where to go, when to be there, and who to see. If possible, give them a name and number of a specific person to see. Follow-up to be sure that the necessary service was provided.

Do not call others (police, rescue squad, military police, or parent) without the permission of the person you are helping unless there is imminent danger – suicide or homicide. It is permissible to ask them if they are in danger or to ask them if they are thinking about suicide and have means to carry it out. If you must notify the unit or rear detachment, tell them you are going to do so.

Provide reassurance that *they*, the person, will be able to solve the problem.

People's trust in you must be developed and maintained. This trust is earned by acting *responsibly* and *confidentially*.

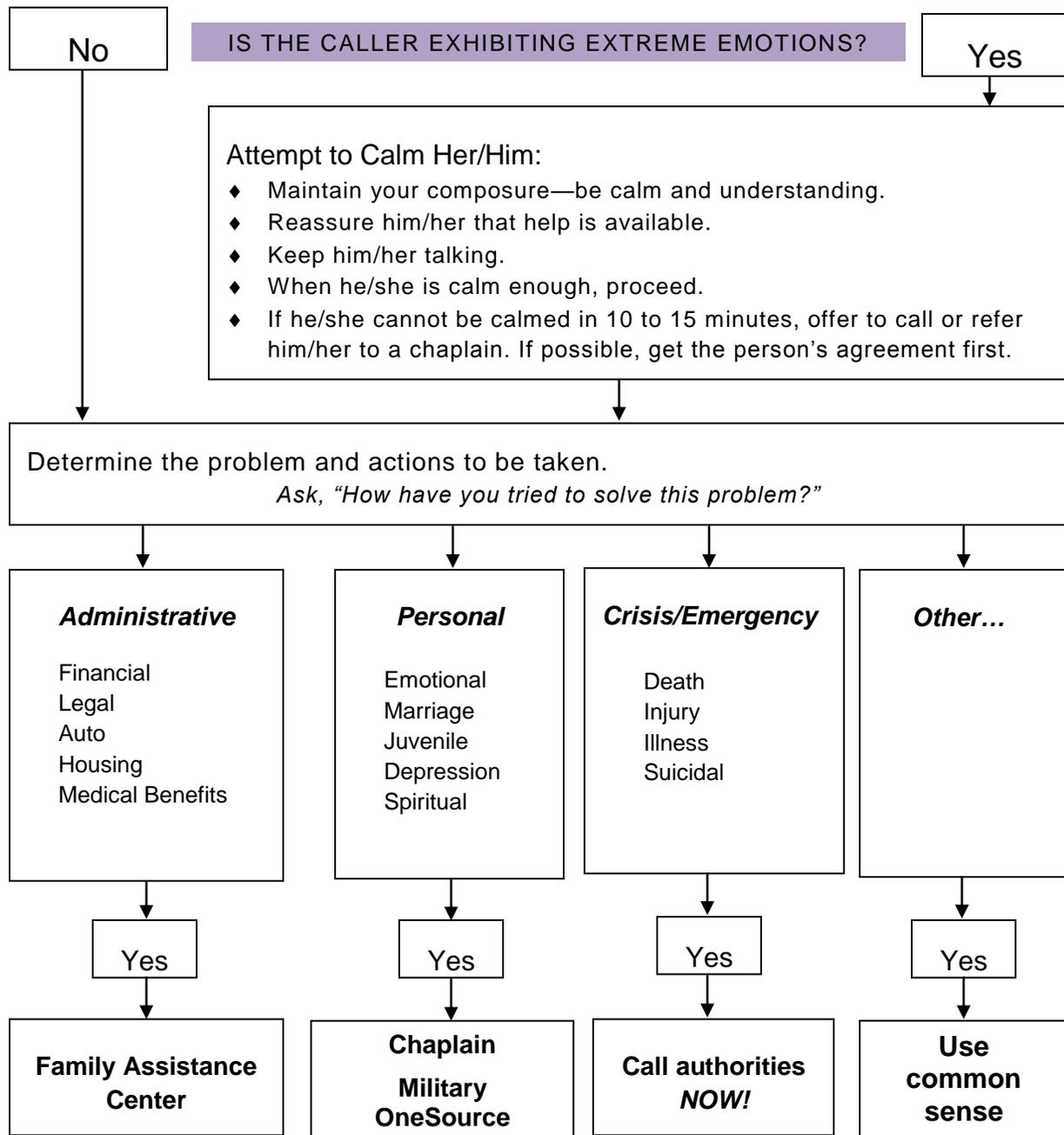
In a trauma situation, it is important to validate and acknowledge individuals' feelings, build individuals' resilience and coping skills, and provide a supportive, safe environment. Remember, the definition of a crisis defers from person to person. Here are tips on ways to achieve these goals when providing assistance and/or working with individuals on a one-on-one basis.

Bottom line:

- ◆ Be compassionate and show genuine concern. Communicate empathy, not sympathy.
- ◆ Be comfortable with individual's anger and intense emotions. It is an appropriate response to stress.
- ◆ Listen patiently and nonjudgmental. Allow individuals to talk about and vent their feelings.
- ◆ Be patient. Resiliency is a process that takes time.
- ◆ Allow for diversity in how people respond and cope. Accept reactions as normal.
- ◆ Let people grieve in their own way; however refer to clergy, counseling service, mental health agency, or support group when grieving becomes unhealthy.
- ◆ Respect religious and cultural beliefs.
- ◆ As non-mental health professionals, do not attempt to diagnose.
- ◆ Help families strengthen problem-solving (e.g., how to seek information and help from others) and decision-making skills.
- ◆ Provide information on warning signs and available resources.
- ◆ Connect families to other people.
- ◆ Encourage families to participate in projects that help others.
- ◆ Do not provide same intervention to all, but tailor to needs. Keep in mind that those who are resilient may not need intervention.
- ◆ Breathe

HELPING A DISTRESSED PERSON

LOG CALL OR VISIT ON THE POC PROBLEM RESOLUTION FORM



Be sure to log all key details on the POC Problem Resolution Form, and report any crises or emergencies to the FRG leader or commander. Follow up as needed, and control gossip.

Figure 10. Decision Diagram for Helping a Distressed Person. Operation Ready

Appendix

Family Readiness Volunteer Code of Ethics

As a Family Readiness Group Volunteer, I am a professional. I realize that I am subject to the same Code of Ethics that binds all professionals in the positions of trust we hold. I accept these responsibilities and respect matters of confidentiality.

I understand that as a Family Readiness Group Volunteer, I have agreed to work without monetary compensation. Having accepted this position, I will do my work according to the same standard operating procedures as paid staff are expected to do their work.

I believe that all work should be carefully planned and carried out in a professional manner. I will work with my leader to ensure that I am assigned to a job that I can enjoy and want to perform. I will investigate how I can best serve the Family Readiness Group during my volunteer hours in order to give as much as I can. I have an obligation to my work and will carry out my share of the work that I volunteered to do.

I promise to maintain an open mind and train diligently for my job. I will share my skills with other volunteers, and together we will strive to enrich all our work for the benefit of the service member and families.

Being eager to contribute all that I can do to help enhance the quality of life within the Family Readiness Group, I accept this Volunteer Code of Ethics and will follow it carefully and cheerfully.

Volunteer Signature

Date

Family Readiness Group Leader Signature

Date

ASSISTING WITH A CASUALTY

Without a doubt, this is a situation that we never want to encounter. Please remember that even though our intent is to be helpful and caring towards family members, they may not want our help.

It is vital that we respect their decisions regarding our involvement in this process.

- Listen without judging; ask family members whether they wish to talk or remain silent.
- Offer a hug or some other sign of concern.
- Offer to find babysitting help if applicable.
- Bring a meal or snack.
- Offer to do some errands, chores, answer the phone, etc.
- Ask about preferences regarding donating money and memorials.
- Attend the funeral or memorial service.
- Send a note, card, or poem.
- Be patient – grieving takes time.
- Share the awareness of the availability of professional help.
- Be sure to keep in contact.
- Bring a book that might offer some comfort or understanding.
- Pass on names and phone numbers of others who have experienced a similar loss.
- Give a plant, bush, tree, or flowers (something living)

CONTACT SCRIPT EXAMPLES

Hi _____. My name is _____ and I'm your Point of Contact Leader for the _____
Family Readiness Group.
(unit name)

I wanted to introduce myself and make sure that the unit has correct contact information for your family. I also have some information on upcoming events if you are interested.

Obviously, your phone number is correct, and the address that I show for you is _____. So that you know, this is confidential information and will not be given out. As your unit Point of Contact, I'll need the information, so I will be able to contact you regarding family programs for your soldiers unit.

I will also contact you from time to time with information about our Family Readiness Group, so you can participate in our activities – if you chose. However, if you only wish to be contacted in a crisis situation, please let me know, so that I don't bother you with phone calls or emails.

(At this point make note of their decision. You do not need to comment one way or the other. Simply let them know that either choice is fine with you.)

Okay, let me give you my name and contact information. Please feel free to contact me any time if you have questions and/or need assistance. I'll be more than happy to assist you in any way that I can.

Hi _____. My name is _____ and I'm your Point of Contact Leader from the _____
Family Readiness Group.
(unit name)

I am calling as part of a "call down" to:

- Check and see if the essential information that I have is correct.
- Inform you of the following information...

Hi _____. My name is _____ and I'm your Point of Contact Leader from the _____
Family Readiness Group.
(unit name)

I just wanted to call and touch base with you and your family and see how things are going... Is there anything that you need assistance or help with?

ASSISTANCE WORKSHEET EXAMPLE

Date/time of Contact/Request: Jan, 1 2006

Callers Name: Jennifer Jones

Callers Phone #: 800-123-4567

Callers Address: SLC, UT

Contact made via: phone email other: _____

Nature of situation or requested assistance:

The water pipes are frozen in the house.

Note/Comments/Assistance Rendered:

Referred them to the FAC. Called the FAC Rep and they are also contacting her.

