

Guidance notes for phone co-ordinators

1. Answer the phone with 'Good Neighbour Scheme – good morning/afternoon/etc'
2. Record on the co-ordinators sheet:
 - The date of the call
 - Name and phone no
 - Address of the caller
 - The request. If it is for transport note the destination and duration of the appointment
 - The day date and time the transport/work is required.
 - **NEW NOTE** Ask the client if they have a bus pass, if so enter the number on the sheet. There is a list in the phone holders book. If it's not on the list, ask the client and write on the list the number and expiry date.
3. Remember to ask if there are any mobility problems e.g.
 - Can they get in a car easily
 - Do they have a wheelchair or walking aid
 - If elderly clients have to attend one of the larger hospitals where parking is difficult, ask if they have a family member /friend to accompany them. If so the driver can drop them off and park safely. If they need someone to accompany them ask one of our volunteers to go along as well as the driver. We call this duty Chaperoning
4. Look through the list of volunteers and ring someone who has volunteered to help in that category. You may have to ring several people.
 1. ***You can use the mobile to ring the volunteers but if you have free phone calls on your home phone (say if you get daytime calls free with BT option 1 etc) it will save WGNS money.***
 2. If you get no reply don't be tempted to leave a message as the volunteer may be on holiday and you need to fulfil the request quickly if we are to maintain our credibility.
5. When you have found a volunteer to do the work, phone the person who has requested the work and tell them
 - The name and phone no of the person who will do it.
 - The pickup time if it's transport
 - The cost if it's transport, and who to pay (the driver)
 - If the requester offers to pay more, tell them they can make a donation by putting it a donation envelope which all the volunteers will be supplied with or by dropping it in to the Secretary at 28 Hall Close.
6. Then fill in the volunteers name on the co-ordinators record sheet
7. Also fill in a confirmation of assignment form which is downloadable from our website <http://www.whissendinegns.org.uk> and email it to the volunteer so they have a written reminder of what and when they have to do. If the volunteer

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doesn't have email drop it in their letterbox. Keep a copy in the file under 'assignments sheets.'

8. In addition, for elderly clients, who might be forgetful, fill in a confirmation of booking form which is in the book and deliver to the clients letterbox.
9. If you are unable to find a volunteer to help, ring the caller back, apologise that on this occasion WGNS is unable to help but to please contact us again in the future.

Note that you don't have to stop your ordinary life during your week on the phone. You can take it with you if you have paper and pencil to jot down the essentials, or you can leave it at home for short absences, and check the calls missed as soon as you get home, the number will be displayed and you can ring the caller back.

If you have any doubts about the nature of the work that is requested, please ring Gwen on 474 425, Janet on 474 840, Sally on 474406 or Marion on 474072 to discuss