

HELPFUL HINTS from BARBARA DUMLAO

Hello Operators. I am Barbara, the Trainer.

To All The New Operators ..Welcome!
I hope you love being an Operator as much as I do.

I understand some of you are a little overwhelmed. I hope this helps.

LET'S START FROM THE BEGINNING -

1. The [HELP LINE ORIENTATION](#) Book.
2. The [STREET GUIDE](#) TO PARISHES.
3. The [PARISH CONTACT](#) SHEET.
4. The [HELP LINE RECORDING SHEET](#).

1. The [HELP LINE ORIENTATION](#) Book

===== > *Read the HELP LINE ORIENTATION Book. I cannot stress this enough.* < =====

Go through THE TABLE OF CONTENTS and become familiar with this book.

Recording Client's Address

Now..look up .. "CLIENTS NAME AND ADDRESS" from THE TABLE OF CONTENTS. This page shows how to fill out the HELP LINE RECORDING SHEET.

helpful hint:

When you are recording the Clients address look the street up in THE STREET GUIDE TO PARISHES and Record the Parish at this time.

Some people spell the name of their street wrong. So if you look the street up while the Client is on the phone you will be able to talk to the Client about the correct spelling and prevent any problems. I usually say...Just a minute please, I need to find your street in my street book.

The client is always very nice when I ask for a minute to find their street.

If the client has spelled the street wrong I tell the client that my book spells it a different way, then give them the book spelling. I ask the Client if their street could possibly be spelled as it is in the book.

The SVdP Warehouse

You will use this page a lot. A frequent Client question is directions to the Warehouse, and the Days and Hours when it is open.

Client Choice Food Pantry [CCP]

You will use this page a lot also. Another frequent Client question is directions to the Food Pantry, and the Days and Hours it is open. You can also give Clients the PHONE NUMBER to the Food Pantry.

2. The STREET GUIDE TO PARISHES

If the street is not listed in the Street Guide

ask the Client for the nearest Cross Roads. Try to find their location so you will be able to find out what Saint Vincent de Paul Parish Conference they are in.

Ask if they are in Indianapolis or Marion County....

You may receive a call as far away as Arizona or as close as Greenfield. Whatever the case tell the Client they are out of our service area and to call their nearest Catholic Church.

3. The PARISH CONTACT SHEET

NO\$\$

When a Client asks for RENT or UTILITY HELP immediately check this sheet.

If the box has NO \$\$ tell the Client we are sorry but the Conference in their area has no money to help. Tell them to call 211 or go to their local Community Center for help.

NO RENT \$\$

If the box has NO RENT \$\$ THAT MEANS THE SVDP WILL HELP WITH UTILITIES BUT HAS NO MONEY FOR RENTAL ASSISTANCE

If the Client asks for Rental Assistance, tell the Client we are sorry but the Conference in their area has no money for Rent. Tell them to call 211 or go to their local Community Center.

BLANK

If the box is blank the Client may request Rental Assistance and/or Utility Assistance.

4. The HELP LINE RECORDING SHEET.

helpful hint:

When answering the phone:

- have your STREET GUIDE TO PARISHES in front of you.
- have your HELP LINE ORIENTATION book on your left.
- have your HELP LINE RECORDING SHEET resting on your STREET GUIDE TO PARISHES
- have your SVdP HELP LINE PARISH CONTACT SHEET resting under your HELP LINE RECORDING SHEET.

All that is left is to answer the phone with one hand and have your pen in the other hand ready to record.

Turn to Clients Name and Address in THE TABLE OF CONTENTS for directions for the HELP LINE RECORDING SHEET. (see the hint above under [the HELP LINE ORIENTATION](#) book).

Clients MUST Wait to Hear Back:

One last thing - the HELP LINE ORIENTATION Book says to tell people who need Warehouse items they need to allow 3 weeks to a month for a Volunteer to call them back. Due to the large number of Clients we are trying to serve - please tell the Client to allow up to 4 weeks for a Volunteer to call them. I ask this of you because the Client hears 3 weeks and holds tightly to that number.

ALL THOSE OTHER PAPERS. SET TO ONE SIDE

REFER TO THEM WHEN YOU HAVE THE NEED AND THE OPPORTUNITY.....OTHER THAN THAT JUST FORGET ABOUT THEM.....I HOPE TAKING CONTROL OF SOME OF THAT PAPER WILL HELP YOU FEEL BETTER.

When you are taking calls - - Remember Jesus said:

“Do unto others as you would have them do unto you.”

Some Clients can be a little feisty this can be a little hard to take if you are not having the greatest day yourself....but remember the Client is really going through a trial and they aren't themselves.

So if we are kind ...

If we show Christ's Love to our Brothers and Sisters in Christ...

Even during our own trialssomehow....

that Love of Christ sinks into our souls and bring us peace and joy.

If you have problems or questions please call me...883-3768