



KEY CALLER (POC) NOTEBOOK



Mobilization & Deployment
772-0470/2848

Key Caller (POC)

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Key Caller Welcome Letter

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 the 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. Your job will be to provide them the information and referral resources so that they can problem solve for themselves. 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 folder 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 needs support.

Thanks again!

SECTION 1: VOLUNTEER INFORMATION

FRG Volunteer Opportunity

POSITION TITLE: Key Caller (a.k.a. Point of Contact)

SUPERVISOR: FRG Leader

OBJECTIVE: Supports approximately 6-8 families in the company by checking with them on a regular basis and disseminating information.

DESCRIPTION OF DUTIES:

- Talks to assigned spouses on a regular basis (at least every two weeks during deployments). These contacts can be made over the phone or in person. Documents contacts made with family members to include: name, time, problem, referrals made and follow up.
- Makes personal contact with new people in their support branch to explain the key caller's role, answer any questions about the FRG and make them feel welcome.
- Attends all FRG meetings and pre-deployment briefs.
- Informs FRG Leader of significant problems and actions taken.
- Passes messages down to each member of the support branch. Notifies FRG Leader if unable to contact a family member, after several attempts.
- Helps to stop rumors during phone calls.
- Not required to have a motor vehicle to perform duties. Use of government vehicle is authorized for this position. Use of government vehicle is provided without detriment to the accomplishment of the unit's mission.

SUPERVISION AND EVALUATION:

Primary supervision is by the _____

Evaluation to be performed on a bi-annual basis by the primary supervisor and volunteer manager.

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

QUALIFICATIONS: A friendly, caring attitude. Reliability, Understanding., and enthusiasm for the unit FRG program.

TRAINING: Provided by Army Community Service, FRG Leader or Reserve Component Family Programs.

POSITION'S TERMS: 6 month commitment

I agree to abide by this job description and to have my phone number published for use by the Family Readiness Group of _____.

Name: _____
Print Name

Signature

Date

INFORMATION PAPER

1. **PURPOSE.** To provide information on the policies and procedures of registering with the Army Volunteer Corps.

2. **INFORMATION:** The Army Volunteer Corps Coordinator (AVCC) is the primary advocate for promoting installation and unit volunteerism. The AVCC is the technical expert for assistance in recognizing volunteer achievement and contributions.

a. In accordance with AR 608-1, all Statutory Volunteers must be registered at the installation level with the AVCC office using the Department of the Army's web-based tracking system, the Volunteer Management Information System (VMIS). The system is available at www.myarmyonesource.com. In addition to the web-based registration, a Department of Defense (DD) Form 2793, Volunteer Agreement for Appropriated Fund Activities or Non-appropriated Fund Instrumentalities must be completed for each statutory activity (Attachment 1). The original must be maintained in the unit/organization files.

b. All Youth volunteers must complete a Department of Defense (DD) Form 5671, Parental Permission Form (Attachment 2). The original must be maintained in the unit/organization files.

c. Authorized private organization volunteers do not qualify for the benefits as outlined under the federal stature, therefore do not complete DD Form 2793. Private organizations, whose primary mission is to provide service to the installation, Soldiers and their Families, may request to participate in an installation volunteer program. Approval will allow organization volunteers to participate in all installation sponsored activities such as awards, training and monthly/annual recognition activities. All volunteers associated with the private organization must also be registered within the VMIS and will follow the same hour documentation procedures as statutory volunteers.

d. The VMIS was developed and implemented worldwide as a tracking mechanism for volunteer hours. Volunteers are required to register and document their hours within this system. A basic "How to Guide" is available at the Fort Drum Army Volunteer Corps office.

3. **CONCLUSION.** The AVCC's efforts to provide track and recognize volunteer efforts in the past year resulted in 608 volunteers saving to the government of \$2,350,441.35.

Guidelines

DO

- Be pleasant when you call.
- Be sure to introduce yourself.
- Write down the message you have before you call so it will be concise and clear.
- 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 call if unsuccessful on the first attempt.
- Specify what hours are reasonable for accepting and making phone calls.
- Call your FRG leader when you have completed your calls.
- Keep your FRG leader informed of disconnected or unanswered calls.

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 and reliable.

Position Term

- 6 months to 1 year, with an opportunity to extend as desired

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.

Have a clear understanding of what situations the command expects to be reported

SECTION 2: SAMPLE SMARTBOOK

TOP TEN PHONE REMINDERS

1. LOG YOUR CALLS.

Name, date, time, reason for call

2. INTRODUCTION

Prepare yourself before the call with message, paper, etc.

Be cheerful and enthusiastic.

Ask, "Is this a good time to call?"

3. WELCOME

Set the "atmosphere" for the call with a positive and helpful tone of voice.

Make the family member feel like a part of the FRG.

4. MESSAGE

Ask if they have a pen and paper ready.

Give only the FACTS – who, what, when, where, etc.

5. LISTEN

Really listen to concerns and questions.

Be sensitive to background noises.

Be sensitive to tone of voice – panic, distress, sleepiness, etc.

6. QUESTIONS

If you don't know the answer, find out and call back.

7. COMMITMENT/CONSISTENCY

Return your calls.

When you say you'll call back, do it.

Contact your FRG leader after every phone tree message.

8. OBJECTIVITY

Stick to the facts.

You are helping the family member; focus on that.

STOP RUMORS IMMEDIATELY. NO GOSSIPING ALLOWED!

9. REFERRALS

Remember, you do not "know it all" and that's okay!

Let the available agencies do their job.

10. SAYING GOODBYE

Be polite, tactful, and diplomatic.

Summarize any decisions made or commitments to call back. Write them down.

TYPES OF CALLS AND HOW TO DEAL WITH THEM:

SOCIAL CALLS: “I appreciate your call and it’s great chatting with you. Since I need to [prepare dinner, put the kids to bed, etc.], I’ll let you go. Please feel free to call me later!”

PROBLEM CALLS: “I’m glad you called me about [problem]. Let me make some phone calls to see what I can find out. I’ll get back with you [specific time and date].”
OR “Feel free to contact any of the referral numbers you received. I’m confident you’ll be able to work this out.”

CRISIS CALLS: “It sounds like this is a really stressful situation for you. How have you handled this before? Have you contacted [relevant agency]? What is your immediate concern? What kind of help do you need? Let me find out the best resource for you and I will call you back in ____ minutes.”

UNNECESSARY (GOSSIP) CALLS: “During stressful situations, I find that a lot of rumors begin and can quickly get out of control. If there was a significant problem, I’m sure I would be notified. Let me make a few phone calls to verify the situation and I will call you back in ____ minutes.”

CHRONIC CALLS: “I find I’ve been spending more and more time on the phone working with FRG issues. As a result, I haven’t spent much quality time with my children. I appreciate your call; however, I need to limit my calls to 10 minutes each.”

Sample Phone Calls & What to Say:

Example of a POC's First Call (deployment):

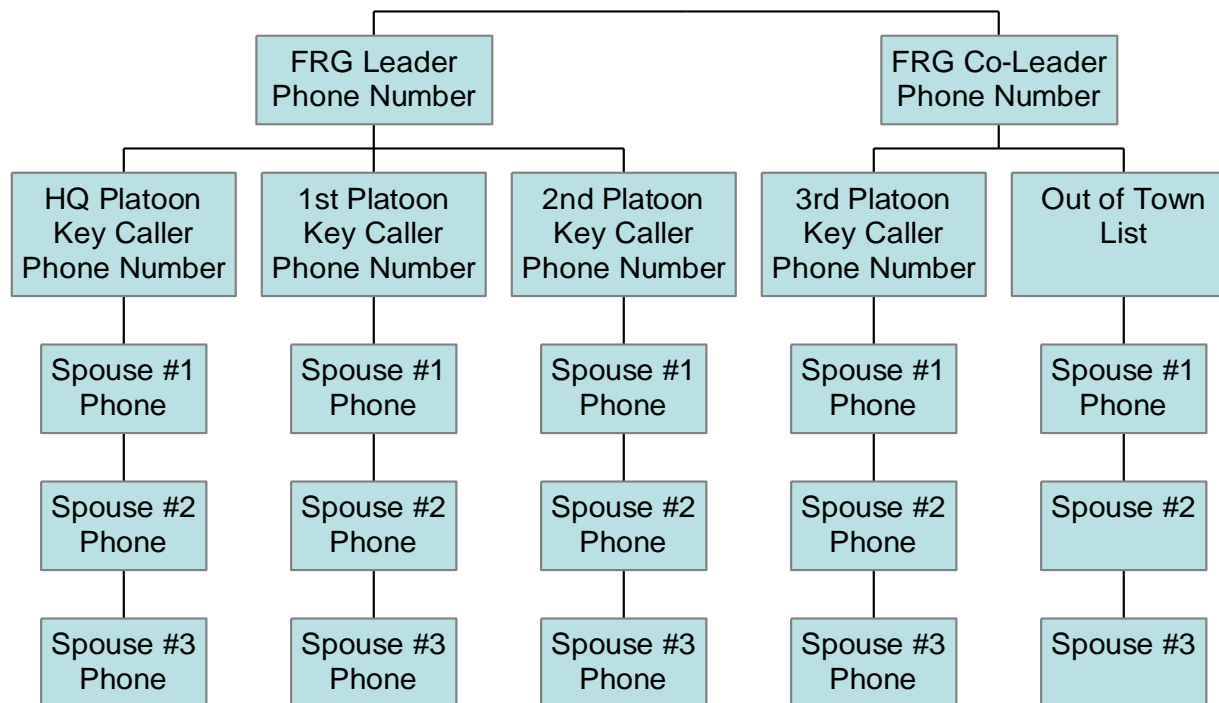
“Hello, _____, this is _____. I just wanted to call and say ‘hello’ and to let you know that I am your contact person for the [unit name] Spouses’ Phone Tree. Your spouse works with mine and I’m the person you can call if you have any concerns or questions while your spouse is deployed/in the field. I’ll contact you from time to time when any information needs to be passed on that would be of interest to you. If you need anything, have any questions, or want to become involved in our unit’s Family Readiness Group, my phone number is _____. Please feel free to call me!”

Example of an Information Call:

“Hi! This is _____ from [unit name] Family Readiness Group. Is this a good time to pass on some information? (Yes? Continue. No? “When would be a better time for me to call?”) Do you have a paper and pen handy? If not, I can wait until you find one.

“The FRG is having a bake sale [fundraiser, meeting, etc.] on [day, date] from [start time to end time] at [location]. Could you bake something to bring? Would you have time to work at the bake sale from _____ to _____? Do you know where [location] is? I’ll be happy to give you directions. I’m really glad we can count on you to help out by [bake, work, etc.]. Your help is really appreciated. Thanks. See you at the Bake Sale!”

Family Readiness Chain of Concern



This document is for official government use only. At no time should this information be given to persons Not on this roster. Updated 1/30/04

RD POC
Phone Number

For emergency use only
BN FRG Leaders
Phone Numbers

UNIT INFORMATION



FRG LEADER PHONE NUMBER _____



CO PHONE NUMBER _____



1SG PHONE NUMBER _____



REAR DETACHMENT PHONE NUMBER _____



STAFF DUTY PHONE NUMBER _____



CHAPLAIN PHONE NUMBER _____

CONTACT FORMS

Information and Call Log Sheet

Name: _____ Sponsor's Name/Rank: _____

Address: _____

Housing: ☐ On Post ☐ Off Post Housing Area: _____

Phone Home: _____ Work: _____ Cell: _____

E-Mail Home: _____ Work: _____

Place of Employment: _____

Usual work hours/days: _____

Call at Work: ☐ Anytime ☐ Critical information only

Family in the area? ☐ Yes ☐ No

Best time and form of communication: _____

Who would most likely know your whereabouts if you go out of town?

Name: _____ Relationship: _____

Phone Number(s): _____

Birthday: _____ Anniversary: _____

Children:

Name

Age

Birthday

Comments

Pets(s): _____

Contact NAME:

Home Phone #:

Work Phone #:

Cell Phone #:

OTHER:

Email:

NOTES:



Day: _____ **Date:** _____ **Time:** _____

_____ **FRG meeting reminder**

_____ **Fundraiser/event reminder**

_____ **Greeting/introduction**

_____ **Other**

NOTES:



Day: _____ **Date:** _____ **Time:** _____

_____ **FRG meeting reminder**

_____ **Fundraiser/event reminder**

_____ **Greeting/introduction**

_____ **Other**

NOTES:



Day: _____ **Date:** _____ **Time:** _____

_____ **FRG meeting reminder**

_____ **Fundraiser/event reminder**

_____ **Greeting/introduction**

_____ **Other**

NOTES:



Day: _____ Date: _____ Time: _____

_____ FRG meeting reminder
_____ Greeting/introduction

_____ Fundraiser/event reminder
_____ Other

NOTES:



Day: _____ Date: _____ Time: _____

_____ FRG meeting reminder
_____ Greeting/introduction

_____ Fundraiser/event reminder
_____ Other

NOTES:



Day: _____ Date: _____ Time: _____

_____ FRG meeting reminder
_____ Greeting/introduction

_____ Fundraiser/event reminder
_____ Other

NOTES:



Day: _____ Date: _____ Time: _____

_____ FRG meeting reminder
_____ Greeting/introduction

_____ Fundraiser/event reminder
_____ Other

NOTES:

Key Caller Phone Tree Log

Date	Name	Action/Issue	Talked to	Left Message	Returned Call

Source: Texas A&M University

Emergency Question Checklist

BIRTH

Condition of Mother: _____

Condition of Baby: _____

Location of Birth: _____

Date of Birth: _____

Time of Birth: _____

Red Cross Notified? YES NO

Sex: GIRL BOY

Name: _____

Weight: _____

CAR ACCIDENT

Location of accident: _____

Medical assistance needed? YES NO

Medical assistance obtained? YES NO

MPs notified? YES NO

Immediate needs: _____

FINANCIAL EMERGENCY

Nature of problem: _____

Do you have enough food? YES NO

Have you contacted AER? YES NO

Immediate needs: _____

SERIOUS ILLNESS OR INJURY

Who is ill or hurt (relationship)? _____

Where are they? _____

Nature of Illness: _____

Prognosis: _____

Red Cross notified? YES NO

Immediate needs: _____

DEATH

Who died (relationship) _____

Where did death occur _____

Cause of death: _____

Date of death: _____

Red Cross notified? YES NO

Funeral arrangements (date, time, location): _____

Immediate needs: _____

Key Caller Problem Resolution Form

Name

Address

Date of Contact

Time

Contact Phone

(Hm)

(Wk)

Sponsor Information

Name

Unit

Rank

Location

Nature of Emergency (include who, what, when, where, etc.):

What help do you need?

ACTION:

Who Called?

When?

Police called?

Ambulance?

Fire Department called?

Red Cross called?

Transportation?

Food?

Lodging?

Money?

Army Emergency Relief (AER) called?

Emergency Child Care?

Referred To:

Follow-up Required?

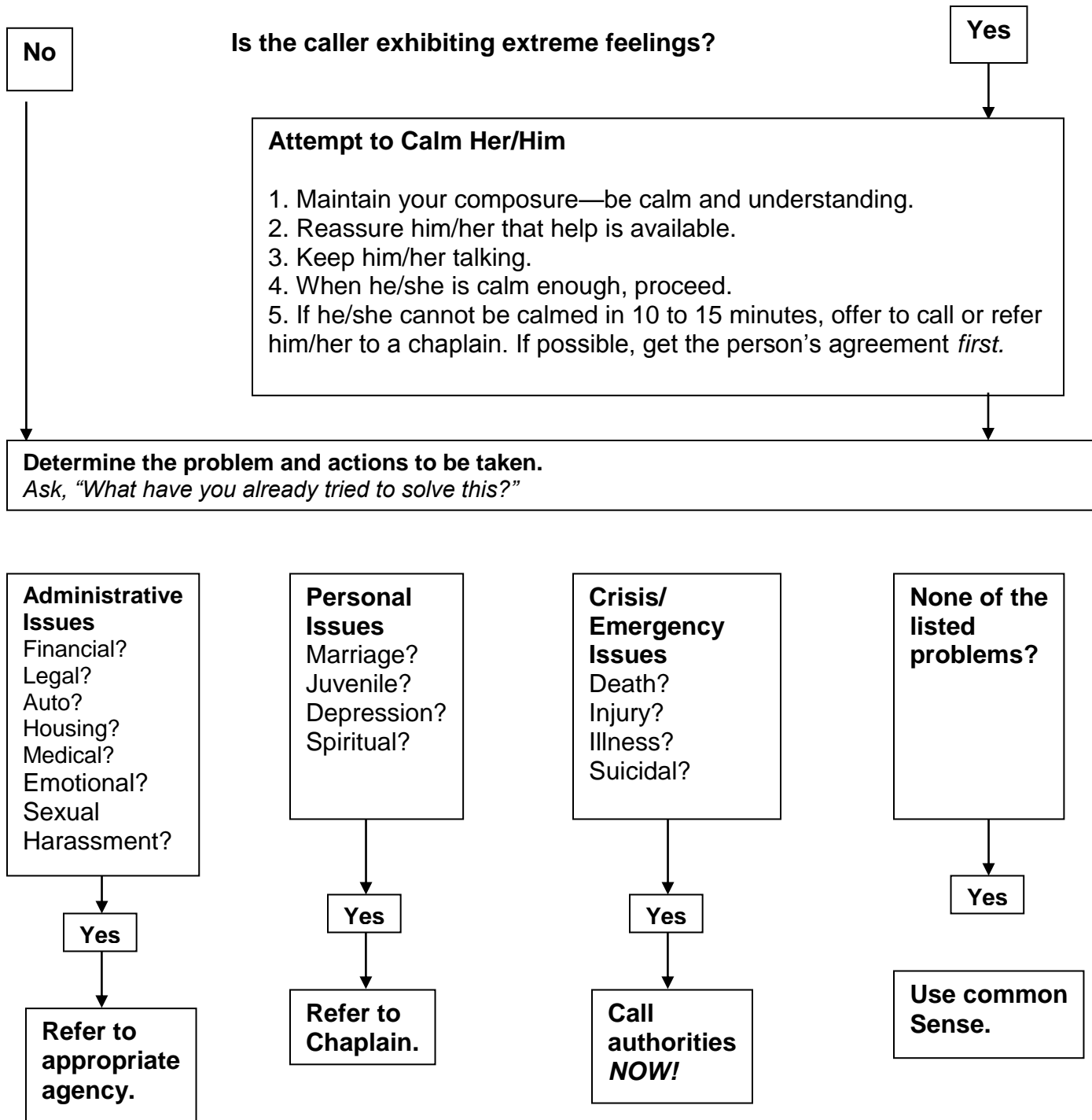
Key Caller Signature:

Date:

Source: Texas A&M University

Helping a Distressed Person

Log call or visit on the Key Caller Problem Resolution Form



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

