PHONE MONITORING VOLUNTEERS

These volunteers retrieve phone messages from Procyon's voicemail and return the calls or forward them as appropriate. These duties can be done from home,

Prerequisites:

- ✓ 18 years of age or older
- ✓ Willing to be a volunteer for a non-profit organization
- ✓ The ability to speak and write English fluently
- ✓ The ability to listen and take detailed notes
- ✓ Comfortable speaking to members of the public
- ✓ Comfortable working from home without supervision
- ✓ Good customer service ethics
- ✓ Must attend the training sessions that are provided.
- ✓ Commit to a minimum of one scheduled 6-hour shift per week.
- ✓ Ensure that all messages from your shift have received a call-back within a 1-hour time frame if possible.
- ✓ Recommended but not required that phone volunteers have past experience in wildlife rehabilitation.

Duties/Tasks/Skills

- ✓ Report to the Phone Monitoring Team Lead
- ✓ Retrieve phone messages from Procyon's voicemail and return the calls or forward them as appropriate
- ✓ Transcribe phone messages and their outcome into a log book.
- ✓ Answer general questions about native wild animals (their habits, biology, potential dangers, how to co-exist, etc.).
- ✓ Provide information to people who have found an animal in distress (determining whether the animal needs help, how to reunite with a parent, how to safely contain an animal, etc.)
- ✓ Refer the public to other wildlife rehab centres that specialize in animals that Procyon does not rehabilitate.
- ✓ Refer the public to other wildlife rehab centres when Procyon is not admitting animals.
- ✓ Screen calls & pre-approve admitting of an animal.
- ✓ Ask or notify Animal Care Coordinator regarding admitting and time/date of approx. arrival.
- ✓ Stay up to speed on current animal intake instructions.
- ✓ Contact volunteer drivers, as required, to arrange transportation for animals to or from Procyon Wildlife.

ANSWERING PHONE

HOW-TO PICK-UP MESSAGES FROM PROCYON'S VOICE MAIL

1. Dial the Bell Toll Free Message Pick up Number: 1-877-235-5777.
2. Select 1 for English
3. When you are prompted for the mail box number, enter Procyon's number: (905) 729-0033
4. Then enter 9 and then our password 6789,
5. Follow the prompts:

a. press 1 for new messages
b. press 9 to save the message
c. press 5 for date/time message was left and to get info on the caller
d. press 7 to delete the message

WHO TO CALL FOR HELP?

Sarah Bruce-Marrs, Animal care	416-998-3076	sarah_k_marrs@hotmail.com
Linda Moores, Volunteer coordinator	705-259-4480	volunteering.procyon@yahoo.ca
Debra Spilar, Admin/education	416-550-9723	spilar9722@rogers.com

Procyon Volunteer Line	647-931-5921
Procyon Public Line	905-729-0033

PHONE MONITORING PROCEDURES

To maintain a high level of service to those who call Procyon, the calls must be returned in a timely manner and handled politely, professionally and factually. Consistency is also important.

Since the calls are being retrieved as messages and not taken as live calls, you have an opportunity to obtain the appropriate information before returning the call. We have provided you with information on how to return the most common calls we receive. For anything you are not able to answer, you can contact a member of the Board. Over time your knowledge will increase and you will be able to return calls confidently without needing to contact a member of the Board as frequently.

The amount and type of calls Procyon receives varies greatly between late fall-winter and the busy spring-summer season. The urgency and volume of the summer season requires more frequent message monitoring and a faster call-back turn around than in the winter.

General Phone Procedures

1. The phone greeting you use when return a call should generally convey the following: *"Hello, I am calling from Procyon Wildlife in response to your message. My name is_____and I am a phone volunteer. I will do my best to answer your question or re-direct your call."*

2. Make your first call in to pick up messages as close to the start time of your shift as possible. Only deal with new messages, since another volunteer will be in the process of handling saved messages.

3. Make your last call in your shift at 15 minutes before your shift end.

4. Keep a log of the messages you retrieve and how they were dealt with (concluded), using the format provided (Form is on page 7). Please be thorough in documenting the message received, the message(s) you left, and the conversation.

5. Also log any hang ups.

6. To "conclude" a message means there is no more follow up required; the caller has either received an answer, or the message has been forwarded to the appropriate person.

7. Email your phone log for each shift to the Linda from the Board of Directors or Mary Anne within 2 days of your shift.

8. Ideally you will return and conclude the messages you retrieve within in your shift period. That won't always happen if it takes time to reach the caller or to obtain the required info.

9. You are responsible for following up on and concluding the messages you retrieve on your shift, even if it takes longer than your shift to obtain the info and to reply to the inquiry.

10. Make at least 2 attempts to return a call. See the call-back periods for winter and summer below.

11. All messages are to receive an acknowledgement return call/message within the call-back period. If you don't have the answer to the inquiry the call-back period, return the call anyway and tell the caller you are working on their inquiry.

12. Delete the messages received on your shift as soon as you have transcribed all the information into the phone log and otherwise have no need to refer back to the message. If you want another

person to listen to the original message, do not delete the message and make a note on the log that you kept the message and why.

Animals in Distress - Instructions on how to handle an animal in distress messages will change periodically, and might need to be handled differently than the phone procedures outlined. How these messages are handled depends on the season, on whether we are admitting animals, and on what the individual situation is.

13. In most cases, these messages are to be returned either immediately or as soon as you are able, in priority over the other messages you are handling. You may not have an answer for the caller yet, but they will appreciate a quick response.

14. Additional or revised instructions on how to respond to animal in distress calls will be provided to you as required.

15. If you have questions about what the latest instructions are for animal in distress messages, by all means contact a member of the board for clarification.

Winter Phone Procedure (in addition to the General Procedures above)

1. During the slower winter season, messages can be checked less frequently on your shift.

2. In addition to your initial call-in at the start of your shift and last call in at the end of your shift, messages can be checked a minimum of 2 more times within your 6-hour shift (In other words, a minimum of 4 call ins to check messages).

3. Messages are to be returned within 36 hours at the latest; this is the winter call-back period (e.g. a message left at 9 a.m. Monday should be returned by 9 p.m. Tuesday)

4. Make at least 2 attempts to return a call. Call within 36 hours, and call again within 48 hours to leave a second and final call back/message (e.g. a message received at 9 a.m. Monday should have a second call back by 9 a.m. Wednesday).

Summer Phone Procedure

1. Call volume is high in the summer and more of the calls are regarding animals in distress. In the summer it is critical to stay up to date on Procyon's instructions on responding to animal in distress messages (e.g. whether we are admitting animals or not).

2. In addition to your initial call-in at the start of your shift and last call in at the end of your shift, messages can be checked a minimum of 4 more times within your 6-hour shift (In other words, a minimum of 6 call ins to check messages on your 6 hour shift or as soon as possible when extremely busy).

3. Messages are to be returned within 24 hours at the latest; this is the summer call-back period (e.g. a message left at 9 a.m. Monday should be returned by 9 a.m. Tuesday)

4. Make at least 2 attempts to return a call. Call within 24 hours, and call again within 36 hours to leave a second and final call back/message (e.g. a message received at 9 a.m. Monday should have a second call back by 9 a.m. Wednesday)

QUESTIONS TO ASK THE RESCUER REGARDING ANIMAL IN DISTRESS

1. How many animals are there?
2. Where was the animal was found? (under a tree, under a window, on or near a street)
3. What is it doing (laying on side, moving, crawling, falling over, acting drunk, going in circles)?
4. What color is the animal (reddish brown, gray-brown, etc.) and species?
5. Are the eyes opened or closed?
6. Does the animal have fur/feathers, no fur, no feathers?
7. What is the shape of the animal? Tail, no tail, long body, long ears, two legs, four legs, wings, etc.
8. Is the animal crying or making sounds?
9. Is the animal covered with any fleas, ticks, maggots, lice or mites?
10. Is the fur wet or dry, cold, hot to touch?
11. Does the animal have a discharge from eyes, nose, ears?
12. Does the animal have sores or ulcers on its feet?
13. What is the condition of the animal? (dehydrated, wrinkly, skinny, bloated)
14. If baby is warm, lying quiet, clean, not bleeding and has a round tummy, it has a mother taking care of it.
15. Does the animal have any wounds, punctures, scratches?
16. Is the animal covered in blood or dried blood, is it still bleeding?
17. Does the animal look like it has any broken legs, arms, bones, wings?
18. Did the animal get hit by car, fall out of tree, attacked by animal?
19. Tell rescuer to NOT give any food or liquids unless further advised.
20. Are the parents, siblings, herd still in the area? Where are they?
21. If mom isn't there, what happened? (hit by car, relocated to another area, still in area).
22. Get rescuer to take a picture of the animal beside a water bottle to give us approx. size
23. If you suspect a fatal disease is the cause (Parvo/Distemper), tell rescuer to call animal control.
24. Where is the animal now? Is it safe?
25. Is the situation safe to bring the animal to us, or dangerous and in need of assistance?

Abusive/Difficult Callers:

These are not common but sometimes calls come from difficult people, people who are already frustrated, or people who get aggravated if they hear we are not admitting animals or that we don't provide a certain service. Some people become emotional. Sometimes all these callers want to do is vent and are not really looking for a resolution.

- Volunteers are not expected to listen to verbal abuse such as swearing or personal insults.
- Politely advise the caller that if they continue to use that language or that tone, you will hang up.
- Don't lose your temper, sometimes it is hard not to, but you are Procyon's representative. Better to end the call than let it escalate.
- To help calm down an aggravated or emotional caller, try asking them to repeat what it is they are calling about, or tell them your duties are as a phone volunteer and you cannot provide what they are asking for.
- Ask the caller if they would like a member of the Board to call them back.
- Provide the Procyon email address and ask them to send their concerns in writing. info@procyonwildlife.com

Don'ts!

- Do not give out anyone's phone number or email address. If a caller wants to speak to someone specifically, tell them you will pass on their name and phone number.
- Do not speculate. If you don't know the answer to the question tell the caller you will get the info, forward their question to the Board, or simply tell them you don't know and can't speak to the matter.
- Do not engage in gossip #1: Callers might want to bad-mouth another facility or ask what you think of other facilities. Don't encourage that line of conversation, don't offer your opinion. Change the subject. Tell them your duties are as a phone volunteer and you can't speak to the matter.
- Do not engage in gossip #2: Don't offer extraneous information about Procyon. If a caller wants to discuss extraneous information about Procyon, ask if they would like a member of the Board to call them back.

Tips:

- Sometimes the name or the phone number left in the message is hard to hear. Press "5" while listening to the message and you will hear the date and time the message was left, and either the phone number or the name of the person who left the message.
- If you have either a name or a phone number but can't understand the rest of the info, use Canada411.ca to reverse search the phone number, or search the name to fill in blanks in the phone number.

PHONE MONITORING LOG

Volunteer Name: _____ Date _____ Shift: AM or PM

Date of call	Time of call	Caller name	Phone #s	Content of Message	Conclusion