

**2.1.1**

# EMERGENCY VOLUNTEER RESPONSE (ERV)

Get Connected. Get Help.™  
211 Tampa Bay Cares, Inc.

April 2020

## SOFT SKILL TIPS

### DON'T SAY

**"I'M SORRY YOU'RE  
SCARED/WORRIED/ANGRY"**

**"I DON'T KNOW."**

**"THIS PROGRAM WILL  
DEFINITELY HELP YOU."**

**"THE MEDIA IS REALLY  
MAKING THIS SEEM WORSE  
THAN IT SEEMS."**

**"I DON'T KNOW WHY ALL OF  
THESE AGENCIES AREN'T  
TAKING PEOPLE RIGHT NOW.  
DON'T THEY KNOW HOW MANY  
PEOPLE ARE IN NEED?"**

**"YOU'RE SUICIDAL? NO!  
DON'T DO THAT!"**

**"I CAN'T HELP YOU IF YOU  
DON'T KNOW YOUR ZIP  
CODE."**

### SAY INSTEAD

**"IT'S UNDERSTANDABLE  
WHY YOU'RE FEELING \_."**

**"CAN I FIND THAT OUT FOR  
YOU AND TEXT YOU BACK  
IN A FEW MINUTES?"**

**"HERE IS THE PROGRAM  
INFORMATION. THEY WILL  
LET YOU KNOW IF THEY  
CAN HELP."**

**"IT IS SCARY WHAT WE'RE  
SEEING ON THE NEWS.  
WHAT ACTIVITIES CAN  
HELP DISTRACT YOU FROM  
THE NEWS?"**

**"EACH COMMUNITY AGENCY  
IS FOLLOWING CDC  
RECOMMENDATIONS AT THIS  
TIME."**

**"I WILL HAVE ONE OF OUR  
CRISIS TEAM MEMBERS  
SPEAK WITH YOU REGARDING  
WHAT YOU'RE  
EXPERIENCING."**

**"CAN YOU TELL ME WHAT CITY  
YOU'RE IN? THIS WILL HELP  
ME FIND RESOURCES CLOSEST  
TO YOU."**

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### THINGS NOT TO DO

**DON'T GOOGLE RESOURCES. STICK TO WHAT IS LISTED IN OUR DATABASE. THIS INFORMATION HAS BEEN VETTED BY OUR RESOURCE DEPARTMENT AND HAS BEEN VERIFIED AS ACCURATE.**

**DON'T TRY TO HELP A CLIENT FILL OUT APPLICATIONS ONLINE. SIMPLY GIVE THEM THE RESOURCE AND EXPLAIN THAT THE TIME TO COMPLETE THIS INFORMATION MAY TAKE LONGER AS MANY OTHERS ARE ALL TRYING TO DO THE SAME THING.**

**DON'T TRY TO INTERVENE IN IMMEDIATE MENTAL HEALTH, SUICIDE, OR PHYSICAL HEALTH CRISIS. PLEASE PASS THIS INFORMATION TO A 211 STAFF MEMBER WHO HAS BEEN THOROUGHLY TRAINED ON OUR CRISIS INTERVENTION MODELS AND PROCESSES.**

**DON'T BE HARD ON YOURSELF. THIS CAN BE STRESSFUL WORK AND IT GETS FRUSTRATING WHEN THE RESOURCES ARE SCARCE.**

### THINGS TO DO

**BE FRIENDLY. DISPLAY A WILLINGNESS TO LISTEN AND HELP OUR CLIENTS. SOMETIMES ALL THEY NEED IS A CONNECTION WITH A PERSON AND FEEL LIKE THEY ARE BEING HEARD.**

**BE SUPPORTIVE OF 211 AND OUR HOLD TIMES BY APOLOGIZING FOR THE WAIT OR THANKING THE CLIENT FOR BEING PATIENT.**

**TAKE BREAKS. IT'S EASY TO GET BURNT OUT FROM HAVING OUR COMMUNITY LEAN ON US FOR INFORMATION. MAKE SURE YOU ARE TAKING TIME TO DECOMPRESS AND FOCUS ON YOU!**

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## SOFT SKILL TIPS

### WHAT TO DO IF YOU HAVE QUESTIONS?

#### FIRST CONTACT

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