



Ontario Association for Families of Children with Communication Disorders OAFCCD

Calling for Help

Making effective phone calls about your child

- ✓ Always know with whom you are talking. Keep a note of the name, and the date and time of call.
- ✓ Identify yourself and specifically state the purpose of your call.
- ✓ Be prepared to offer basic facts about your child which are relevant to the agency you are calling.
- ✓ Have records available (with identification numbers, dates, etc) and encourage immediate action.
- ✓ Be goal-orientated. Know exactly what you want. Focus on your goal until it has been achieved.
- ✓ Be direct and confident, yet positive and polite.
- ✓ If you are not satisfied, ask who else you may speak to.
- ✓ Convey a sense of cooperation. For example; “How can we work with each other?”

Source: Based on an article by Lynn Ziraldo, Executive Director, Learning Disabilities Association of York Region, January 1997