



## **Standard Operating Procedure (SOP): Communication Guidance When Reaching Out to Families**

### **Purpose:**

To establish a professional, consistent, and respectful standard for contacting families at Pikes Peak Respite Services via text message or voicemail.

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### **Procedure**

#### **1. General Guidelines**

- Always communicate in a professional and friendly tone.
  - Ensure that you introduce yourself clearly and state your role with Pikes Peak Respite Services.
  - Provide your contact information for follow-up.
  - Be respectful of the family's time and availability.
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#### **2. Text Message Template**

When contacting a family via text message, follow this format:

**Hello, my name is [Your Name], and I am a provider with Pikes Peak Respite Services. I would love to meet you and the person that you are supporting to see if we would be a good fit. Please give me a call back or text me at [Your Phone Number] to set up a meet and greet. Thank you, [Your Name].**

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#### **3. Voicemail Template**

When leaving a voicemail, use the following script:

Hello, my name is [Your Name], and I am a provider with Pikes Peak Respite Services. I was given your phone number to connect with you and schedule a meet and greet to make sure that we are a good fit. Please give me a call back at [Your Phone Number] to schedule a meeting at your earliest convenience. Thank you, and have a great rest of your day!

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#### **Additional Notes**

- **Timeliness:** Ensure prompt follow-up if a family reaches out to you in response to your text or voicemail.
- **Clarity:** Speak slowly and clearly, especially when providing your phone number.
- **Respect:** Be mindful of the time you are calling or texting to avoid inconvenience (e.g., avoid contacting families late at night or early in the morning).
- **Documentation:** Keep a record of all outreach attempts, including dates, times, and methods of communication.