

Collins Elementary Family Resource Center

Twelve Ways to Get the Best Results Over the Phone

Identify yourself first. People like to know to whom they are speaking.

Be polite. You will get better information.

Be positive. Always assume that the person can help you. If he or she can't, ask for a referral to another source.

Be prepared. Write down your questions.

Be specific and explain why you need the information.

If you know what you want, ask for it, not for what you assume the organization has.

If you're unsure of what you need, ask for help formulating your questions.

Ask for specific brochures. If you are not in a hurry, first ask for a list of publications and audiovisuals. Then you can choose the ones you like.

Ask for a sample newsletter. These can be a great source of information.

Be persistent. If you do not get the information you need from the person who answers the phone, politely ask to be transferred to another department or to that person's superior.

Consider calling more than one organization. Sometimes organizations have biases or vested interests that may influence their point of view.

Say thank you.

The above information was taken from *Who to Call, the Parent's Source Book*, by Daniel Starer. Copyright 1992, William Morrow and Company, Inc., New York.



Resource Guide

(859)282-3247

(859)282-2356 fax

Abuse:

Adult Protection.....	(859) 292-6340
Boone County Police.....	(859) 371-1234
Child Protection.....	(859) 371-8832
Children's Advocacy Center.....	(859) 261-3441
Family Nurturing Center.....	(859) 525-3200
Prevent Child Abuse Ky. Crisis line.....	1-800-432-9251
Info. Line for Professionals.....	1-800-244-5373
Women's Crisis Center.....	(859) 647-2388

Addiction:

Al Anon.....	(859) 277-1877
Alcoholic's Anonymous.....	(859) 491-7181
Northkey.....	(859) 331-3292
St. Elizabeth Behavioral Health Center.....	(859) 212-5200

Adult Learning/Employment:

Boone County Adult Education.....	(859) 282-4629
Dept. of Vocational Rehabilitation.....	(859) 371-9450
Job Service of Northern KY.....	(502) 564-5360
Literacy of Northern KY.....	(859) 581-6607

Special Needs Services:

American Cancer Society.....	(859) 647-2200
American Red Cross.....	(513) 579-3000
Bereavement Support.....	(859) 292-4195
Care Net Pregnancy Services of NKY.....	(859) 282-9878
Down's Syndrome.....	(513) 761-5400
Florence Lions Club.....	(859) 525-2263
Hispanic Resource Center.....	(859) 261-1498
Hot Line.....	(859) 468-7242
Mental Health Association of NKY.....	(859) 431-1077
Mothers of Special Children.....	(859) 356-8499
National Alliance on Mental Illness.....	(859) 261-4080
New Beginnings.....	(859) 817-9416
New Hope Center.....	(859) 391-1725
Northern KY. Services for the Deaf.....	(859) 372-5255
TTY/TDD.....	(859) 372-5256
People Working Cooperatively.....	(513) 351-7921
Su Casa Hispanic Ministry.....	(513) 761-1588

Legal Assistance/Advocacy:

Children's Law Center.....(859) 431-3313
Legal Aid Society.....(859) 431-8200

Prescriptions:

Boone County Human Services.....(859) 334-2116
Brighton Center.....(859) 491-8303
Community Action Commission.....(859) 586-9250
Faith Community Pharmacy.....(859) 426-7837
United Ministries.....(859) 727-0300
Welcome House.....(859) 431-8717

Prescription drug help for those 65 and older:

Pfizer Inc.....1-800-717-6005
Glaxo Smith Kline.....1-888-672-6436
Novartis Pharmaceuticals.....1-866-974-2273

Budgeting:

Brighton Center.....(859) 491-8303
Consumer Credit Counseling.....1-800-355-2227

Clothing:

Be Concerned.....(859) 291-6789
Brighton Center.....(859) 491-8303
Community Action Commission (CAC).....(859) 586-9250
Hope Ministries.....(859) 371-1887
Lifeline.....(859) 727-3733
Master Provisions.....(859) 474-0467
United Ministries.....(859) 727-0300

Counseling Services:

Catholic Social Services.....(859) 581-8974
Counseling & Diagnostic Center.....(859) 282-0119
Family Nurturing Center.....(859) 525-3200
New Hope Center.....(859) 341-0766
Northkey.....(859) 331-3292
Salvation Army.....(859) 261-0835
Women's Crisis Center.....(859) 491-3335

Daycare:

4C's.....	(859) 781-3511
Adventure Zone.....	(859) 647-5000
Biederman.....	(859) 371-9078
Brighton Center.....	(859) 491-8303
Campbell Co. CFAC.....	(859) 581-0740
Children's Inc.....	(859) 431-2075
Northern KY. Community Center.....	(859) 431-5700
Salvation Army (Adult Day Care).....	(859) 291-8107

Emergency Shelter:

Fairhaven.....	(859) 491-1027
Homeward Bound.....	(859) 491-8303
Interfaith Hospitality Network.....	(859) 431-6840
Welcome House.....	(859) 431-8717
Women's Crisis Center.....	(859) 491-3335

Energy & Rent Assistance:

Boone Co. Assisted Housing.....	(859) 334-2105
Boone Co. Human Services.....	(859) 334-2116
Brighton Center.....	(859) 491-8303
Community Action Commission.....	(859) 586-9250
Salvation Army.....	(859) 261-0835
United Ministries.....	(859) 727-0300

Family Resource Centers:

Burlington Elementary.....	(859) 334-4440
Collins Elementary.....	(859) 282-3247
Florence Elementary.....	(859) 282-2610
Kelly Elementary.....	(859) 334-4456
North Pointe Elementary.....	(859) 689-5870
Ockerman Elementary.....	(859) 282-2363
R.A. Jones Middle School.....	(859) 282-4610

Food Assistance:

Be Concerned.....	(859) 291-6789
Bellevue Baptist Church, Terry Shinkle.....	(859) 586-6388
Community Action Commission.....	(859) 586-9250
United Ministries.....	(859) 727-0300
Welcome House.....	(859) 431-8717

Health Services:

Boone County Health Center.....	(859) 363-2060
Center for Great Neighbors.....	(859) 491-2220
K-Chip.....	1-877-524-4718
Ky. Regional Poison Center.....	1-800-222-1222
Northern KY. Health Dept.....	(859) 363-2060
WIC.....	(859) 363-2060