

Navigating the phones at Alzheimer Society Peel

“Thank you for calling...”

When calling Alzheimer Society Peel (ASP) it is good to note the following:

- All ASP phone numbers are directed through the same voice answering system.
- Closure messages, when applicable will be the first message heard upon calling.
- Listening to the voice prompts is essential.
- Dialling 0 is not an option.
- You may make a menu choice at any time during the voice message.
- Menu choices ensure the right person is going to the right department.
- Menu choices are as follows:
 - ☎ **Choice 1:** First time callers and those needing help navigating care needs. (NOT for healthcare professionals) This voice mail centre is monitored and served by the Service Access team and is considered higher priority.
 - ☎ **Choice 2:** For Healthcare professionals (First Link, Bridges to Care, etc.)
 - ☎ **Choice 3:** To access specific service areas like Day Programs (attendance, inquiries), Nora’s House, Bathing Program, and Education. Additional menu choices will guide you to the exact location you are seeking.
 - ☎ **Choice 4:** Information regarding Events, Volunteering, and Donations. Additional menu choices will guide you to fundraising & corporate sponsorships, donations, events, volunteering, and major gifts & planned giving options.
 - ☎ **Choice 5:** For Finance and Administration departments. Additional menu choices include Accounts Payable, general financial inquiries, Privacy Officer, and Accessibility Officer.
 - ☎ **Choice 6:** To dial by staff extension or to access the staff directory by last name (#)
 - ☎ **Choix 7:** Pour le service en Français. (boîte vocale).
 - ☎ **Choice 8:** repeats the menu options.

Tip! Once you have connected with the correct ASP staff person, ensure that you keep their extension number in order to jump to choice 6 and use the directory option.

Voice mail happens...

Please be aware that the nature of most roles held by Alzheimer Society Peel staff members is such that direct phone call answering is often challenging. Many staff members work in the Community, directly with Clients in our programs, facilitate meetings & support groups, and are otherwise coordinating services for those we serve. We are not an emergency service; however we will respond to all calls, requests and inquiries as they are important to this organization.