



U.S. ARMY

OPERATION
READY
Resources for Educating About Deployment and You

GETTING PREPARED, STAYING PREPARED

On-Line Key Caller Fort Stewart / HAAF



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At the end of the training, you will be required to complete and pass an exam to receive a Certificate of Completion. This training has been developed for Fort Stewart and Hunter Army Airfield.

Please contact Army Community Service @ (912) 767-1257 / (912) 315-6816 if you would like to take the training in –person. We offer classroom training once a quarter.



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Purpose of Phone Tree

- Phone tree is a FRG mission activity
- Primary purpose is to provide timely and accurate information from command to Families
- Phone tree also provides the FRG an opportunity to:
 - Introduce Families to FRG
 - Welcome new Families to unit
 - Notify and encourage families to attend unit and FRG-sponsored activities
 - Assist Families by providing referrals
 - Monitor unit Families' well-being
 - Maintain Families' connection to the FRG and unit



Setting Up the FRG Telephone Tree

- FRG member roster compiled from:
 - Unit roster
 - Completed Family Readiness Information forms
 - Requests to Soldiers and Families for Family contact information
- FRG Leader (in conjunction with phone tree chair) develops the phone tree
- Each Key Caller to contact a small list of Families on ongoing basis
- Keep in mind participation in FRG is voluntary



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FRG Phone Tree Operations

- FRG Leader receives official information from command
- Information passed to Key Callers via FRG leader or FRG Phone Tree Chair
- Key Callers contact their assigned Families
- Key Callers then notify either FRG leader or FRG Phone Tree Chair
- Specific guidance to be provided by FRG leader



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FRG Phone Tree Operations

- Unit Recall rosters **are not acceptable** for inspection purposes
- Family Readiness Phone Tree or Key Caller Roster (**terms interchangeable**) contains Family contact information, not Soldier
- Recommend the FRG Leadership and Key Callers develop a system to verify accurate phone numbers on a reoccurring basis
- Commander and FRG will document all Phone Tree activation or Family contact attempts.



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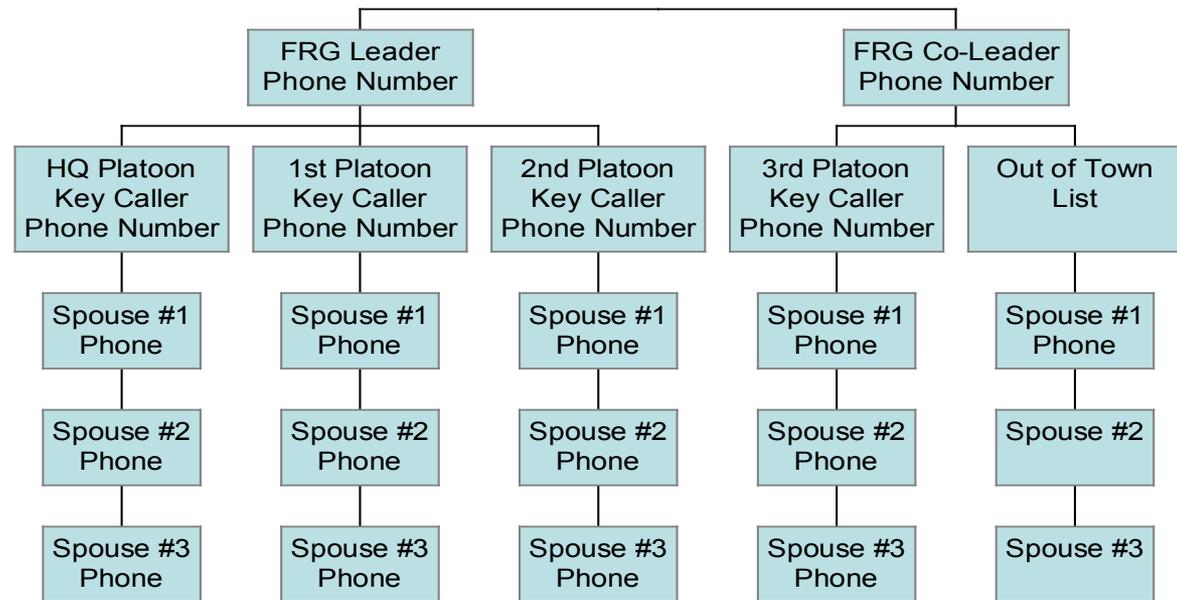
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Family Readiness Chain of Concern

FRG Chain of Concern/Key Caller Roster are interchangeable terms.

Roster must be classified FOUO.

At **NO time** is contact information allowed to be released to persons not on this roster.



RD POC
Phone Number

For emergency use only
BN FRG Leaders
Phone Numbers





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Contact with Families

Frequency of contact with Families will depend on:

- Number of Families assigned
- Phase of unit's deployment cycle
- Activity level of FRG
- Whether Families seek help from FRG
- What your individual unit SOP states



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FRG Key Caller Responsibilities

- Relay information from command accurately; in some cases, command will provide a script
- Make information calls in **TIMELY** manner
- Call periodically to check on Families, especially in deployment and post deployment phases of deployment cycle every 30 days
- Address Families' questions, referring to others when appropriate
- Maintain Family privacy and confidentiality at all times.



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FRG Key Caller Responsibilities (continued)

Perform administrative tasks per Commander and FRG Leader Guidance:

- Register as statutory volunteer (**mandatory**)
- Submit volunteer hours monthly (**mandatory**) AR 608-1 App J-4a; AR608-1 para 5-9o
- Track all calls with families ***
- Provide updated Family Contact information to FRG leader (including when Family members leave the area during deployment) to keep FRG roster up to date



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Tips to Handling Key Caller Role

- Understand the boundaries of your role
- Learn effective ways to handle different types of calls
- Maintain confidentiality
- Know when to notify FRG leader (or phone tree chair)
- Take care of yourself and learn effective ways to handle stress
- Develop and use your Smart Book and other resource materials



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Tip: Understand Key Caller Role

- Key Caller is responsible for **providing referral** and **not** solving Family's problem
- Keep in mind you are not expected to know everything, but know where to look for answers to Families' questions
- Follow-up is not required (i.e. you are not responsible for checking to make sure Family contacted the referral agency)
- Seek help from FRG leader or phone tree chair when:
 - Unable to answer question or provide referral
 - Have difficulty dealing with a Family



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Different types of Phone calls

Generally speaking, these are the types of calls you will make when conducting this important duty.

Calls by Key Caller to Family:

- Information, Official/Health and Welfare

Calls by Family to Key Caller:

- Information, Problems, Gossip and rumor, Chronic Crisis



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Tip: Keep FRG Leader Informed

- FRG leader to provide procedural guidance
- Situations when it is important to notify FRG leader:
 - Crisis situation
 - Issues experienced by many Families
 - Emerging issues being experienced by Families
 - Difficult issues Families are facing
 - Rumors Families are hearing
 - Questions that require command response



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Tip: Take Care of Self

- Maintain health and well-being
- Manage demands and have the proper mindset for the job
- Take action “when stressed out”
- Set boundaries. (i.e. no calls before 10:00 am, no calls after 8:00 pm)



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Tip: Develop a Smart Book

- Operation **READY** Key Caller Handbook
- List of assigned Families and contact information
- Forms (e.g., phone tree log form, family contact form, volunteer incidental expense reimbursement form)
- Community directories



Hyperlinks to Resources

[Key Caller Contact Forms](#)

[Key Caller Notebook](#)

[Key Caller Phone Tree Log](#)

[Key Caller Resolution Form](#)

*****Highlight resource you need, right click on hyperlink, select open hyperlink*****



You have completed the on-line version of the Key Caller Training. You will now take the Key Caller exam.

Once completed and graded, a certificate of completion will be emailed to you within **5 business days**. Key Caller is an inspectable item and the Certificates will be reviewed.



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Thank you for volunteering for your unit's Family Readiness Groups.

Any questions or comments can be directed to: usarmy.stewart.usag.mbx.army-community-service@mail.mil