

PHONEFRIEND QUALITY EXCHANGES FROM OUR LINE

BORED/ LONELY CALLED JUST TO TALK :

Robert, Mesa, 8th grade, called just to talk about school and what he wanted to be when he grows up. How long he has lived in A.V., 2yrs. Never seen snow, came from L.A. He enjoyed the talk but his Dad came home so he had to go.

ELABORATE PRANKS/HANG-UPS:

5:02P.M. A boy explaining that his Father is going to,..... "Oh, no Dad," noises. Father dying or something? Then a hang-up. I did star 69 got an answer machine and left a message.

5:20 p.m. A boy named Tyrel from Littlerock High, wants to talk, then he puts a tape recorder to phone, the recorded voice of a man says, "Son get off the phone, I want to use it. Caller says, "Oh, that's my Dad." I proceed to tell him the purpose of the line and ask if he was the previous prank caller who's Dad was dying. He hung-up!

5:25p.m. Same Boy, with recording, hung-up.

HOMEWORK HELP:

5:00 P.M. Mallory, Valley View, 5th grade, How is helium put in a tank? Gave it my best guess with out a physics reference book here. Thanks bye!

4:40 p.m. Victoria, 7th grade, Almondale, needs help for Metric measurement on ruler. How to write the numbers when it falls on the little lines after the whole number? I said count the lines write as a decimal, 1.3 c''. No math book at home. Ok, thanks.

4:30 p.m. AJ, 4th grade, Barrel Springs, math homework, $20 \times 20 =$, $9 \times 5 =$, 20 divided by 5 answer $4 \times 5 = 20$. Thanks, I'll do the rest.

5:05 p.m. Ryanne, Lincoln, 5th grade. Asked where to get materials for a rafting project for social studies. We talked about different designs and then I suggested Michael's Craft Store for supplies. Thanks.

JOKE REQUEST:

Crystal, Desert View, 5th grade. Wanted a joke. Read from Rosie O'Donnell book. She laughed a lot! Thanks, bye.

STORY REQUEST:

2:30 p.m. Vanessa, 10yrs old, Park View. Wants me to read a story, read "Chicken Soup", liked story had to leave to go to store with Mom and Dad.

PROBLEM CALL:

3:00 p.m. Samantha, 5th grader, Mesquite. Asked about problem with boys. Should she kiss the boy she liked? Told her to discuss with her mother. She said she couldn't ask her Mother because her Mother didn't want her to have a boyfriend. I said she should probably wait awhile. Why did she think she was ready? Really didn't care to, but friends are saying they should, if going together. She'll give it some more thought. Thanks, bye.

6:25 p.m. Jessica, 12yrs, from Yucca. Trouble at school kids calling her fatty and making fun of her. Parents have talked to school staff and they aren't helping much. Her friends try and help her too. I told her to ask them how they would like it if people were mean to them and she said ok, she will give it a try and sounded happier.

CHECKING US OUT:

3:20 P.M. Jake, 13 yrs, ParkView, Science, Mr. Zaker his teacher likes science a lot. Has lots of friends, plays soccer & baseball, saw the notice at school and wanted to find out how PhoneFriend went.

3:46 p.m. Adult woman asking questions about our phone line service. Who were volunteers and what did we say to callers. I told her about our volunteer screening process and training. Then shared some examples of calls that we get. She seemed OK with my explanation and thanked me.

INFORMATION CALL:

2:30 P.M. Parent wanting information on PhoneFreind? .Explained program to her, she will tell her son about it. She may call again up until 6:30p.m.

1ST TIME CALLER:

3:05, Kiki, 8yrs, Pearblossom, First time calling, received flyer and curious, put sticker near the phone. Her sister also wanted to talk. Suggested to Kiki that she be sure that her Mother knows about flyer and PhoneFriend. Emma her sister has quite a

Collection of beanie babies. She is worried that she hears a monster in her closet at night. Sister says there is no monster. But Emma is not sure. Should read the story, "There's a Monster Under My Bed", can get it at the library. She said she needed to go now, Mom was home.

Myesha, 7th grade, New Vista, Memorized phone number from poster in school classroom. First time calling. Has no sisters or brothers, off track, has science project due when she goes back. Good conversation, said, "thank you" when she had to go.

THANK YOU CALL:

Michael, 15 yr., Park View, likes most of his subjects. Did not do well in math, but has brought that grade up. Mike really was calling to thank PhoneFriend for all the help he had received in the past, discussing options to problems and math homework help. I was impressed; I wished him a very Merry Christmas and told him to keep calling.

UNUSUAL CALL:

5:50 P.M. Young Mother with 2year old Baby Hungry, no food in apartment, no transportation and no friends or family in town. I gave her several homeless referrals out of redbook. She called back four times after each of the numbers didn't work? Local shelter all full. Finally when after all numbers were used and no help available we gave Sheriff Departments non-emergency number and L.A. Info Line. How come everything closes after 5pm.? Just answer machines, no living breathing bodies.

Jimmy, 9yrs, Nancy Cory, afraid, hears noises, I promised to stay on phone while he looks. Did not want to call 911. Then decided he would. I also called 911 with info. Told Jimmy to call me right back. He did, Sheriff was there. Everything was OK. **(This was our first ever 911 call)**

Maria, 14yrs, Fresno. Visiting her Aunt in Lancaster, said she had been raped and wondered what she should do? I asked her if she'd talked to her parents? No, didn't want to. Finally said she could talk to her Aunt, has been avoiding boy.

Girl, 12yrs old, Learning Plaza. Her Uncle was murdered in Vegas. Family is leaving her out of info, she feels sad & mad. She told me what she would do if she found the murderers. We discussed journaling and asking direct questions to Mom. Her family was leaving so she had to hang-up.

Bobby, 13 yrs. One year old needs diaper change? (This is a first!) Mom went to store. Dad around the corner, helping neighbor with over flowing toilet. He was told to watch her & change her if she needs it. Walked him through it. (Disposable type). He said thanks!

Teressa, 12 yrs, Wildflower. Her bird got out of the cage! Lot's of confusion. Got that bird finally, and put it back. Phew! Afterwards she wanted to talk about her friends. How they mistreat her at school. Suggested she relate this to her teachers and parents. She seemed to feel better after taking to me.

Girl, really excited! Cat delivering Kittens, now! She was home alone and the cat is ignoring the first Kitten, which is still in its sack. What should she do? Suggested that she break the sac. She wanted to go back to Mother Kitty now, says she'll call back.

Jessica, 8yrs, Learning Plaza. Split apple juice? Bored. Was just joking about the apple juice. Really goes to cottonwood. Is home schooled. Is too sick to go to school. Has seizures which are not under control, so she can't go to school. She told me about a trip she took and a lighted tunnel she drove through. Thought PhoneFriend was a great idea, will call again.

BABYSITTING:

Mellisa, 4th grade, Desert Rose. Little brother 2 ½ yr. Old can't control him. Say's she baby-sits for 15 hours while parents are gone! Suggested some snacks, reading to him, games and a nap sometime during the day. She said that would work. Thanks, she was out of ideas. (Seems like too long a time for a 15 yr. old to handle a two yr. old)

Amber, 12yrs, Park View. What are you guys about? Watching her two younger sisters. What can she do if they don't listen to her? Chatted about this. Then she had to go.

SEXUALITY CALL:

Amber, 8th grade, Shadow Hills. Problem with boyfriend. He is pressuring her to have sex. I asked her how she felt? A little anxious. Maybe that means she would feel better not to. She said yes. I told her that I thought it probably was the right choice. Then asked how she thought her mother might feel? She didn't think her Mom would care either way. I asked if she had any other trusted adults in her life that she could talk to. She mentioned maybe a teacher. Had to go.

COMBO CALL:

Sara, 12 yrs., Wilsona. Hurt her arm on the corner of a door. I suggested a small wash cloth with cold water, was not bleeding. She hung-up, to do that, home by herself. Called back crying real loud, said her boyfriend said she was cheating on him. I got her quieted down & I said if its not true, don't change because the boyfriend is saying this, stick to what you know is the truth. Told her this was the time when she and her friends were learning about relationships and that this stuff happens. Thanked me.