



*A telephone answering service is contracted to answer calls concerning Registrants or other donors during off hours and is instructed to do the following:*

### **Collect information from caller**

Obtain name, address, and phone number of the caller, the reason for the call, and the name of the Registrant involved, if possible.

### **Contact Registries**

Call the first person on the USTUR Call List in the event a Registrant or donor dies or is near death. If that person cannot be reached, continue down the list until someone is contacted. If no one on the list is reached, repeat the calls, in order, every hour for four hours or until one of the persons listed is contacted. If, after four hours of calling, no one on the USTUR Call List can be reached, the caller should be contacted and advised that contact with the Registries will be made the following day. This procedure should be followed on evenings, weekends, and holidays when the University is closed.

### **Fax message**

The answering service shall prepare and FAX a hard copy telephone message to the Registries, giving the name and telephone number of the caller, date and time of the call, and reason for the call as soon as practicable after receipt of the call, but in no case more than one hour after the call.

### **USTUR Call List**

- a. John J. Russell  
1705 Jurupa St.  
Kennewick, WA 99338  
(509) 627-7364
- b. Tanya G. Wood  
17 S. Volland  
Kennewick, WA 99336  
(509) 734-8358
- c. Ronald E. Filipy  
609 Meadows Drive S.  
Richland, WA 99352  
(509) 627-0918
- d. Susan M. Ehrhart  
1005 Benham St.  
Richland, WA 99352  
(509) 946-5966