

## Practical tips to improve your chances of successfully request support

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To improve your chances of success, here are some tips:

- ❑ When you call the office of an agency, an answering machine often directs you to a series of options before directing your call. Sometimes to avoid this situation, by immediately pressing the "0" button on your phone, you can be connected directly to an operator.
- ❑ Ask for and always record the full name, phone number, contact information and job title of the people you call. Write them down along with the date of the call, this information may be useful to you in the future.
- ❑ Ask for an email or business card from the people you meet, this contact information could be very useful at an unexpected time. Keep it in a safe and easy-to-reach place, do not hesitate to contact them again, if necessary.
- ❑ Asking for help when you feel the need shows that you care about your health and that of your loved one. Also, the people who are dear to you and those working in the health services, public or private, will understand more and more what it is like to live as a couple with Parkinson's. Dare to take a first step towards them to preserve your well-being and your quality of life.
- ❑ Don't hesitate to follow-up with the people working in the different resources. If they don't respond after a reasonable amount of time, contact them again until you get the information or service you need.

- ❑ If the person you are calling seems to be in a hurry, don't hesitate to say, "I see you don't have time to answer me right now. Is there a more appropriate time to speak with you? When is the best time to call?" If the worker cannot give you a satisfactory answer, politely ask if there is someone else you can talk to.
- ❑ Sometimes a person speaks to you in jargon, or in technical terms that are difficult to understand. If this is the case, advise him/her and ask him/her to repeat the information in different words. Resume what you have understood to prevent misunderstandings.
- ❑ Don't hesitate to ask professionals for pamphlets, books, writings or websites that you can consult at your leisure and reread as needed.
- ❑ Always keep a copy (paper or electronic) of completed documents and forms that you send to an agency for your records. This way, you won't have to start over if your application is lost or refused.
- ❑ Report accurately the signs (physical, emotional and others) that indicate that you will possibly need help in the future. This way, when you as a couple reach your limit, the professionals will be prepared and will take your request into consideration more quickly.
- ❑ Seek services before you are in a crisis or emergency situation. By being organized and prepared, you ensure that as a couple you remain in control of your decisions.
- ❑ There are other couples like you who have been through difficult situations and would be happy to share their time and tips with you, too. Their experience could be useful to you!