

# Requesting *a service*

Union County Neighbor to Neighbor functions as a virtual office. UCN2N members are asked to submit their requests for service by phone or e-mail.

**Union County Neighbor to Neighbor**  
PO Box 278, Marysville, Ohio  
877.354.8262    [ucn2nohio@gmail.com](mailto:ucn2nohio@gmail.com)

Members should call or email [servicecoordinator@ucn2n.org](mailto:servicecoordinator@ucn2n.org) to request services, and should not contact volunteers directly. As a courtesy to office and service volunteers, UCN2N asks that all members request services at least five business days prior to the time they would like the service to occur. Exceptions can be made for urgent requests, and members may call the same number during non-business hours to reach a staff person or leave a message. In the event of a life-threatening emergency, call 911.

UCN2N follows a volunteer-first policy in fulfilling information or service requests, and our many volunteers are generous in sharing their knowledge and abilities. If a volunteer is not available, however, or not able to respond to a request, UCN2N will try to assist with a referral to a vetted service provider or community program.

The office phone is usually answered by the Service Coordinator who has been trained to discuss your needs and register your request. The Service Coordinator contacts the person who has offered to perform the service requested. The volunteer is responsible for contacting the member once the assignment has been accepted.

Occasionally, it may be necessary to change or cancel an appointment. UCN2N requests that members call the office to cancel a request as early as possible, and the office will inform assigned volunteers. Frequent cancellations disrupt the program, and the cancellation of multiple requests with less than 48 hours' notice could result in a temporary cessation of services.



*Be sure to request services such as transportation at least five business days prior to the time you would like the service to occur.*

