

# Western Mass Estate Planning

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## **Helpful Information About Communicating With Our Office**

- **We do not have the capacity to answer every telephone call during business hours**, as we are often 1) on another client call; 2) working with clients who are in the office for scheduled appointments; and/or 3) focusing on time-sensitive/urgent client matters. However, staff members check telephone messages regularly throughout each day, and make every effort to respond to urgent calls as soon as possible.
- **Routine messages are typically returned within 48 hours**. We receive a high volume of calls and, despite our best efforts, conclude almost every work day with several unanswered messages.
- **Please leave a message the first time you call**. Calling several times and/or leaving multiple messages will not increase the speed by which we return your call(s) - it just creates more work for us and ties up our telephone.
- **If you are calling on behalf of another individual** (a parent, for example) or have a last name which is different from your partner or spouse, **please provide that information in your message**. We can respond faster, if we can easily locate the correct file.
- **The more details you can provide in your message, the more efficient our response will be**. For example, if you leave your name, with no further information, we do not know whether we can fit in a short call the same day or whether we need to set aside a lengthy period of time on another day to respond (without any indication to the contrary, we generally assume the call will require a significant period of time). Keep in mind that what may be a "quick question," often involves a lengthy answer.
- **Be prepared that most calls will be returned by a support staff person**. The attorneys are typically in with clients most of each day and rely heavily on the experienced and capable staff to handle the bulk of the telephone calls. If necessary, of course, the staff will consult with the appropriate attorney, but we have found that this method ensures that clients receive the most prompt service possible.
- **If you wish to drop off materials or to ask a question in-person, it is always best to call in advance** to be sure that someone will be available to assist you. There are occasional days or times of the day when no one is in the office and, even when a staff person is present, we are not always equipped to handle unscheduled visits.
- **You are welcome to send an e-mail to one of the attorneys**, but keep in mind that their in-boxes are often full, so it may be a few days before you receive a response. If the matter is urgent, it is best to telephone the office.

**We are honored that you have chosen our office for your estate planning needs.  
Thank you for helping us to serve you better.**