

JFS Shabbat Visiting Program

Thank you for your interest in the JFS Shabbat Visiting Program! JFS Volunteers are pivotal in the process of connecting isolated individuals to this community.

The JFS Shabbat Visiting Program enables isolated seniors to have a Jewish connection to their faith and tradition on a monthly basis (to start). The program is designed for older adults who otherwise are unable to attend congregation services either online or in-person, or simply would benefit from a relationship with another Jewish community member. Approved JFS Volunteers will be matched with a JFS client based on client need and volunteer availability.

Process: Each visit will be on a Friday afternoon and should only last 20 minutes. An email will be sent from the Volunteer Coordinator (VC) requesting Shabbat visits, including the date and area of the client to all participating JFS volunteers. JFS Volunteers will be assigned to a number of seniors based on their location, who are currently JFS clients. These visits may not necessarily be to the same client each time. A Siddur book will be provided as well to be used as guidance for the Shabbat visit. The volunteer and the client can omit any part of the service if they wish to do so.

JFS Volunteers will be provided with the following materials/supplies that can be replenished as needed:

- Plastic Cups/plates
- Small bottles of grape juice (4) *
- Small Challah*
- Battery operated candles with extra batteries (1 set)
- Siddur Book x2 (one for the volunteer to write on, the other for the client- do not leave with client though)
- Mi Shebeirach Prayer Sheet (4) **
- 4 JFS Pamphlets including JFSGO cards and applicable community event information

*To be left with the Shabbat Visiting client

**To be left with client if requested/warranted

This is a *cooperative* Shabbat visit that is open for socialization. Concerns may be brought up by the client. At this point, the JFS volunteer can suggest that they contact JFS directly and hand them a JFS pamphlet or ask if a JFS staff member can contact them (contacting the VC if needed via the volunteer [Connect Portal](#) timesheet entry)

Client confidentiality is a requirement when volunteering with JFS. Only share client information with the Volunteer Coordinator or another JFS Staff Member.

This also provides a sense of security for the client as they understand that their information will not be shared outside of Jewish Family Services.

Those you visit may be extremely isolated and you may find that some uncomfortable topics may come up, or issues that are beyond your expertise. If this happens, here are a few tips to keep you on track:

- ▶ Remember, you are NOT their counselor, lawyer, or therapist. You are calling community members as a volunteer.
- ▶ If the community member begins to mention problems that need intervention from a professional, you can respond with:
 - I'm hearing that you are having a tough time right now. Would it be OK with you if I had a JFS Social Worker give you a call?
 - It seems like you've got a lot going on right now. Would it be OK with you if I asked one of our JFS Social Workers to get in touch with you?

JFS Provides the following services:

- ▶ Sliding-Scale Clinical Counseling, Therapy, and Case Management Services
- ▶ Financial and Food Assistance
- ▶ Volunteer Services
- ▶ Transportation (JFSGO)
- ▶ Community Programming
- ▶ Resources and referrals for other services

JFS does NOT provide: Emergency/Crisis Services

RED FLAGS

- ▶ If you feel at any time concerned about the client you are visiting, contact the JFS Volunteer Coordinator ASAP.
 - If the client mentions the following:
 - Not enough food or a need for personal hygiene items or medication
 - Utilities will be shut off/Unable to pay rent etc.
 - Calls from unknown Charities or individuals asking for money or personal information
- ▶ If there is an immediate safety concern or emergency, **CALL 911**, direct the client to do the same if possible, and follow up ASAP with the JFS Volunteer Coordinator.
 - Slurred Speech
 - Signs of paranoia (“people are chasing me”, “I’m hearing voices”)
 - Mentions wanting to hurt themselves or others

A FEW MORE THINGS TO REMEMBER:

- ▶ Clients may be experiencing more stress and isolation during this time. You are visiting as a JFS Volunteer, not a professional. Encourage the client to contact JFS directly for issues outside the Friendly Visiting program.
- ▶ JFS Volunteers are not to share their personal phone numbers. Direct the client to contact JFS directly for any requests for additional support. (JFS: 919-676-2295 or on our website via the [Request Services](#) button).
- ▶ All JFS Volunteers must provide proof of vaccination in order to visit clients in-person. Volunteers can upload a photo of the Vaccination Card by signing into their volunteer ‘Connect Portal’ account [HERE](#).

JFS Shabbat Visiting volunteers serve as a liaison to JFS. This fosters an ongoing relationship between the community and Jewish Family Services. JFS volunteers must contact the JFS Volunteer Coordinator or other JFS staff should there be any immediate concerns about any client at 919-676-2295 or Tracy.Jacobsen@ShalomRaleigh.org.