

JFS Phone Outreach Program Process, Guidelines, and Tips:

Thank you for stepping up in support of our local Jewish community during this time! The contribution of your time and talent is very much appreciated by JFS staff and our clients! JFS Volunteers are pivotal in the process of communicating regularly with isolated individuals in our area. Especially now, it is so important to continue reaching out and ‘checking in’ on our more vulnerable community!

Purpose of the JFS Telephone Outreach Program:

- ▶ Stay connected and ‘check in’ with community members to see if they have any needs.
- ▶ To ensure the safety of our clients.
- ▶ Provide resources and contact information.

Virtual Volunteer Instructions:

- ▶ Before making each call, please access our secure online [Connect Portal](#).
 - Here you can enter the date, amount of time spent calling your clients, and any notes about your conversation. For the activity, please select **“Phone Outreach”**.
 - You can click on “Is follow up needed from a social worker or the volunteer coordinator?” at the bottom of the form if contact is necessary.
 - Once you submit the form, the Volunteer Coordinator will receive this and move forward as needed.
- ▶ Access the available JFS Telephone Outreach Script
- ▶ Please have a notepad available to take notes during your call.
- ▶ If you have any questions or concerns, contact Tracy Jacobsen, JFS Volunteer Coordinator at tracy.bennett@shalomraleigh.org or 919-676-2295 x124.

Guidelines: To ensure the safety and privacy of our clients and volunteers:

- ▶ Make calls in a private location
- ▶ Schedule calls with your client(s) the same time each week.
- ▶ Consistency is especially important for isolated individuals.
- ▶ You are calling as a volunteer, not calling to provide a professional resource like therapy, medical, or legal advice.
- ▶ Familiarize yourself with the ‘how to’s’ of redirecting the client should they begin to divulge information meant for a social worker.

JFS Phone Outreach Program Process, Guidelines, and Tips:

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 call 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 an in depth conversation about their situation, 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?
- ▶ If you have trouble redirecting the conversation and begin to feel uncomfortable, you can respond with:
 - Sir/Mam, I would really like to help but I am a volunteer and cannot help with this specific matter. May I connect you with someone at JFS who can?
 - Sir/Mam, I am going to have to let you go right now. I can contact JFS and have someone contact you if you'd like. Otherwise, I do need to end this call.

JFS Provides the following services:

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

JFS does NOT provide: Emergency Services

JFS Phone Outreach Program Process, Guidelines, and Tips:

RED FLAGS

- ▶ If you feel at any time concerned about the client you are calling, 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