



JFS Telephone Outreach Program

Volunteer Script:

Hello, is this (state name)?

Hi, I'm (Name of Volunteer) and I'm a Jewish Community Volunteer from JFS making calls to fellow community members to check in on you and let you all know we're here if you need anything.

How are you?

(RESPONSE)

Please ask the following questions:

- | | | |
|---|-----|----|
| 1. Do you have enough food / personal hygiene items? | YES | NO |
| 2. Do you have a supply of your medications? | YES | NO |
| 3. Are you actively communicating with friends &/or family? | YES | NO |

If the member responds with a 'no' to any of the above questions, respond with:

- "JFS may be able to provide you with additional support. May I have a JFS Staff member contact you?"
- Can I give them a bit more information about your concerns/what you need? (please make note of this on your [Connect timesheet](#) entry) (Food/Financial need, Counseling or Case Management, Friendly Visitor, Tech Support, Shabbat Visits, Other?)
- Is this a good number for them to contact you?
- Is it OK for the JFS Staff Member to leave a message at this number?
- What time of day is better for you?
- Please note that we are all working remotely so you may not receive a call today and the number may show us as "no-id" or "unidentified".

Please note that 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. Please refer to p2 on the JFS Phone Outreach Program Guidelines available on the VIP HUB under "For Visiting Program Volunteers".



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If the answer is “yes”, respond with the following:

- Are there any other needs you have at this time that JFS or our Jewish community can help you with?
- I am happy to hear that you have the support you need during this time. Please feel free to contact JFS if this changes. Do you have their contact information?
 - JFS 919-676-2295 www.raleighcaryjfs.org
- Would you like me or another volunteer to check in on you again? We’d be glad to give you a call more often, even if just to say hi. (Ask if there is a good time to call regularly if requested)

If you are unable to reach the client:

- If the line keeps ringing, space a call later in the week. If you are still unable to reach the community member, please let the Volunteer Engagement Manager know.
- If you leave a voice mail**, please state the following:
 - Hi, I’m (Name of Volunteer) and I’m a Jewish Community Volunteer from JFS making calls to fellow community members to check in on you and let you all know we’re here if you need anything. I will try to reach you again in a few days [or mention a specific time to expect your next call]. If you are in need of any support from JFS, please contact JFS directly at 919-676-2295.

**Please leave no more than 2 Voice mails, spacing them out over a few days. We will reassign you another community member to contact and will attempt to reach the client on our end.