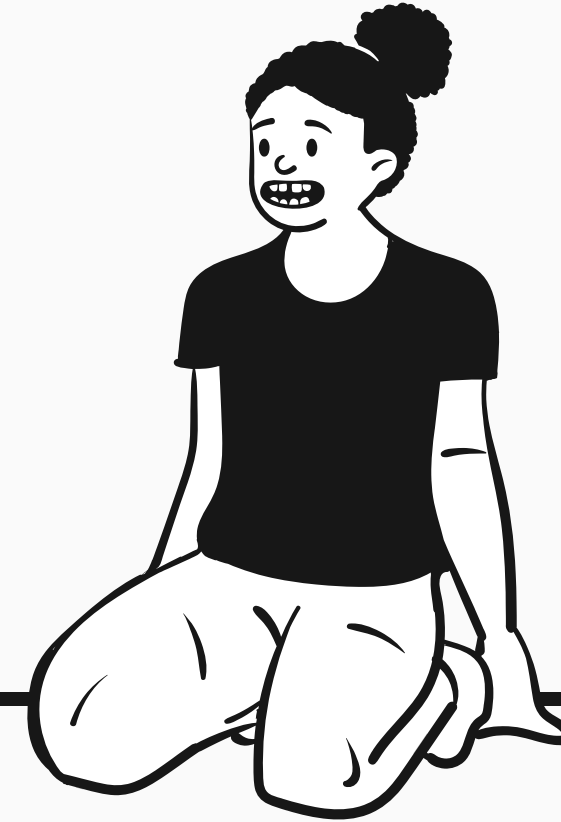




Jewish Family and Child Services

Friendly Caller





Policy and Procedures

As a volunteer of JFCS, you must agree to adhere to confidentiality requirements including:

- Background checks required to work with clients.
- Volunteer hours are to be submitted monthly to the Volunteer Coordinator.
- Anyone having contact with a client must be a JFCS volunteer (i.e., including a friend, family).
- Report any suspicion of abuse.
- Refer client to JFCS for specific help, such as financial aid, counseling, volunteer or paid staff to help in home.
- Contact JFCS Volunteer Coordinator if questions arise.

Ways to Encourage Communication:

Be non-judgmental

Be patient, and comfortable
with silence;
think before responding

Ask questions

Avoid distractions

Discuss current events

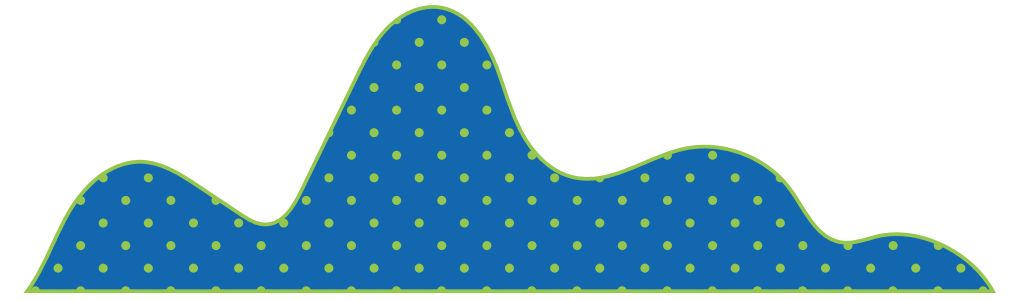
Listen with intensity

Avoid choosing sides



Some conversation starters:

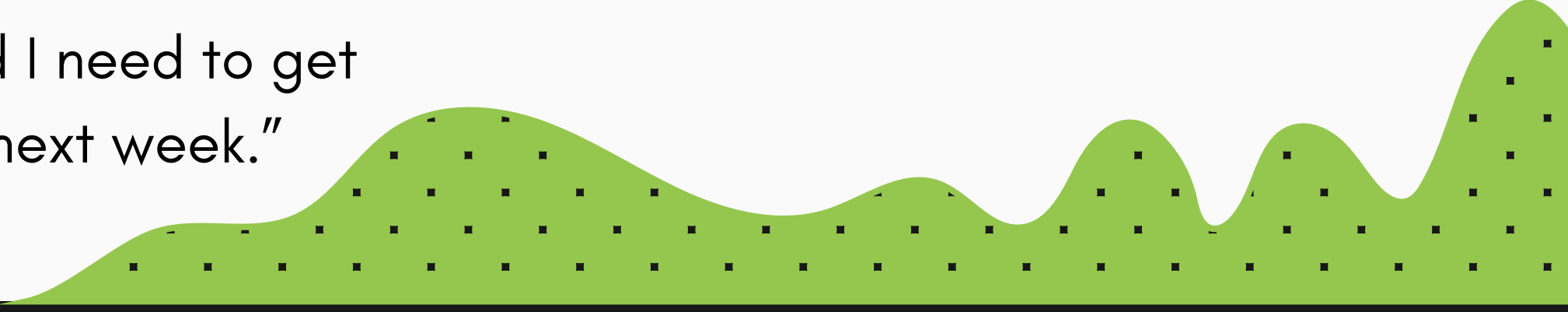
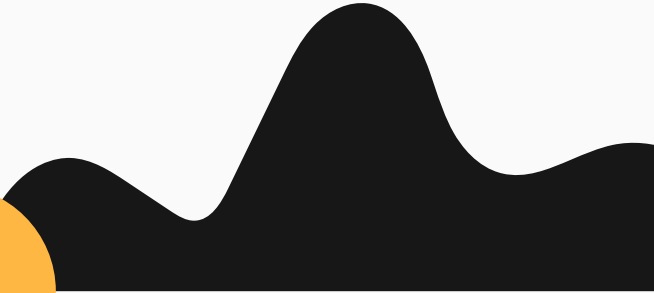


- Ask about their family
- Ask about their favorite music/artist
- Read aloud to them (news, article, book, poem, etc)
- Ask about their favorite TV program or movie
- Share a funny story
- Ask about their best and worst jobs
- Ask about their favorite trip they ever took
- Talk about positive current events
- Ask them about their favorite spots in town, bonus points for visiting the places to further the conversation





Boundaries

Possible ways to handle a situation where you have been asked to do something outside your comfort zone or if the call is taking too long:

- “I’m sorry, but that’s outside my area of expertise. I could refer you to JFCS for help on that if you’d like?”
 - “I’m sorry, but I need to keep another appointment. I’ll call again, is there a best time to reach you?”
 - “I really enjoy chatting with you, but I’m afraid I need to get back to my family/work. I’ll phone you again next week.”
- 
- 
- 
- 

Tips for healthy boundaries

It's ok to ask questions or to say you need time to think about a request.

It's ok to be straightforward, direct and honest.

It's ok to make statements about what you are willing to do and say and not .

It's ok to say no to others, and even say it again, if it isn't heard the first time.

It's ok to turn down a request. You can offer to refer needs you can't meet to JFCS.

Healthy boundaries demonstrate a genuine concern for other people's rights and feelings as well as your own.



THANK YOU

We appreciate you reading this orientation packet

**Questions? Contact Volunteer Coordinator, Sammy Monk, volunteer@jfcs-portland.org
or 971-716-9587**

