

Jewish Family & Child Service

Volunteer Handbook



Welcome to Jewish Family & Child Service's Volunteer Program

This document provides information about our organization, programs, and our clients, as well as your role and responsibilities as a volunteer.

First, let us say....

WE APPRECIATE YOU!

Thank you for joining us in supporting the community. We are very grateful for the time and energy you share with Jewish Family & Child Service. You help us make a difference in the lives of those we serve!





What is Jewish Family & Child Service?



Our Mission

To improve the quality of life
and self-sufficiency of the Jewish
and broader communities throughout
the Portland metro area in
accordance with Jewish values.

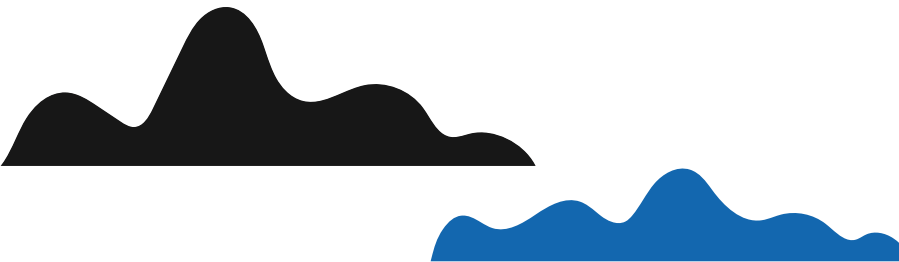
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Our Vision

- The Jewish community knows JFCS as the primary responsive and confidential resource for individuals, children, and families in need of services and/or referrals.
- JFCS is known for its expertise in supporting the needs of children and families as well as embracing the needs of people impacted by trauma and those experiencing challenges associated with aging, an unexpected crisis, a disability, or the loss of a loved one. We do this work through the lens of person-centered, trauma-informed (PCTI) care.
- JFCS's services reflect innovation, anchored with a strong and diverse financial base that allows for a broad range of pay sources, sliding scale rates, and community-supported care.
- JFCS strives to be inclusive and welcoming of all people, regardless of race, gender identity, sexual orientation, age, socio-economic background, nationality, or faith. We are here for you!



Our Pillars



We honor and are guided by traditional Jewish values...

TIKKUN OLAM: to make the world a better place

GEMILUT CHASADIM: to act with kindness toward those in need

TZEDAKAH: to act charitably

And other core values...

RESPECT:

We treat everyone we serve with dignity and respect and strive to help people achieve self-sufficiency

COMPASSION:

We are sensitive to the cultural backgrounds, situations, and needs of the people we serve

EXCELLENCE:

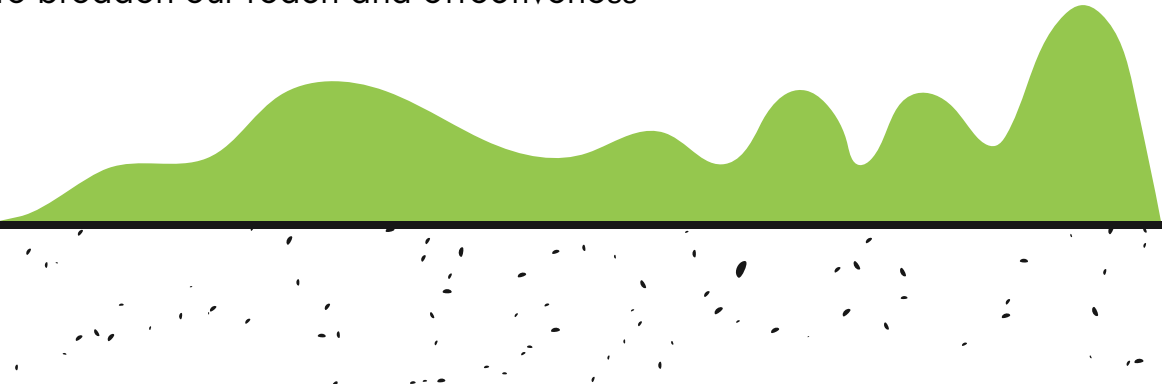
We are committed to providing excellent programs and services

ACCOUNTABILITY:

We are accountable to our clients and the community for the programs and services provided

COLLABORATION:

We collaborate with others in our community to broaden our reach and effectiveness



Our Programs

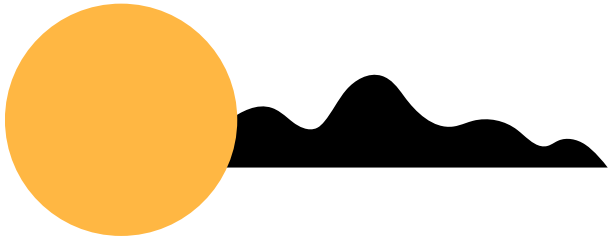
**Holocaust
Survivor
Services**

Counseling

**Community Support
Services**

**Disability
Support
Services**





Holocaust Survivor Services

We work with this special community to help them to age safely and independently in their homes.

Holocaust Survivors receive:

- In-home assistance (includes housekeeping, companionship, meal preparation, and transportation to appointments and some errands)
- Case management
- Social Events
- Emergency financial assistance
- Volunteer assistance (transportation, phone calls, friendly visits, cards, translation)

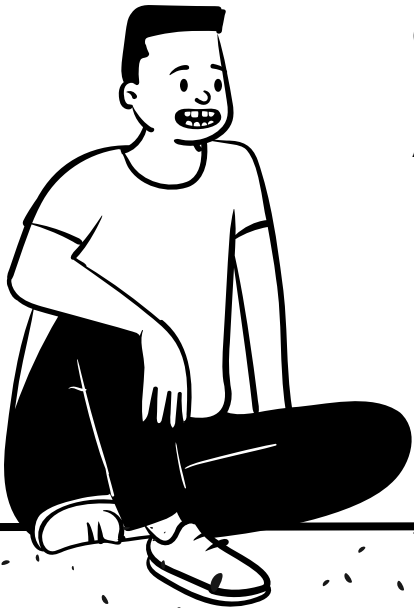


Counseling

JFCS offers counseling services that focus on wellness and the development of coping strategies for a variety of mental health issues via a strengths-based approach. Counselors have expertise in providing support around challenges related to aging, disabilities, relationships, life transitions, managing stress, and family and child issues. Counselors help clients create strategies to reach their goals and maximize their potential.

JFCS offers varied therapeutic modalities including in-person individual, family, and group counseling at our downtown location and at our Eastside Jewish Commons (EJC) office. Virtual sessions are also available.

Additionally, counselors do outreach to schools, synagogues, and other partners with the goal of creating a strong and thriving community.



Disability Support Services

JFCS offers social, informational, and advocacy support for community members with disabilities, and for community members caring for loved ones with disabilities. JFCS provides assistance navigating social programs, and educational programs, and generally helps people connect to resources, including our social groups.



Community Support Services

CSS helps ensure that individuals and families experiencing hard times have access to resources to meet their basic needs and improve their quality of life. We provide limited financial assistance, as well as referrals to community agencies and organizations. Holiday meals, packaged and delivered by volunteers, are another significant way JFCS supports our community.

CSS works in conjunction with Counseling, Disability Support Services, and Holocaust Survivor Services to best provide for clients.



What does it mean to volunteer for Jewish Family & Child Service?



Volunteer Mission

*Be there for someone,
like you wish they
would be there for you.*

Through our volunteer-based programs, we seek to address our clients' needs, provide companionship, and respond to our community in a person-centered, trauma-informed manner.



Volunteer Opportunities

Holiday Meal Boxes

Assemble and deliver special meals to those who need extra support during the holidays.

Meal Deliveries

Bring home-bound individuals groceries or meals.

Donor Thank You Cards

Help JFCS acknowledge donors who keep JFCS funded by handwriting and mailing thank you notes.

Transportation

Drive clients to medical appointments, social gatherings, and to the store.

Friendly Caller

Be matched with an isolated individual who benefits from phone contact with a caring person.

Russian Translators

Translate valuable information to Russian-speaking clients.

This is just a sample!
Check out our Galaxy Volunteer Platform
for current opportunities:



What makes a volunteer effective?

An effective volunteer is:

Enthusiastic

Flexible

Willing to Learn

Dependable

Conscious of
Healthy Boundaries

Open Minded

Resourceful

Optimistic

Patient



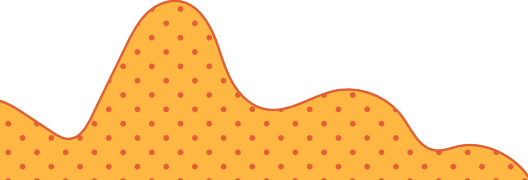


Volunteer Rights

As a JFCS volunteer you should expect the following:

- A suitable assignment with regard to personal preference, life experience, education, employment, and background.
- An orientation to JFCS, our programs, and your volunteer role.
- Training in person-centered, trauma-informed care, Holocaust Survivor sensitivity, and other cultural humility training if relevant to the volunteer opportunity.
- A sense of fulfillment as you provide a critical resource to our community.
- A program coordinator who will provide guidance and answer questions.





Volunteer Commitments

A JFCS volunteer commits to the following:

- Adhering to JFCS policies and procedures.
- Being dependable in following through on commitments or providing adequate notice when you need to make other arrangements.
- Being willing to listen and learn.
- Providing feedback.
- Performing duties to the best of your ability.



Confidentiality



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

- Never use a client's name in conversation outside the program setting.
- Never discuss one client's problems with another client.
- Never discuss a client's case in such a manner that the client could be identified outside the program setting.
- Never give out any information, written or oral, to anyone outside the program setting.
- Always destroy any tangible documents that contain sensitive information (such as a client's name, address, or phone number)



Tips for healthy boundaries

What are boundaries and why are they important?

Boundaries are guidelines that help define appropriate behavior in a given situation.

Boundaries are important as they help keep you and our clients safe and happy.

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

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

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

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.

Speak openly and consistently about your skillset.



Developing your knowledge

The following section provides educational information on common struggles our clients experience. This information will help you feel confident working with clients and, in turn, our clients will know they are safe with you.



Start with Self-Care

You may not encounter clients who are struggling with trauma, challenges of aging, elder abuse, or suicidal thoughts, but in the event that you do, having a self-care plan can be helpful.

Remember, JFCS is always here for you.

Develop your self-care action plan by brainstorming people, programs, and activities within each domain that bring you joy and comfort.

Intellectual

Emotional

Environmental

Occupational

Community

Financial

Spiritual

Physical

What is person-centered, trauma-informed care (PCTI)?

PCTI is a method of mental and physical healthcare centered on the long-term effects of trauma. By recognizing trauma symptoms, volunteers can refer clients to JFCS where they will be treated with empathy, resulting in a higher likelihood of successful outcomes.

How can you be person-centered, trauma-informed?

- **Understanding** that the person in front of us has experiences and needs that we may never fully comprehend.
- **Honoring** these experiences by providing an opportunity for the person to express their preferences and thus, creating a sense of dignity.
- **Recognizing** that patterns of stress create real changes in the physiology of a person – including those of us in helping roles!
- **Engaging** in your own self-care is an essential part of being in this role.



What is trauma?

Trauma is an experience or series of experiences that are emotionally disturbing or life-threatening. It is an experience that creates a prolonged amount of stress on the brain. Trauma can leave us with long-term responses like flashbacks, emotional dysregulation, strained relationships, and even physical symptoms, such as headaches and nausea. It can also affect our sense of self as a person.

What does it mean to be trauma-informed?

Recognizing that trauma can affect all areas of a person's life, including physical, emotional, and behavioral aspects. We see a person through a lens of understanding that this person isn't bad; something bad happened to this person. Being trauma-informed will help to develop a trusting relationship between a client and the volunteer.

What does it mean to be person-centered?

Rather than focusing on the problem, the disease, the expected symptoms, or the challenges, the focus is instead placed on the person, including their individual strengths, preferences, needs, and desires.

Trauma Associated with the Holocaust

Mild cognitive decline has been associated with delayed-onset post-traumatic stress disorder (PTSD) in war veterans and Holocaust Survivors. Cognitive decline can sometimes blur the distinction between the past and the present.

Here are common trauma triggers for Holocaust Survivors to be aware of when engaging with clients:

- Medical staff, equipment, procedures, and rooms
- Certain types of clothing, including lab coats, vertical stripes, and boots
- Bright, flashing lights or darkness and night
- Disclosure of personal information
- Media stories/current events
- Rushing and being rushed
- Dogs
- Strong odors
- Showers and baths
- Certain noises and sounds
- Institutional settings
- Crowded, small spaces

The Intricacies of Aging

Many of the clients JFCS serves are older adults--the more knowledge you have about the aging process, the better you can support clients.

- Aging is a highly individual experience; people age at different rates.
- The human brain never stops changing, so older adults are just as capable of learning new things and adapting to new ideas as younger people.
- Physical strength declines with age, which can make it increasingly challenging to live independently.
- Not all older adults have dementia, it is a syndrome that should be treated like a medical condition. It affects memory, orientation, calculation, comprehension, language, learning capacity, and judgment.
- Being socially active is good for health--social isolation and loneliness have been linked to a heightened risk of heart disease, high blood pressure, anxiety, depression, cognitive decline, and dementia.
- With that said--you are not responsible for the medical health of clients. Even if you have the skillset, please do not give medical advice to clients. If you witness any challenges a client might be having, let JFCS staff know. Together we can help find adequate resources for the client.



Recognizing Elder Abuse

Elder abuse is an intentional act or failure to act that causes or creates a risk of harm to an older adult. People who are isolated, experience physical or mental health issues, or those with a history of trauma are at a higher risk of retraumatization through elder abuse. JFCS serves many individuals who fit within these categories.

Common types of elder abuse:

- **Emotional abuse:** causing mental pain, suffering, or fear through verbal or nonverbal actions.
- **Financial abuse:** wrongly taking, profiting, or benefiting from another's money, property, or assets.
- **Healthcare abuse:** failure for a patient to receive the level of care recommended by a competent healthcare professional.
- **Neglect:** failure or refusal by caregivers to provide food, shelter, necessary healthcare, protection, or other necessities to an elder.
- **Self-neglect:** a form of neglect the elder causes themselves, including neglecting to eat, bathe, or clean their environment to a point where it is detrimental to their health.
- **Physical abuse:** causing, or threatening to cause, physical pain or injury.
- **Sexual abuse:** non-consensual sexual conduct of any kind, including the unwilling or unknowing participation of an elder in any sexually-related activity.

**IF YOU SUSPECT ANY OF THESE ARE HAPPENING TO THE CLIENT YOU WORK WITH,
PLEASE REPORT IT IMMEDIATELY! CALL OREGON'S TOLL-FREE HOTLINE: 1-855-503-SAFE (7322)**

Recognizing and Preventing Suicide

Suicide touches everyone, especially older adults. Adults ages 65+ have a higher suicide rate than the national average, particularly men. Preventing suicide is part of JFCS' mission to keep community members safe and healthy; as a JFCS volunteer, you can play a key role:

- Observe individuals' behavior and get the appropriate help when you suspect an individual may be at risk of self-harm.
- Take any mention of suicide or self-harm seriously, report it, and get help immediately.
- Foster the emotional well-being of all individuals by creating an environment that promotes trust, communication, respect, engagement, and a sense of belonging and social connectedness.

Some early warning signs to take into consideration include:

- The most significant indicator is an expression of suicidal intent
- Loss of interest in things or activities that are usually found enjoyable
- Breaking medical regimens (such as going off diets, and prescriptions)
- Feeling hopeless and/or worthless
- Stock-piling medication or obtaining other lethal means
- Experiencing or expecting a significant personal loss
- Cutting back social interaction, self-care, and grooming
- Putting affairs in order, giving things away, or changing one's will
- Preoccupation with death or a lack of concern about personal safety. Remarks such as "This is the last time that you'll see me" or "I won't be needing any more appointments" should raise concern

Contacts for Suicide Prevention

If an individual you are working with is exhibiting self-harm behavior or verbalizing suicidal ideation, call one of the behavioral health crisis lines below:

- 988, the federal suicide and crisis hotline
- Multnomah: (503) 988-4888 or toll free 1-800-716-9769
- Clackamas: (503) 655-8585
- Washington: (503) 291-9111
- If the client is hearing impaired: 1-800-735-2900
- If the client has a smartphone that is text-enabled and they prefer to text with a professional rather than talk on the phone, they can text "GO" To 741-741
- National Suicide Prevention Lifeline: 1-800-273-8255
- If the client is a military veteran in crisis: press 1 for support specific to veterans

IF YOU FEEL THAT A CLIENT IS AT IMMEDIATE RISK, ALWAYS CALL 911 AND THEN THE JFCS MAINLINE TO CONNECT WITH THE CLIENT'S CLINICIAN.

If you would like to report general, non-emergency concerns, email the volunteer coordinator: volunteer@jfcs-portland.org

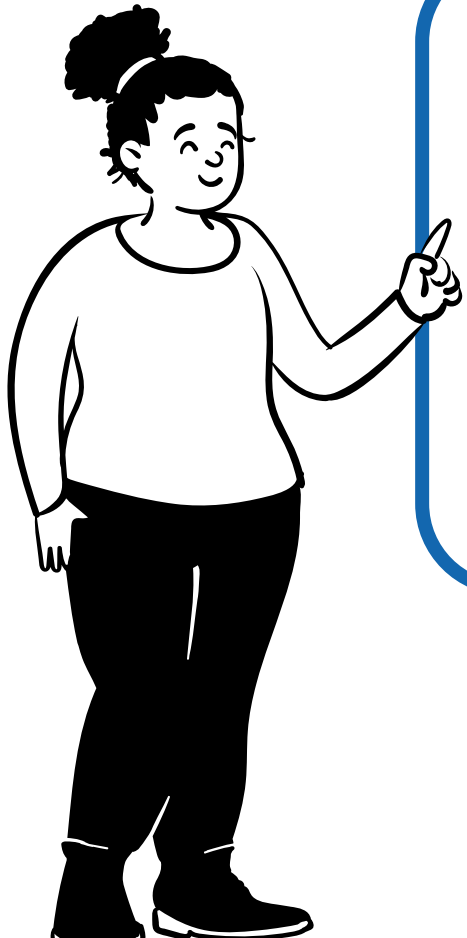


Remember:

If you experience anything traumatic with a client, please know JFCS counselors are here to work through it with you.

Always reach out with questions or concerns.

It is important to us that your experiences volunteering are safe and enjoyable for you.



THANK YOU!

We appreciate you reading this orientation packet to get familiar with JFCS.

Always reach out with questions should they arise.

We look forward to working with you! (and so do our clients!)

JFCS Website



Volunteer Website



JFCS Instagram



JFCS Facebook

