

## A Volunteers Guide for Check in calls

Introduce yourself as a community volunteer calling on behalf of the Jewish Federation of the Berkshires. ***“We just wanted to check in with you personally and see how you are doing?”***

### **WAIT AND LISTEN:**

Give people plenty of time to speak. Allow the conversation to go where it needs to. Be clam, reassuring and try to stay positive.

Ask open-ended questions such as:

- ***“How are you spending your day?”*** Engage them on topics like books, movies, cooking. Remind them its not great to only watch the news all day.
- ***“Do you have all the provisions you need?”***
- ***“This is unsettling for all of us, how are you feeling?”*** If you feel from their response that it is warranted, ask them if they would like to a supportive call form a rabbi or social worker?

### **ASK HOW YOU CAN HELP:**

Now’s not the time to be shy; ask direct, pointed questions about how you can make this uncertain time easier. Do they need grocery delivery? Do they want more information about the virus itself? Can you order them cleaning products, or help to explain what they’re seeing on the news? Ask directly what they’re confused about, uncertain about or scared about.

### **REMINDE THEM THAT THEY ARE NOT ALONE:**

*“I want you let you know that I can help with (or Federation has volunteers to help with) food and supply deliveries, and other needs that might arise. You can call...”* If you are comfortable being their volunteer you can give your number or give them the Federation’s number (413) 442-4360 ext, 10.

### **THANK THEM FOR STAYING HOME:**

*“Thank you for staying home. It’s hard, it’s really hard, but we are all doing our part to try and keep our community healthy and safe.”*

### **SET UP ANOTHER CHECK IN:**

*“It’s good to talk to people in person, even if it’s on the phone. Would it be alright if I checked in on you again?”* (set up a schedule, daily, weekly, bi weekly?)

### **SHARE STORIES OF RESILIENCE:**

Older generations have lived through surreal times, too; if they start to talk about that encourage them share their story. Elderly people are often more resilient than our society gives them credit for. Let them share that resilience with you. You’ll feel calmer, and they’ll feel useful in sharing their wisdom.

### **PULL IN REINFORCEMENTS IF NEEDED:**

If you encounter a medical need, please be clear that they need to call their doctor directly.

If they have questions about the virus share the MA 2-1-1 COVID-19 hotline for information, resources, and referrals. They simply dial 2 1 1 from their home phone. It is staffed 24/7.