



JCCFEDERATION

of San Luis Obispo

Jewish Family Services

GUIDELINES FOR CARING CALLERS

Thank you for performing a Mitzvah! Caring Callers pairs volunteer callers with people who, for a variety of reasons, request regular contact with a friendly, interesting person. For instance, people requesting calls could be new to the San Luis Obispo area, have medical challenges, lost a spouse, live alone, feel isolated or need information about local activities and events that they might not be able to access on their own.

As a Caring Caller, your role is to provide congenial, regular phone contacts (and email if you wish) with someone to support and enhance their quality of life. One of the great benefits of Caring Callers is cherished friendships are often established and maintained.

Following are some guidelines for your phone (and email) interactions:

1. Establish a routine for calls: Time of day, approximate duration of conversation, number of calls per month, etc.
2. Define how long you wish to commit to: Six-months? One year? Open-ended...?
3. Respect the person's privacy and maintain confidentiality. Because you are supervised by the JCC, all information can be shared with the JCC regarding the person you contact. However, details about the person you call and the specifics of your calls (emails) must not be shared with others.

4. Relax and be yourself. Share your interests. Have fun.
5. Be a good listener. Be sympathetic. Try to maintain a focus on the positives about the topics you've discussed.
6. Please do not ask for a donation to the JCC or any other organization. If the person you call asks about making a donation, please refer them to the JCC office (805) 426-5465. Donations are voluntary, anonymous and confidential.
7. Be sure to maintain proper boundaries. Volunteers are there to listen and not fix problems. It is never appropriate to give or lend money to the person you call.
8. Be an observant friend. Notice whether the person you call seems under unusual stress or is very anxious or might have unmet medical or other needs.
9. If you notice out-of-the-ordinary problems that could require professional attention, please notify the JCC office - (805)426-5465 - and email Mimi Naish (Mimi@jccslo.com) or Ilene Brill (jfs@jccslo.com).
10. In an emergency, please call 911, the JCC office - (805) 426-5465 and Mimi Naish, ([805-459-6573](tel:805-459-6573)).
11. Please let Mimi Naish know periodically how the phone visits are going. If you'd like to discuss an issue or troubleshoot, feel free to call Mimi at 805-459-6573. It is important that any difficulties be addressed and resolved promptly.

Most importantly, the JCC appreciates your assistance and participation!

Mimi Naish: Mimi@jccslo.com; 805-459-6573

or Ilene Brill: jfs@jccslo.com