



## **Suggested Phone Script for Phone Calls to Holocaust Survivors and JFA Residents:**

### **Initial Phone Call:**

Hi, is (insert individual's name) available?

Hi, (insert individual's name). My name is (insert your name) and I am a volunteer with Jewish Family Service. Is this a good time for you? *(If not, arrange a time to call back)*

I am calling you because your name was placed on a list of people who are interested in receiving weekly 30-minute check-in phone calls from a volunteer. Does this still sound okay to you? *(If client says no, please respond in an understanding manner i.e. "That's okay, no problem. I will let JFS know," and inform Volunteer Coordinator, who will connect you with a different person).*

Great! How are things going for you so far with all of these new changes in the world?

*Let Conversation Unfold.*

*Be transparent about the fact that you will need to start wrapping up your conversation as you approach the 30 minute mark.*

### **GOALS for Initial Phone Call:**

- 1. Begin to build rapport with the individual.*
- 2. Establish a weekly time frame that works best for both of you.*
- 3. Get an overall feel for how things are going so far for the individual.*

## **Suggested prompting questions to ask during weekly calls, to get a feel for how the individual is doing:**

How are you doing/feeling?

How have you been since we last talked?

What have you been up to since we last talked?

What kind of hobbies or activities have you been enjoying lately?

What do you like to do for fun?

How have you been practicing self-care lately?

What have you been doing to keep yourself busy lately?

What was your highlight of the week?

Is there anything you don't have that you need? (If yes, relay this information to Volunteer Manager of Jewish Community Care)

- Please remember to send a brief email update to JFS's Manager of Community Care, Matt Stewart (mstewart@jfsbuffalo.org), after each phone call.

***Thank You!!!!***