



**Jewish Family Service
of Greater Dallas**

An open door to all in need

Integrating Volunteers in Creative Programs that Serve Holocaust Survivors and Older Adults with Histories of Trauma: **PCTI Trainings that Benefit our Communities**

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Friendly Visitor Program

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Revamping the Friendly Visitor Program



Holocaust Survivor
Care Program



Older Adults
Department



Volunteer Services

History of the Friendly Visitor Program

- Not active during start of the Pandemic
- Holocaust Survivor Services within Older Adult Program
- JFNA ECHO cohort: PCTI guidance





Case Study: "Dina Margolis"

- Holocaust Survivor from Poland
- 92 years old
- Homebound, widowed, living alone
- Stroke with severe speech disability
- Matched with retired Speech and Language Pathologist

Friendly Visitor Program

- Review of old program format, training manual and success
- Set collaboration with Volunteer Services
- Revamp training content and add PCTI awareness



Training of Volunteers

General Agency Training for All Volunteers

- Documents
- Background Check
- Online Training & Reporting

Friendly Visitor Specific Training for Volunteers

- Normal Aging
- Reporting
- Skills of a Good Listener
- PCTI Training through lens of the Holocaust



Identifying Clients in Need

- Assessing Readiness
- Collaboration with Caregivers
- Addressing Concerns
- Setting Realistic Expectations

Making a Match

Client:

- Identifying information about client from referring staff.

Volunteer:

- Learn about Volunteer at training
- Identify qualities, experiences and strengths of Volunteers that can enhance or detract from the match



Making a Match

Communication Best Practices

- Confidential online communication with volunteers
- Consent from client regarding disclosure of information



Supporting the match for Success

Volunteer
Coordinator

Clinical
Coordinator

Referring Staff

Monthly Check-in

Psychoeducation
group meeting

Check-in Psychoeducation Group

- Optional / encouraged monthly
- Review of policies and meeting dates
- Share success & challenges
- PCTI guided support and problem solving





Evaluation of Program: Ongoing

- Assessment of Volunteer Experiences
- Participating Client Interviews
- Focus Groups

Lessons Learned

- Mental Illness and Personality Disorders
- Importance of facilitation by clinician
- Benefits of monthly check-ins
 - Overcoming obstacles
 - Best practices
 - Anticipatory loss / bereavement support





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Questions?

Leni's Pen Pal *Chessed* Multigenerational Project

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Introduction to Leni's Legacy Project

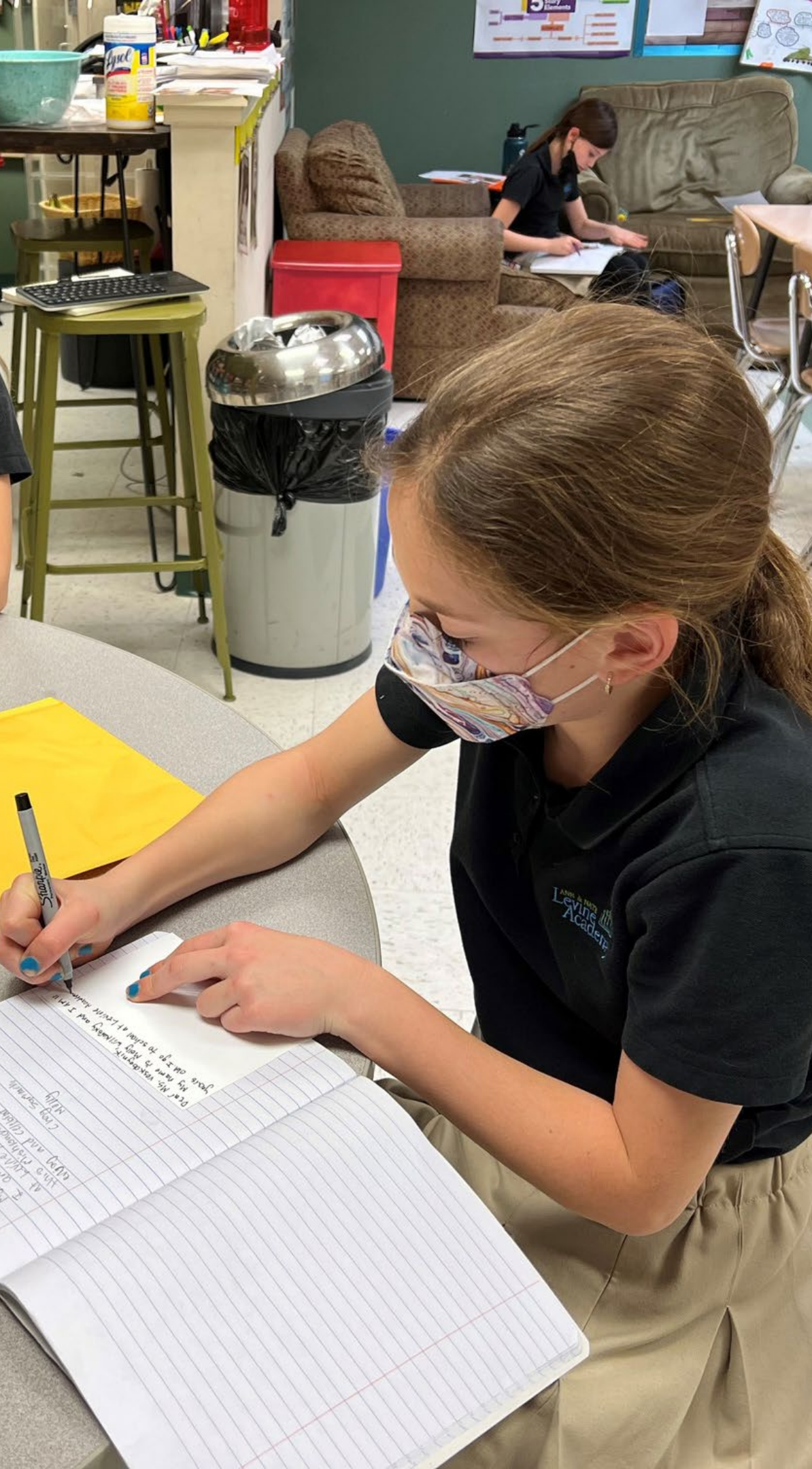
- Developed organically, not strategically planned
- Initial goal: address depression of 101 year old Holocaust Survivor
- [**CLICK HERE: Leni's Story**](#)



Educational Initiative: PCTI awareness training for 5th grade students

- Partnership with educators
- Build PCTI awareness in developmental context
- Introduction to Holocaust
- Learning triggers of trauma





Match Making & The Art of Meaningful Connections

Identifying survivors in need

- Collaborate with teachers to learn about each student
- Explore interests and create meaning
- Work with whole class to define best matches

Match Making & The Art of Meaningful Connections

Support...

- Clients and caregivers with information and preparation
- Students, educators and parents with information, motivation, structure, and ongoing support





In-person Visits

- Parent of Pen Pal
PCTI training
- Health and Vaccination
- Consent from client

- Coordination with caregivers
- Setting
- Driving arrangements

- Length of visits
- Frequency

Silver Linings

Chessed

An opportunity
to impact the
lives of others

In-person visits

Making it all
tangible

Families involved

Expanding the
joy to many

New Legacy Projects

Benefit survivors
and educators

Life and Death in the Classroom

Normalization in the group
experience. Learn how precious
life is and loss is part of living



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Questions?

Thank You



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