

**St. Louis Jewish Community COVID-19 Proposed Response
for Jewish Community Members 60+
(and adults who are cognitively or medically vulnerable)**

- Congregations, social service agencies, NORC, JCC, Covenant Place, Crown Center, etc. reach out to their own community member/client lists and follow a **shared script** (*see below*)
- Convey client needs/requests and contact information by phone/email to JFS Elderlink at 314-812-9300, 314-993-1000, or zimmerman@jfsstl.org (after receiving **verbal consent** from congregants/client – see below)
 - Provide congregant name, phone number, home address, and email address (if possible)
- Elderlink/JFS caseworker determines which staff person/organization/system can best meet the expressed need and makes contact/transfers information
 - A community member with financial resources but no social network needs a volunteer/neighbor to pick up groceries/a prescription/toiletries/etc.
 - A community member without financial resources or social network needs groceries/a prescription/toiletries/etc.
 - A community member is feeling lonely, scared, worried
 - A community member has a severe emotional or physical health condition that requires attention.
 - *(People who are laid off from work who need financial assistance – not being called in this first round)*
- NORC and JFS have existing volunteer management/communications systems to mobilize volunteers (and staff) to meet expressed needs. Federation can also provide back-up staff/volunteer organization system, as needed.
- Conference Calls/Meetings to assess if system is working/meeting the needs of the community
- **All personal congregant contact information can be deleted after services are provided – unless congregant wants continued JFS services (in which case they will have agreed to stay in the JFS database).**

Since it is a best practice to have verbal consent from the individual before sharing the names of those who are older or medically vulnerable, each organization will conduct the first outreach to their own lists.

There is no harm if the same person gets several calls to check in (from their synagogue, NORC and/or JFS). If a greater need is expressed by the individual during one of the phone calls (implicitly or explicitly), get verbal consent from the client/congregant/community member while on the phone with them (consent to share their name and contact information with JFS).

Verbal consent is all that is needed: “Can I share your name and phone number with our Jewish community response team/with a staff person at Jewish Family Services?”

Each organization/congregation can complete the short phone survey with each client/congregant, get consent from those who say they need/seem to need/might need more follow up, and then communicate to JFS Elderlink the names and contact information of those in need.

Script:

With an appropriately tempered, but upbeat, and warm tone of voice:

Hi _____. This is _____ calling from _____.
Can you hear me ok?

I'm calling to check in and see how you're doing. This is such an unusual time. We're all a bit more isolated than usual. So, I wanted to call to check in with you. Do you have a few minutes to talk?

- How are you doing/feeling?
- Do you have family or friends in town (or people who work in your residence) who are making sure that you have everything that you need right now? *(If the answer is "yes," you can chit chat with them for a few minutes and give them the Elderlink phone number to call if they need anything in the future. If the answer is "no," you can ask the following questions.)*
- Do you need anything that I can bring to you?
- Do you have any concerns/worries?
- How many days of food/meals do you have in your house? Are you receiving food deliveries? How often?
- Do you take any medicine? Do you have some there with you? Do you know when you'll need more?
- Do you have any upcoming doctor appointments in the next week or two? Have you spoken with your doctor about this to see if they want to postpone the appointment?
- Are there other necessities or essential household items you are concerned about running out of?
- Can I get you in contact with someone who can help? We have a wonderful community team at Jewish Family Services who can contact you. Can I share your name and phone number with a staff person at Jewish Family Services?"
- Do you have a piece of paper and pen to write down a phone number that you can call if you need anything?
 - Elderlink: 314-812-9300 or lzimmerman@jfsstl.org
 - JFS Intake: 314-993-1000
- It was so nice talking with you.

If a volunteer wants to help:

- 1) Explain that, as hard as this is to accept, the best way that we can all help right now is to limit our contact with one another so that St. Louis becomes an example to the rest of the U.S. for how to avoid a high rate of social transmission of this virus. The highest form of helping right now is to stay home, limit your contact with others, and keep yourself well.
- 2) Make phone calls to older adults and to those who are medically vulnerable using a specific script. Convey expressed needs to a central phone line/email address at JFS.
- 3) If you have no symptoms of any illness (including a cold or the common flu) and you are not in a vulnerable age or physical health demographic, we might need help with the following if the need is expressed to us during our outreach phone calls over the next week.
 - a. Pick up groceries/medicine/toiletries and deliver to the door of the “community member”
 - b. Pick up food or toiletries from the food pantry and deliver to the door of the “community member”
 - c. Pack supplies (at the food pantry or other collection/distribution site)