

Top 10 Do's and Don'ts

1. Call/contact the **Outreach Facilitator** working with your team prior to the initial contact with your survivor.
2. Call the survivor the night before and the day of your scheduled visit to remind them and check in with them.
3. Be mindful not to be “drafted” or “fall into” being the survivors “go to” person for errands and help. It’s ok to call and say “I am on my way over do you need anything?”
4. Use the phrase, when contacting the survivor, especially initially, “ ‘Your case manager’ (either Debbie, Ellen or Jonathan) gave me your contact information. She/he mentioned I would be calling about the program called, ***From March to Miriam***.” Make sure to use the case manager’s name and also mention **Ruth Rales Jewish Family services**. Survivor will remember their case manager and Jewish Family Services but may not recall the program name, ***From March to Miriam***.
5. It is not necessary to answer each and every phone call the second the survivor places the call to you. It is ok to let them know to call you after 5PM or that you may not be able to answer. It is OK to leave you a voice message and you will call them back as quickly as possible. Remember the idea of boundaries.
6. Be mindful of when you call. There are people who do not answer the phone on Shabbat or Jewish Holidays.
7. It’s not for you to ask about the survivor’s war time experiences. Many will discuss it with you after getting to know you better. When the survivor speaks of their experiences, it is permissible to ask questions. Some choose not to discuss that time in their lives.
8. Avoid speaking the phrase “I understand.” We cannot begin to understand. Using the phrases “That sounds awful” or that’s so difficult” can convey emotion, caring and concern.
9. Ask before initiating physical contact. Most survivors enjoy being hugged, but ask first.
10. Keep in mind that most survivors have a fearful streak deeply ingrained within their nature. It is understandable. Be mindful of asking personal questions. Grandchildren and current events are usually well received topics.

Most importantly

Be yourself!

