

# Temple Sinai Keshet Committee

## Training Manual for Team Members and Team Captains (2016 Update)



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## About This Manual

This manual is intended to give Keshet team members and team captains the tools to deliver Keshet services to congregants of Temple Sinai. No manual can accurately predict every possible situation. Therefore, if a situation arises that is not addressed in this manual, please do the following:

- If you are a team member, ask your captain for direction.
- If you are a team captain, ask one of the Keshet co-chairs.
- If the co-chairs are unsure, they will consult with the clergy.
- Above all, if unsure or faced with a new situation, ASK FOR HELP. If you find you are having trouble interpreting whether a particular member's request is within these guidelines, please seek the assistance of your team captain or Keshet co-chairs.

To make it as easy to use as possible, the manual is organized as follows:

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**SECTION 1**  
**OVERVIEW OF KESHER**

## Overview of Keshet

*We are part of something beyond our “self.” Ecclesiastes 1*

Thank you for being part of the Keshet Committee at Temple Sinai. Your contribution as a team member, team captain, or volunteer in some other capacity is critical to ensuring that Temple Sinai remains a warm and caring community.

Keshet is holy work. Keshet serves as a model of caring for the entire congregation at Temple Sinai. Keshet members and the Board of Trustees are informed about all important life events, especially deaths and illnesses, unless the individual prefers to keep the information confidential. Knowledge of these events enables us to express the kind of caring we wish to convey to all congregants.

Keshet provides training and hosts other gatherings on a periodic basis. Training includes much more than the “nuts and bolts” of what to do. Our clergy often participate in Keshet meetings, teaching us much about prayer and Judaism’s perspective on illness and death. Keshet meetings and training sessions provide education, an opportunity for socialization, along with a spiritual component.

"Keshet" means connection. The mission of the Temple Sinai Keshet Committee is to connect and support the members of our congregational community in their times of need. We serve as partners with our clergy team.

**Keshet Services.** There are three primary situations where Keshet offers services:

1. Upon a death of a congregant or a congregant’s family member,
2. Upon a congregant experiencing illness and/or requiring hospitalization, and
3. Upon a congregant welcoming a new baby to their family.

**Keshet’s Scope of Services.** The scope of Keshet services set forth in this manual is intentionally specific and limited. This scope has been carefully designed—in consultation with our clergy—to ensure that we provide a consistent experience to every one of our congregations’ members. There are times when the Keshet Committee’s need for consistency seems too inflexible. In those situations, often the best solution is for caring congregants to offer additional support while acting in their individual capacity, as opposed to on behalf of the Keshet Committee and the congregation as a whole.

**Communication.** When there is a birth, illness or death in a congregant’s family, the Temple Sinai office is notified. Once given permission from the family, the office enters all pertinent information about the issue into Hineynu—a computer software system used by the office staff, clergy, and by Keshet co-chairs and team captains—to coordinate our efforts to support our congregants. Once entered in Hineynu, the Keshet co-chairs make a determination, based on the

guidelines in this manual, what Keshet services will be provided and then assign the issue to the Keshet captain on duty. Keshet members should only act on issues that have been communicated to them via their co-chairs and/or team captains. As a team member, if you are aware of an issue that you feel Keshet should know about, please notify one of your co-chairs. A Keshet member should never act on behalf of Keshet without specific instruction. Some families do not wish to have their issues shared with the congregation and it is imperative that we respect their privacy.

Once you have been assigned an issue, err on the side of more communication rather than less. It is better for the co-chair or other members of Keshet to receive information twice than to miss hearing something important.

Our ability to serve our congregants depends upon the flow of good information to the Temple Sinai office. Accordingly, if you learn independently of your Keshet activities of an issue involving a congregant, consider asking the congregant if they plan to notify the office or if they would like you to do so. We don't want any congregant feeling unsupported by their clergy or Keshet Committee, but we can only act on information we have.

#### **Commitment to the Keshet Committee.**

- Team members and team captains serve *a minimum* of two shifts per year.
- Each shift is half a month (the 1<sup>st</sup> through the 15<sup>th</sup> of each month and the 16<sup>th</sup> through the end of the month).
- Often a team member will be called on only once or twice per shift. While the commitment in actual hours may not be significant, the impact on our congregation is tremendous. Keshet members are critical to Temple Sinai's success as a warm and caring community.

#### **Other Keshet Services and Volunteer Opportunities**

- We have dedicated Keshet volunteers who send personalized notes to members who have lost a loved one and to members who are ill.
- We have a team who keep our freezer stocked with brownies. This provides a sweet and homemade addition to our Keshet Cares Meals.
- We occasionally run pilot programs to provide new services to our congregants beyond the services described in this manual.
- We pass along to our clergy information we hear about congregants in need of services beyond those we provide.

If you are interested in baking brownies or would like to pilot a new service or program on behalf of Keshet, please contact the Keshet co-chairs at any time.

**SECTION 2**  
**STEP-BY-STEP INSTRUCTIONS FOR TEAM MEMBERS**

## Step-By-Step Instructions for Team Members – When A Death Occurs

1. Understand the situation. Your team captain will help with this. Someone has died, either a Temple Sinai congregant or someone within the “circle of seven” for the congregant (see FAQ below for “circle of seven”). Gather information from your team captain about the deceased, the circumstances regarding the death (if known), whom you are calling and their relationship to the deceased, and what is the plan for a funeral or memorial service, shiva, etc., especially whether there will be any activity in Atlanta or it will all be out-of-town. This last point will guide what Keshet services you offer.
2. Make a telephone call to the Family.
  - a. Your team captain will provide you the contact information needed to make the telephone call. Often the call is to be made directly to the family of the deceased. Sometimes the call will be to a “designated contact” for the family. Understand that, in almost every case, the family has already spoken with a Temple Sinai rabbi before you are assigned to make the call.
  - b. You may be making more than one condolence call. For example, if a congregant dies, you may be calling his or her spouse and children. Each adult congregant should get their own condolence call. The offer of Keshet services should be discussed only with the family liaison or with the family member who is taking the lead on such matters. Use your discretion to determine who this is if you have not already been told by your team captain.
  - c. Identify yourself by name. Express condolences on behalf of the congregation and the Keshet Committee.
  - d. If you get voice mail, **DO** leave a message identifying yourself by name and that you are calling on behalf of the Keshet Committee of Temple Sinai to express condolences. **DO NOT** ask the congregant to call you back. Instead, try them again at a later time. (See FAQ below about how many times to try).
  - e. In-town or Out-of-town? Will **all** funeral, memorial and shiva observances be out of town?
    - i. If everything is out-of-town, you will speak with the congregant and then your job is done. You may be speaking to the congregant while they are out-of-town. That’s OK. It’s nice to reach them sooner rather than later so they know we are thinking of them. Report back to your captain after you have made contact.

- ii. If no, and some or all of the funeral, memorial or shiva observance will be in town, proceed to the next step.

3. Discuss Keshet Services if Appropriate.

- a. **Contact person.** If you are speaking directly with the bereaved, ask whether there is someone else handling logistics before you proceed. If so, get that person's contact information and advise the family that you will reach out to the contact to discuss Keshet services. Advise your captain immediately if there is such a contact person so that the Temple's records can be updated ASAP with that person's name and telephone number. If there is no such person, or the congregant wants to discuss Keshet services directly with you, that's fine.
- b. Discuss the following Keshet services. Be careful not to promise anything as logistics following a death are sometimes tricky.

4. Keshet Service #1 - Guarding the House.

- a. Eligibility – Only following a funeral that is in Atlanta, we offer to guard the house and, if asked, help set up for shiva. We will guard only one house (see FAQs below) and only if the family has no one else (e.g., there will not be another family friend or a caterer there).
- b. Often, all that is required is that we be present at the house. Sometimes, a family might ask for our assistance with light set up for shiva, answering the phone while they are away, and accepting and writing down deliveries. We usually can find volunteers, but not always, so don't make a promise you can't keep (unless you personally are available).
- c. What information you need to make this happen:
  - i. What times (start and finish) is someone needed?
  - ii. Will someone be home to meet the guarding member? If not, how will we get in (e.g., A hidden key? A garage code? A neighbor?)
  - iii. Specific directions to the home and any pertinent information regarding entry (e.g., gate code, alarm code, etc.)
- d. What to do next:
  - i. If you are personally available to guard the house, confirm the plans with the congregant.



- ii. If you are not personally available, advise the congregant that someone will get back to them as quickly as possible to confirm whether we can provide this service. Convey all the information to your team captain ASAP and await further instructions.

5. Kesher Service #2 - Food.

- a. Eligibility – We offer food only for the period immediately following a funeral or memorial service in Atlanta or any time during the week of shiva where there is a shiva observance in Atlanta.

- b. The food offer is one of the following:

- i. a non-kosher, traditional, dairy “meal of consolation” from Bagelicious, which serves 15+ and includes bagels, regular and lox cream cheese, egg salad, tuna salad, tomato, lettuce, onion, cucumber, pasta salad, hardboiled eggs, challah, slaw and fresh fruit (or a tray of ruggelach if there is no fresh fruit).
- ii. only when kosher is required, a kosher, traditional, dairy “meal of consolation” from All Occasions & More Catering, which serves 20+ and includes bagels, regular, veggie and lox cream cheese, egg salad, tuna salad, tomato, lettuce, onion, cucumber, fresh fruit, and sweets.
- iii. a fruit and sweets tray from Bagelicious that serves approximately 30 people.
- iv. There are no substitutions. The family or friends may supplement. See the FAQ below. Only one offer of food is made even if multiple families are within the circle of seven and are members. See the FAQ below.

- c. Timing and Geography Considerations:

- i. If there is less than 24 hours between the call and the need for the food, it is unlikely to be available. You will try but should advise that this is unlikely.
- ii. If there is 24-48 hours between the call and the need for food, it is often possible, but not guaranteed, and you should make sure to act as quickly as possible.
- iii. If the food needs to be kosher and needs to be delivered for a Saturday night observance, we are unable to provide food as All Occasions & More’s kitchen is closed on Saturday. If there is enough time, the meal can be delivered on Friday before Shabbat and be available Saturday night.

- iv. Both Bagelicious and All Occasions & More have limited delivery areas. If the delivery address is outside this area, you may offer to arrange a delivery location that is within the delivery area. You may also (but are no means required to) pick up the food from the caterer and deliver it yourself. You may also contact your team captain to see if other arrangements can be made. If the delivery address is beyond the area roughly bordered by Buckhead, Atlanta north of I-20, Sandy Springs, Dunwoody and East Cobb, you should be alert to the possibility that a delivery may not be possible.
- d. What information you need to make this happen:
- i. What is the best time for delivery?
  - ii. Will someone be home? If not, what is the best way for us to ensure delivery (e.g., A hidden key? A fridge in the garage? A neighbor?)
  - iii. Specific directions to the home and any pertinent information regarding entry (e.g., gate code, alarm code, etc.)
  - iv. Additional phone number should delivery person experience a problem
- e. What to do next:
- i. For Bagelicious, order the food directly (and only) from Carol Carolla at one of the following numbers:
    - Cell – 770-842-4648
    - Home – 770-998-4648
    - Work – 770-509-9505 (note: you may **NOT** place an order with anyone at Bagelicious except Carol)
  - ii. For All Occasions & More, order the food directly from Jodi Sturgeon at 770-823-6677.
  - iii. Please **DO NOT** leave messages with all of the information and assume it's taken care of. You must get a verbal confirmation from Carol or Jodi to be sure. If you get voice mail, leave a message asking for a return call. They will get back to you.
  - iv. Keshet has accounts arranged with both of these caterers, and they will send a bill directly to Temple Sinai.

6. Kesher Service #3 – The Shiva List. Kesher’s experience is that a family observing shiva in their home may wish to have these items available. You have this list available electronically and may offer to e-mail it. Alternatively, you can review The List over the phone.
  - a. If you are speaking with a family member liaison, offer to review The List by phone or send it by e-mail.
  - b. If you are speaking directly with the family, be very sensitive before discussing The List. Some families are very focused on the logistics of the funeral and shiva, while others are too overcome by grief to be bothered with such details. Please use your judgment.
  - c. These items are recommendations only.

The List

- |                                |  |
|--------------------------------|--|
| • Paper Plates                 | • Tablecloths  |
| • Napkins                      | • Trash Bags   |
| • Cups (hot and cold)          | • Paper Towels   |
| • Plastic utensils             | • Tissues  |
| • Coffee Pot                   | • Extra Chairs   |
| • Coffee                       | • Toilet Paper   |
| • Tea                          | • Cover Mirrors (if this is your custom)   |
| • Cream/milk                   | • Hand Washing Area (water pitcher, bowl, paper towels, waste paper basket) (if this is your custom) |
| • Sugar & artificial sweetener |  |
| • Soft Drinks                  |  |
| • Ice                          |  |

7. Report back to your captain.
8. Frequently Asked Questions

- a. Who is considered a mourner for Kesher’s purposes?

The “circle of seven” definition defines the range of Kesher’s reach. The “circle of seven” includes: spouse, mother, father, son, daughter, sister and brother as they relate to the deceased. That is not to say that one is not in mourning when they lose someone outside this circle. It is simply traditional Jewish practice that those in the circle are “required” to sit shiva.

- b. What do I do if I get voice mail? How many times should I try to reach someone?

**DO** leave a message with your name and that you are calling on behalf of the Keshet Committee to express condolences. **DO NOT** leave your telephone number or ask for a return call. If, after THREE tries at different days and times you have failed to make contact, please leave a voice mail on the third try advising the congregant to contact the Temple Sinai office if they need any Keshet support. Please report this fact to your team captain.

- c. What if the family or friends want to supplement the food offering?

Have them contact Carol at Bagelicious or Jodi at All Occasions & More. They can discuss those details directly with the caterer and make the necessary arrangements. Keshet does not get involved.

- d. What if the family wants some different food than what is offered?

Politely explain that Temple Sinai has made arrangements with the caterers to keep the orders consistent. We do not have the ability to make changes to the order, but the caterer will be happy to coordinate a supplemental order if the family or friends want to contact the caterer directly once the Keshet order is placed. If the family insists on something different, politely suggest that they forego the Keshet offer and arrange their entire order independently. The one exception is that Bagelicious will make an "all fruit" or "all sweets" tray instead of a mixed fruit and sweets tray if asked.

- e. If there are multiple members of Temple Sinai within the circle of seven, do we arrange house guarding and/or food for each?

No. These services are provided only to one location on behalf of all who are part of the mourning family. The house guarding makes sense to be at the home to which the family will return after the funeral, as that is the genesis of the service offering, though we would go elsewhere if the family agrees. The food usually follows the same path. In the event of difficulty with this subject, please contact your team captain or Keshet co-chair.

## Step-by-Step Instructions for Team Members – When A Member Is Ill and/or Hospitalized

1. Make a telephone call to the congregant.
  - a. Your team captain will provide you the contact information needed to make the telephone call. Usually the call is to be made directly to the congregant. Sometimes the call will be to a “designated contact” for the congregant.
  - b. Identify yourself by name. Express concern for the member’s health on behalf of the congregation and the Keshet Committee.
  - c. If the congregant is eligible for a Keshet Cares Meal (see below) and you have been assigned such a service by your captain, offer the meal and make arrangements for delivery. Make sure to offer a visit with the meal, as the Keshet connection is the primary purpose here. The feeding is secondary.
  - d. Report back to your captain. Make sure to report any information you think the co-chairs or the clergy might need to know about the congregant.
  - e. If you get voice mail, **DO** leave a message identifying yourself by name and that you are calling on behalf of the Keshet Committee of Temple Sinai to inquire about how the member is doing. **DO NOT** ask the congregant to call you back. Instead, try them again at a later time. (See FAQ below about how many times to try).
2. Keshet Service – Keshet Cares Meal
  - a. Eligibility
    - i. Members who have had non-elective surgery requiring hospitalization or illness that, in the discretion of the clergy and the Keshet co-chairs, qualifies.
    - ii. Regular (not Associate) members of the congregation.
  - b. The Keshet Cares Meal consists of the following, all of which should be purchased from a regular (not gourmet) grocery store like Publix or Kroger:
    - i. a rotisserie chicken (see FAQ for kosher and vegetarian issues)
    - ii. a salad kit
    - iii. a nice bread like a baguette or equivalent
    - iv. a package of brownie bites (also called two-bite brownies at some stores)

d. Geography Considerations:

Kesher has limited delivery areas roughly bordered by Buckhead, North Atlanta, Sandy Springs, Dunwoody and East Cobb. If the delivery address is outside this area, you may (but are no means required to) deliver it yourself. You may also contact your team captain to see if other arrangements can be made but should make no promises to the congregant.

e. What information you need to make this happen:

- i. What is the best time for delivery when someone will be home?
- ii. Specific directions to the home and any pertinent information regarding entry (e.g., gate code)

f. What to do next – On the day arranged for delivery:

- i. Purchase the store-bought items from the grocery.
- ii. Deliver the meal to the congregant. Offer to visit with the congregant. Use your discretion, but understand that the Kesher connection is what is primary, the feeding of the family is secondary.
- iii. Submit your reimbursement request to Temple Sinai.

g. Report back to your team captain.

3. Frequently Asked Questions

a. What do I do if I get voice mail? How many times should I try to reach someone?

**DO** leave a message with your name and that you are calling on behalf of the Kesher Committee to express concern for the member's health. **DO NOT** leave your telephone number or ask for a return call. If, after THREE tries at different days and times you have failed to make contact, leave a message advising the congregant to contact the Temple Sinai office if they need any Kesher services. Then report this fact to your team captain.

b. What if the congregant keeps kosher?

Kroger on Sandy Springs Circle (and perhaps at other locations) has kosher rotisserie chicken.

- c. What if the congregant is vegetarian?

Offer to buy a frozen vegetarian entrée such as a vegetarian lasagna.

- d. What if the family is not kosher or vegetarian but simply has a preference for different food than what is offered?

Politely explain that we have a large congregation and have made efforts to offer a meal that is healthy enough to be consumed after a health issue and can be provided consistently to all members. Help the congregant to understand that the true purpose for this offer is to provide a reason for us to show support, to offer to visit congregants who have been ill, and have them know that the congregation cares about them. The food itself is a means to this end and therefore we do not take special orders.

## Step-by-Step Instructions for Team Members – When A Member Is Welcoming A New Baby

1. Make a telephone call to the Congregant.
  - a. Your team captain will provide you the contact information needed to make the telephone call. Usually the call is to be made directly to the congregant. Sometimes the call will be to a “designated contact” for the congregant.
  - b. Identify yourself by name. Express joy for the new baby on behalf of the congregation and the Keshet Committee.
  - c. Offer a Keshet Cares Meal (see below) and make arrangements for delivery. Offer to visit with the congregant, as the Keshet connection is primary and feeding the family is secondary.
  - d. Report back to your captain. Make sure to report any information you think the co-chairs or the clergy might need to know about the congregant, the baby or the family.
  - e. If you get voice mail, **DO** leave a message identifying yourself by name and that you are calling on behalf of the Keshet Committee of Temple Sinai to congratulate them on the new arrival. **DO NOT** ask the congregant to call you back. Instead, try them again at a later time. (See FAQ below about how many times to try).

### 2. Keshet Service – Keshet Cares Meal

- a. Eligibility
  - i. Any family welcoming a new child (by birth or adoption).
  - ii. Regular (not Associate) members of the congregation.
- b. The Keshet Cares Meal consists of the following, all of which should be purchased from a regular (not gourmet) grocery store like Publix or Kroger:
  - i. a rotisserie chicken (see FAQ for kosher and vegetarian issues)
  - ii. a salad kit
  - iii. a nice bread like a baguette or equivalent
  - iv. a package of brownie bites (also called two-bite brownies at some stores)



c. Geography Considerations:

Kesher has limited delivery areas roughly bordered by Buckhead, North Atlanta, Sandy Springs, Dunwoody and East Cobb. If the delivery address is outside this area, you may (but are no means required to) deliver it yourself. You may also contact your team captain to see if other arrangements can be made but should make no promises to the congregant.

d. What information you need to make this happen:

- i. What is the best time for delivery when someone will be home?
- ii. Specific directions to the home and any pertinent information regarding entry (e.g., gate code)

e. What to do next – On the day arranged for delivery:

- i. Purchase the meal items from the grocery.
- ii. Go to the Temple Sinai Preschool and pick up the new baby gifts, which usually include a t-shirt or onesie, a music CD – Shirei Sinai for Kids, and perhaps a board book provided by Federation’s PJ Library.
- iii. Drop off the reimbursement request with your receipt at the front desk.
- iv. Deliver the meal to the congregant. Offer to visit with the congregant, remembering that the Kesher connection is the primary reason for the visit, and the food and gifts are secondary.

f. Report back to your team captain.

3. Frequently Asked Questions

a. What do I do if I get voice mail? How many times should I try to reach someone?

**DO** leave a message with your name and that you are calling on behalf of the Kesher Committee to express concern for the member’s health. **DO NOT** leave your telephone number or ask for a return call. If, after THREE tries at different days and times you have failed to make contact, leave a message advising the congregant to contact the Temple Sinai office if they need Kesher services. Then report this fact to your team captain.

b. What if the congregant keeps kosher?

Kroger on Sandy Springs Circle (and perhaps at other locations) has kosher rotisserie chicken.

- c. What if the congregant is vegetarian?

Offer to buy a frozen vegetarian entrée such as a vegetarian lasagna.

- d. What if the family is not kosher or vegetarian but simply has a preference for different food than what is offered?

Politely explain that we have a large congregation and have made efforts to offer a meal that is healthy enough to be consumed after a health issue and can be provided consistently to all members. Help the congregant to understand that the true purpose for this offer is to provide a reason for us to show support, to offer to visit congregants who have been ill, and have them know that the congregation cares about them. The food itself is a means to this end and therefore we do not take special orders.

**SECTION 3**  
**STEP-BY-STEP INSTRUCTIONS FOR TEAM CAPTAINS**

## Step-by-Step Instructions for Team Captains

As a team captain, your primary responsibility is one of communication and support. To that end, your step-by-step instructions, at a high level, are as follows:

1. Get a shift change report from the previous captain so you understand the context for any carryover issues from the prior shift.
2. Welcome your team members at the beginning of the shift.
3. Assign tasks to team members during the shift. Support the team member as needed in the performance of their tasks.
4. Update Hineynu regularly.
5. Thank your team members at the end of the shift.
6. Provide a shift change report to the next captain.

Each of these steps is described in more detail below.

### **1. Get a shift change report from the previous captain so you understand the context for any carryover issues from the prior shift.**

You should have received a report from the prior captain a day or two before your shift begins. If you did not, please request it. Review the report and any notes in Hineynu associated with issues that will be carried over so you are ready to go once your shift begins.

### **2. Welcome your team members at the beginning of the shift.**

Send your team members a welcome email. If you do not have their contact information, contact the Keshet co-chairs. Your email should thank the team in advance for their service to Keshet. You should ask them how they prefer to be contacted (e.g., email, text or phone call) and let them know the best ways to contact you. You should ask them if there are any days they will be unavailable during the shift. You should advise the members to review this manual. If there have been any changes or enhancements since the last manual was published, you should alert them to these changes. Finally, you should ask if they have any preferences or limitations on what they are able to do.

You are welcome to use the text below or change it any way you like to make it more personal to you:

*Dear Betty, Carol, Donna, Elizabeth and Frannie:*

*I am so excited to be working with you as our Keshet team. Your service to the Temple Sinai community is so appreciated.*

*Our shift begins tomorrow, September 1 and continues through September 15. Here are some housekeeping items:*

*1. I will contact you via email with most correspondence unless (1) you tell me that you prefer to be contacted another way or (2) the matter has some urgency. Then I will call you by phone at the number(s) listed in the Keshet directory unless you have directed me otherwise.*

*2. As far as I know, everyone is available during the entire shift. Please let me know if any of you have periods when you won't be available to help.*

*3. Please let me know if you have any limitations on the Kesher jobs you are able to do.*

*4. Here's something new to put in your bag of tricks. If someone has had surgery or otherwise has mobility issues, please let them know about the new valet parking service available for Friday night services. I've attached some information about it, which you are welcome to share with congregants who might benefit from this offering.*

*In advance of our shift, please review your Kesher manual. Here's the link to the latest version: [Insert link]*

*Please let me know that you got this message.*

*Thanks for all you do for Kesher and for Temple Sinai!*

**3. Assign tasks to team members during the shift. Support the team member as needed in the performance of their tasks.**

Remember that Kesher team members need to feel needed, so use your team members and keep them informed. Don't do it yourself just because it seems easier.

Most team members appreciate getting an email with as much detail as possible to help them with their assignments. Fortunately, the initial notification email YOU get from Hineynu contains all this valuable information. You can simply forward this email to your team member, modifying it as needed to suit your needs.

Please make sure you and your team member have reviewed the Kesher manual. Greater than 90% of all information needed to perform Kesher tasks is contained there. Feel free to contact a Kesher co-chair during the shift if there are any questions about interpreting our guidelines or if the manual is otherwise unclear in some way. Please do not vary from established procedures in the manual without discussing first with a Kesher co-chair.

**4. Update Hineynu regularly.**

Kesher is a cooperative effort by the congregation and its clergy. The Kesher captains, co-chairs and clergy all rely heavily on the information in Hineynu as one central repository of all information related to congregants of the type discussed in this manual. We use Hineynu exclusively to keep each other updated and to serve as a record of what contact has been made with each congregant, what is the status of their issues, what concerns or challenges they may be facing, and what services we have provided them.

For these reasons, it is vitally important that your team members give you as much information as possible about our congregants that they learn during their contact with them, and that you share that information via Hineynu as soon as possible after you learn it. It is

also important for the smooth administration of our committee that you update Hineynu as soon as you have assigned a task to a team member, advising the name of the team member.

Hineynu will help you monitor outstanding issues during your shift. If more than a few days has gone by since you assigned a task to a team member, please check in with them and inquire as to the status. Once a team member reports that they have completed an assignment, you should close these issues out in Hineynu as soon as possible.

Screen shots and specific Hineynu instructions are set forth at the end of this section of the manual. There is also a free iPhone app for Hineynu that works quite well. These instructions are also provided below.

#### **5. Thank your team members at the end of the shift.**

Nothing fancy is needed here. Just a short e-mail at the end of your shift thanking your team for all they do for Temple Sinai. Also, if you have had a particularly quiet shift, please ask your team members to sign up again in the near future. Refer to the previous Friday's e-mail for upcoming shifts that really need filling in and suggest that the team members sign up for one of those shifts since their talents were underutilized during your shift.

#### **6. Provide a shift change report to the next captain.**

In the final two to three days before the end of your shift, please send an email to the next captain and copy the Keshet co-chairs. Advise of any issues you expect to be outstanding at the end of your shift and anything extra the next captain might need to know. Please know that, unless there is an emergency, the Keshet co-chairs will not assign a task to you at the end of your shift but will hold it for the next shift. Therefore, your focus in the last days of your shift should be closing out items with your team members and communicating to the next captain.

## Hineynu Web-Based (Desktop) Instructions and Screen Shots

1. Go To [WWW.HINEYNU.COM/V3](http://WWW.HINEYNU.COM/V3). The screen looks like this:



Your Login & Password will be provided to you by the Keshet co-chairs. The Account Code is 30327.

2. After you log-in, you will be taken to the home page. The screen looks like this:

Congregant	Reason for Referral	Newborn/IBU/Deceased Person	Date of Issue	Hospital/Location	Last Update	Send Memo	Add Follow Up
Mr. Andrew Kaplan	Death: Sister Died	Sharon Kaufman	8/7/2009		8/9/2009 9:05 PM (Yesterday) (Call)		Archive
Mr. Gary Hart	Death: Uncle Died	Zvi Hart			8/9/2009 8:23 PM (Yesterday) (Issue Entered)		Archive
Mr. Thomas Priddy	Death: Father Died	Judith Priddy	1/4/2009		8/7/2009 9:15 PM (Call)		Archive
Mr. Tom Fink	Accident: Fell in the bathroom	Mrs. Ann Robbins	8/5/2009		8/6/2009 10:48 AM (Call)		Archive
Mrs. Ann Rosenberg	Death: Aunt Died	Ruth Rivett	8/2/2009		8/4/2009 4:22 PM (Issue Updated)		Archive
Mr. Tady Serfati	Surgery: Neurosurgery	Mr. Tady Serfati	8/2/2009	Northside	8/3/2009 5:30 PM (Call)		Archive
Mrs. Phylla Wilenski	Surgery: Knee Replacement	Mrs. Phylla Wilenski	8/28/2009	Home	8/28/2009 9:12 AM (Issue Updated)		Archive

Congregant	Reason for Referral	Newborn/IBU/Deceased Person	Date of Issue	Hospital/Location	Last Update	Send Memo	Add Follow Up
Mr. Warren Jacobs	Sickness: Prostate Cancer	Mr. Warren Jacobs		Home	8/10/2009 8:15 AM (Home)		Archive
Dr. Ad Asper	Sickness: Uncertain	Dr. Ad Asper	10/28/2008	St. Josephs	8/17/2009 9:00 AM (Issue Update)		Archive
Mr. Aron Glick	Sickness: Lung Cancer	Mr. Aron Glick		Home	8/17/2009 8:00 AM (Get Well Cards)		Archive
Mr. Lee Shefel	Sickness:	Mr. Lee Shefel			8/13/2009 1:45 PM (Dereg Call)		Archive

3. Click on follow-ups. The screen looks like this:



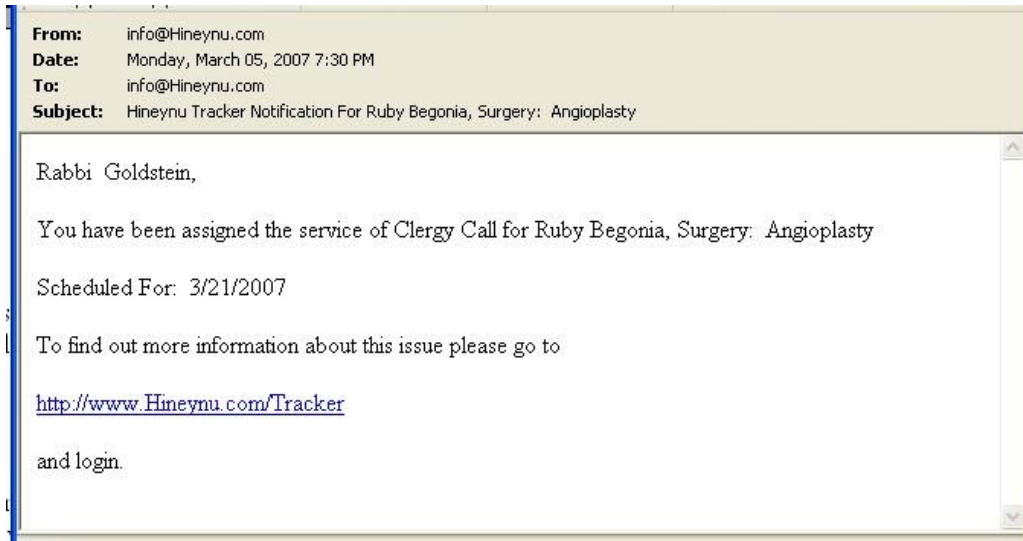
Only your to-do list will appear. If the screen is blank, you have not been assigned anything yet. If there is a hold-over issue from the previous team, the previous captain will have assigned it to you and it will appear in this list.

4. If there are issues on your assigned list, click on the congregant's name in the assigned services screen to view the issue. The screen looks like this:



5. In addition to checking in at the beginning of your shift to see which services have been assigned to you, you will also receive an email each time an issue has been assigned to your team. Your notification email looks like this:





6. Once you have made an assignment to a team member, record the assignment by doing the following:

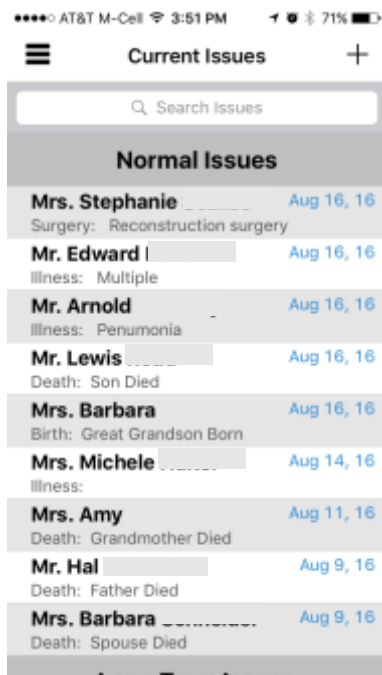
- Login
- Click on the “Add Follow Up” icon in the row of the congregant whose issue you assigned to your team member (i.e. “Ruby Begonia”)
- Select “Issue Update” for “Follow Up Type”
- Enter a note into Public Notes designating what service you assigned to whom (i.e. “Assigned Keshet Call to Gail Bates”)
  - If you would like to remind yourself to follow up with your team member to make sure they provided the service, you may send an optional reminder email to yourself by clicking “Schedule” and entering when you would like a reminder to be sent
  - Click “Add Follow Up”

7. Once your team member has provided the service, it is important that you record all of the details and pertinent information in the Hineynu tracker. Please be specific. This is our way to communicate most effectively. To do this:

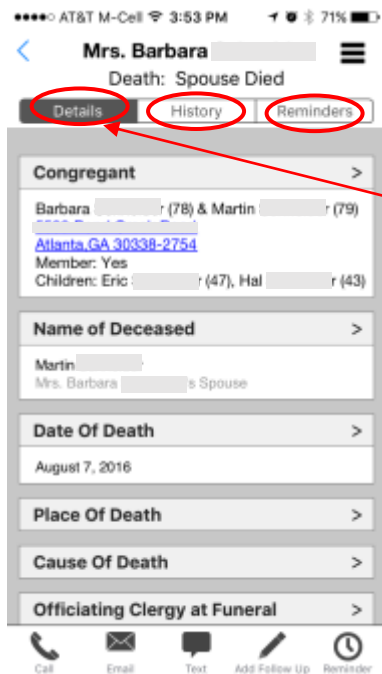
- Login
- Click on “Follow Ups”
- Locate the service that was provided and click on “Complete”
- Enter any notes (you may enter important confidential information for the clergy in the Private Notes box, just make sure to click “Custom” and then select the “Clergy” group)
- Click “Add Follow Up”

## Hineynu iPhone App Instructions and Screen Shots

1. Click on the Hineynu icon to open the app. You will be taken to a “Current Issues” screen that looks like this:

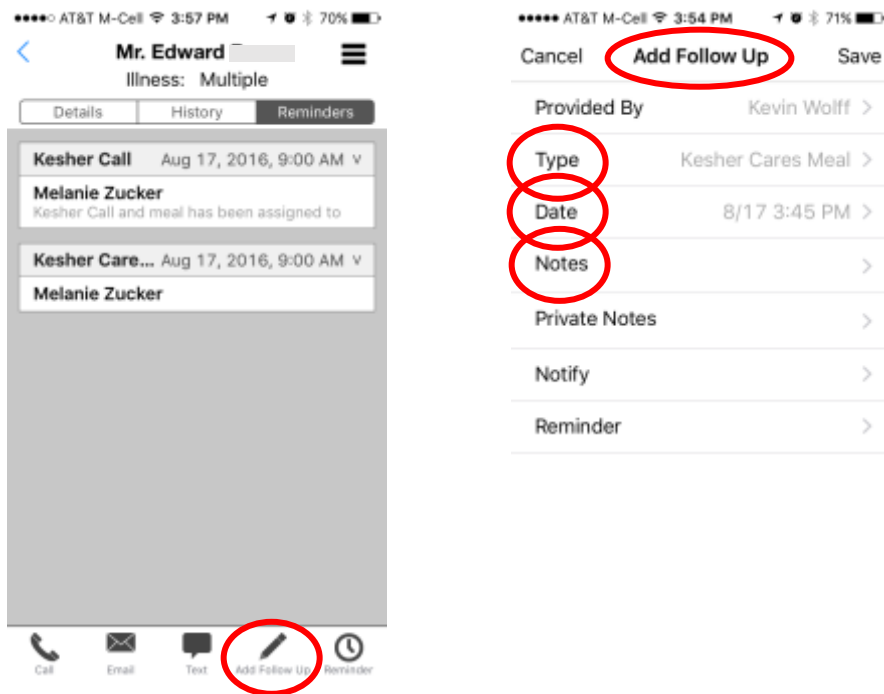


2. Click on a congregant’s name to go to the issue details. For example, clicking on the last item from the screen above takes you to this screen.

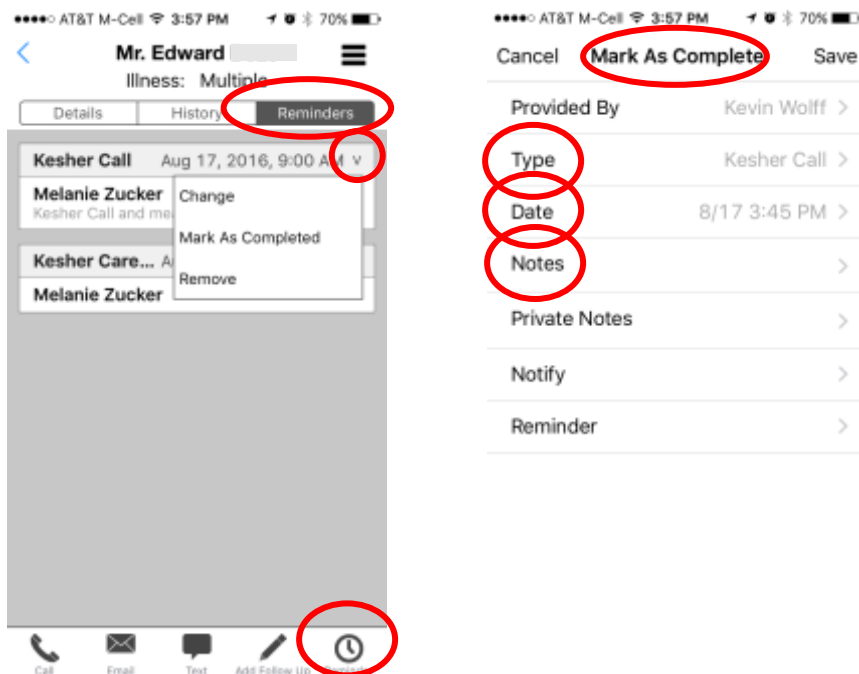


Notice the “tabs” at the top for issue details, history, and reminders.

- To record a team member assigned to the task, click the “Add Follow Up” icon at the bottom of the screen, and, on the next screen, fill in the details, using the “Notes” field to show the team member to whom the issue is assigned and any other information that needs to be conveyed.



- To record an item as complete, click on the “Reminders” tab at the top of the screen, locate the item that is to be marked complete from the list that will appear, click on the down arrow for that issue, choose “Mark As Completed,” and fill in the necessary information on the following screen, using the “Notes” field to enter the information on what team member completed the task and any other information that needs to be conveyed.



**SECTION 4**  
**FOLLOW-UP AND RECRUITMENT**

## Follow-Up and Recruitment

Once a Keshet assignment is complete, the Keshet co-chairs will usually assign a Keshet Follow-Up and Recruitment Call to be made after an appropriate interval of months. The purpose of the call is two-fold:

1. To **follow-up** with the member to find out how they are doing. The same guidelines apply to all calls on behalf of Keshet. First, (re-)introduce yourself by name, and state that you are calling on behalf of the Keshet Committee and Temple Sinai, and then inquire how the congregant is doing since Keshet last made contact. For example: *“Hi, Fred, this is Jane Jones from the Keshet Committee at Temple Sinai. We spoke several months ago after your father died. I was just calling to see how you’re doing.”* At that point take your cues from the congregant about whether they want to talk for any length of time or not. You can also use this as an opportunity to find out if the congregant needs anything from Temple Sinai. If so, please be sure to pass that information along to your team captain, who can enter the notes in our Hineynu database.
2. To extend a personal invitation to **recruit** the congregant to join Keshet. Your message here can be something like this: *“In addition to my wanting to know how you’re doing, another reason for my call is to also ask if you would be interested in giving back to the Temple Sinai community. You’ve personally experienced how the Keshet Committee reaches out to congregants during significant events in their lives. The Committee is always looking for additional members. Is that something you would be interested in learning more about?”* Then, if the congregant shows interest, you can briefly discuss what being a Keshet member entails.

Should you get voicemail, please leave a message to the effect that it’s been several months since Keshet reached out, and you were simply calling to follow up. Please make one more attempt after leaving this message and, if you get voice mail again, indicate that the congregant should feel free to call the Temple Sinai office if they need anything. Do not leave the recruitment part of the call on voicemail.

After making this call, please update your team captain, so that an update can be made in Hineynu. Be sure to include in your update any notes about how the congregant is doing and whether or not they would like to be contacted further about joining the Keshet Committee.

This does not need to be a difficult call. You already know and love Keshet, so you’re doing nothing more than speaking as you would to a friend about why Keshet is great.

**SECTION 5**  
**SUPPLEMENTAL INFORMATION ABOUT KESHER AND**  
**TOPICS OF INTEREST TO KESHER MEMBERS**

## **Supplemental Information About Keshet and Topics of Interest to Keshet Members**

### **Long-Term Issues and Member-to-Member**

Sometimes congregants will experience illness or need for support that is longer term in nature and for whom we wish to keep in contact for an extended period of time. Our clergy manages this list and receives additional support from Keshet volunteers on a supplemental basis to the duties required of regular team members.

### **Member to Member Program**

At times, congregants have special needs that the Keshet teams cannot meet. Our clergy will, when appropriate, provide additional support for individuals and families facing chronic illness, divorce, unemployment and other life crises by putting them in touch with others who have been through similar experiences.

### **Hineyni Concierge and SPA**

Temple Sinai has a committee called Hineyni dedicated to making our congregation more accessible and inclusive for persons with disabilities. There is a Hineyni “concierge” who is available to consult with congregants to help them navigate the various services available.

The Hineyni Committee also coordinates Sinai Parking Assistance (“SPA”), which is valet parking for Shabbat Evening Services, available to those who have recently had surgery or who have mobility issues. Especially when speaking with congregants who have recently had surgery, please let them know about this helpful service.

## Mi Shebeirach

It is customary to recite a "Mi Shebeirach" (prayer for the sick) on behalf of people who are ill.

*MI SHEBEIRACH*  
(Traditional Text)

*O G-d, who blessed  
Our ancestors, Abraham,  
Isaac and Jacob; Sarah, Rebekah,  
Rachel and  
Leah, send Your blessing  
to \_\_\_\_\_.*

*Have mercy on him/her, and  
Graciously restore his/her health  
And strength. Grant him/her a R'fua  
sh'lema, a complete  
Recovery, along with all others  
Who are stricken. May G-d grant him/her  
Health of spirit and health of body. May  
healing come speedily, And let us say:  
Amen.*

*MI SHEBEIRACH – As sung at Temple Sinai*  
(Debbie Friedman)

*Mi shebeirach avoteinu, m'kor habracha l'imoteinu  
May the source of strength who blessed the ones before us  
Help us find the courage to make our lives a blessing  
And let us say, Amen*

*Mi shebeirach imoteinu, M'kor habracha l'avoteinu  
Bless those in need of healing with r'fua sh'leima  
The renewal of body, the renewal of spirit  
And let us say, Amen*