

## Confidentiality & Communication

JFS is committed to protecting the privacy of our clients.

Please identify a family spokesperson to receive communications from the Case Manager and provide contact information such as cell phone number, email address, etc. Establishing a telephone tree with your family members will assist in communication.

We look forward to meeting and working with your family.

\_\_\_\_\_ Case Manager

Phone: (757) 938-9130, extension \_\_\_\_\_

Email: \_\_\_\_\_@jfshamptonroads.org

Notes: \_\_\_\_\_

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Thank you for giving  
Jewish Family Service of Tidewater  
the opportunity to care for your loved one.

 A Constituent Agency of United Jewish Federation of Tidewater

*You never know when you'll need help, but you'll always know where to find it.*

Guardian & Conservator Services

# Guide

## FOR FAMILIES



## Personal Affairs Management

5000 Corporate Woods Drive, Suite 300, Virginia Beach, VA 23462  
P.O. Box 65127, Virginia Beach, VA 23467

**Phone: 757-938-9130 – Fax: 757-938-9139**  
**Emergency: 757-455-9215**

## Welcome to JFS!

Jewish Family Service of Tidewater (JFS) has been charged by the Circuit Court to act in the best interest of your family member as his or her Guardian and/or Conservator.

Please allow this booklet to introduce JFS and our Personal Affairs Management (PAM) services to you.

JFS is a private non-profit social service agency that has served Hampton Roads with a full range of services since 1946.

PAM has been recognized as a Model Program by the Governor's Advisory Council on Aging and is designated as a Public Guardian by the Virginia Department of Aging.

PAM is staffed by qualified professionals who are dedicated to serving our clients, and we look forward to working with you and your family.

*Any person appointed Guardian or Conservator of an estate must qualify before the Clerk of Court before administering the estate. This may occur on the date of appointment or on a date shortly thereafter, dependent on the Clerk's schedule.*

### **Office Hours**

Monday through Friday – 9:00 am – 5:00 pm

Case managers are available for emergencies at all other times by pager by calling 757-455-9215.

Appointments must be scheduled in advance.

## After Death Services

- Guardianship ends at time of death.
- Whenever sufficient funds are available, a pre-need funeral policy will be purchased to be used by family at time of need. Any funds remaining in client's Conservator accounts may be applied to funeral expenses at time of need.
- Family may contact the Department of Human Services in the city of the client's last residence to access indigent burial funds.
- The Conservator manages the estate until it is delivered to the Executor or other qualified person as prescribed by the Code of Virginia.



## Investments, Property & Assets

- As Conservator, JFS will invest client's funds in accordance with the Jewish Family Service Investment Policy Statement.



- An unoccupied dwelling is a liability and a drain on an estate. JFS's decision as to whether to sell or rent a vacant property will be predicated on the physical and financial circumstances of the client.
- Property will be managed and/or sold by a real estate professional. Heirs will be notified of the sale as required by law.
- All usable or valuable items of personal property must be given to the client or sold for his/her benefit.
- Every effort will be made to preserve family photos and other memorabilia.
- As Conservator, JFS will make periodic accountings to the Court as required by law, with copies available for family review upon request after approval by the Commissioner of Accounts.

## Medical Care Management

As Guardian, JFS has legal authority to make medical decisions for the client.

- JFS will arrange for and monitor routine and emergency medical care and will make medical decisions after consultation with appropriate medical professionals.
- JFS will maintain communication with medical providers to ensure continuity of care.
- JFS will secure transportation for medical appointments.



## Quality of Life

- Guardianship is not intended to replace family relationships. Family and friends are encouraged to visit and maintain contact with both your loved ones and JFS.
- If you would like to plan an outing with your family member, please contact the JFS case manager. We are responsible for the safety and well-being of our clients. Requests will be honored as long as outings are not medically contraindicated. Facilities will require proof of permission from JFS with sufficient time allowed for them to prepare medications.
- Client's funds must be used to provide for the following in order of importance:
  - \* Shelter, food: facility, rent, mortgage
  - \* Medical care: medication, co-pay, equipment, nursing
  - \* Transportation for medical needs
  - \* Clothing
  - \* Personal items: toiletries
  - \* Wants: phone, cable, outings, cigarettes



## Bills & Benefits

- All bills must come to JFS as Conservator. The client's address will be changed through the U.S. Postal Service to:

Jewish Family Service  
P.O. Box 65127  
Virginia Beach, VA 23467
- Personal mail will be delivered to the client by the case manager.
- A completed financial assessment form will expedite payments being made in a timely manner. Please assist us in this effort by turning over any bills, bank statements, insurance policies, identification or credit cards, and legal documents you might have in your possession.

### Benefits

- A case manager will complete a benefits analysis to assess entitlements such as Medicare, Medicaid, Social Security, retirement income, etc. Family members may be asked to assist in gathering information so that funds needed for support and care will be available in a timely manner.

