

Church of INCARNATION

13 years of helping people in need
We share a compassion for our neighbors in crisis

Volunteer Manual 2016



What does love look like? It has the hands to help others. It has the feet to hasten to the poor and needy. It has eyes to see misery and want. It has the ears to hear the sighs and sorrows of men. That is what love looks like.

Saint Augustine

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Back ground of PACEM

PACEM opened the doors of its shelters during the winter of 2004. As the shelters open for the tenth season this winter, we continue as a grassroots organization, committed to our passion of helping adults who are homeless find shelter during the cold winter nights. PACEM has provided almost 60,000 total nights of shelter for people who are homeless in our community.

PACEM believes that a welcoming, safe place to shelter is the first step to addressing the crisis of homelessness. We believe that we can create a community where our homeless neighbors are not at risk of freezing to death. We bring the members of around 90 congregations and community groups together each winter to address the need for shelter in our community. We share a compassion for our neighbors in crisis.

Our Mission

PACEM's mission is "To bring together the faith community of the greater Charlottesville area to provide temporary shelter, compassionate support, and access to services to homeless individuals, *so they can move to a stable housing solution. This work can only be achieved by forging partnerships in the larger community.*"

Shelter of Last Resort

Because PACEM is a shelter of last resort, we are sometimes required to help individuals recognize that they have other choices. There are a variety of reasons why a guest may be referred elsewhere, encouraged to move forward, or assigned a limited length of stay. The most common reasons are housing or supportive resources in a nearby community.

Broader Community Safety Net

The annual Point in Time Count* in 2013 identified 195 individuals in the Charlottesville area who are homeless. Of these, 28 (less than 15%) were unsheltered. During the Point in Time Count in 2004, 23% were unsheltered.

Of course, we would like this number to be at zero, but an unsheltered count of less than 10% is a reflection of a community with a strong safety net. The decrease in the number of neighbors who are unsheltered since PACEM opened in 2004 is one way to evaluate our work. We thank our more than 3,000 volunteers for their work over the last ten years for strengthening our community!

*TJACH's annual Point in Time Counts (January, 2004 and January, 2013)

During the day, PACEM guests return to The Haven at 7:00 a.m. where there is a hot breakfast served. There are showers, computers, storage bins, and laundry facilities. Guests may also use The Haven's address to receive mail.

Soup kitchens in churches around the downtown area provide lunches each day

Prayer Volunteer Responsibilities

The prayer volunteer commits to praying 20 minutes a day for PACEM guests, staff, and Incarnation

parishioners who will be hosting them. You can pray any time, anywhere, any way. You don't need to come to the PAC where we are hosting. For suggestions on what to pray for, see the beginning of this document. As we prepare to serve as a host congregation for PACEM, we are counting on the prayer support of our community. Attached are some quotes for personal reflection as well as some information on homelessness in our area to help guide you in your prayer. In your prayer, please remember:

- All parish volunteers who will be cleaning, cooking, serving, visiting, doing the laundry, and spending the night. Pray that the Spirit would guide their interactions with the PACEM guests and with one another, and that they will be blessed, challenged and encouraged through their ministry of direct service.
- All PACEM staff who are committed to interacting daily with the guests, that they will be strengthened, blessed and guided in their ministry.
- Financial support through grants, individual and congregation donations so that PACEM can continue next year.
- For all the congregations that support PACEM, that we may grow closer to God and to one another as we collaborate to provide hospitality to the homeless.
- For Impact's work in organizing people of faith and working to improve access to affordable housing, transportation and health care.
- For an increase in affordable housing and transitional housing in Charlottesville/Albemarle.
- For all PACEM guests, that they will feel love and compassion during their time at PACEM. For guests who struggle with addiction and/or mental illness to receive the support and services that they need.
- For the homeless women and children that come to PACEM for help, particularly ones from situations of domestic violence.
- For MACAA, the Salvation Army, CARES, On Our Own and all of the other agencies and groups that work to support people dealing with homelessness, poverty, mental illness, addiction and other concerns. That their staffs and volunteers would be guided, blessed, strengthened and given wisdom as they strive to serve with compassion.
- For the many children and youth who are involved with serving at PACEM, that the experience would raise their awareness and increase their compassion for those with less privilege and fewer material resources.
- And, finally, in thanksgiving for the many Incarnation parishioners and members of the larger community who have given of their time, talent and treasure to provide shelter for the homeless during the winter.

Social Justice Quotes

"Life's most persistent and urgent question is: What are you doing for others?"

- Martin Luther King, Jr.

"It is no use saying we were born two thousand years too late to give room to Christ. Nor will those who live at the end of the world have been born too late. Christ will always be with us, always asking for room in our hearts...we are not born too late. We do it by seeing Christ and serving Christ in friends and strangers, in everyone we come in contact with. All this can be proved, if proof is needed, by the doctrines of the Church. We can talk about Christ's Mystical Body, about the vine and the branches, about the Communion of the Saints. But Christ Himself has proved it for us, and no one has to go further than that. For He said that a glass of water given to a beggar was given to Him. He made heaven hinge on the way we act toward Him in His disguise of commonplace, frail, ordinary humanity."

- Dorothy Day

"It is not love in the abstract that counts. Men have loved a cause as they have loved a woman. They have loved brotherhood, the workers, the poor, the oppressed – but they have not loved humanity, they have not loved the least of these. They have not loved 'personally.' It is hard to love. It is the hardest thing in the world, naturally speaking...it is never the brothers right next to us, but the brothers in the abstract that are easy to love."

- Dorothy Day

"Into this world, this demented inn, in which there is absolutely no room at all, Christ has come uninvited. But because he cannot be at home in it – because he is out of place in it, and yet must be in it – his place is with those others who do not belong, who are rejected because they are regarded as weak; and with those who are discredited, who are denied the status of persons, and are tortured, exterminated. With those for home there is no room, Christ is present in this world."

- Thomas Merton

"We cannot do great things. We can only do little things with great love."

- Blessed Mother Teresa of Calcutta

"There are many in the world dying for a piece of bread but many more dying for a little love. The poverty in the West is not only a poverty of loneliness, but also of spirituality. There's a hunger for love, as there is a hunger for God."

- Blessed Mother Teresa of Calcutta

"Love means an interior and spiritual identification with one's brother, so that he is not regarded as an object to which one does good. Good done to another as an object is of little or no spiritual value. In fact, it is a tragedy which destroys him who does that sort of thing. Love takes on one's neighbor as one's other self, and loves him with all the immense humility and discretion and reserve and reverence without which no one can presume to enter into the sanctuary of another...the full difficulty and magnitude of the task of loving others should be recognized and never minimized. It is hard to really love others; if love is taken in the fullest sense of the word...I have often spoken of identification with the poor...it is an identification so deep, so complete, that it becomes part of oneself, like breathing. It is a way of loving."

- Catherine Doherty

General Volunteer Responsibilities

Make sure that female or youth volunteers are never left alone with the guests. While there have not been any negative experiences, we want to ensure that precautions are taken at all times. When minors are present, there must be an adult (preferably a parent) who is consciously watching them at all times.

Practice a ‘ministry of presence’ by making yourselves available to guests and not just talking among yourselves. Bear in mind people living on the streets often have few opportunities for positive, kind human interaction. Be warm, friendly, and introduce yourself. Ask ‘how was your day?’ and discuss the weather, sports, movies, etc. But don’t take it personally if a guest is non-responsive. Don’t push religion or politics; ask personal questions (like ‘why are you homeless?’ or if they are married).

Be sensitive to many guests’ desire not to have their picture taken. Never take pictures of guests without their written permission.

Don’t try to mediate conflicts between guests. If there is a problem, speak to the PACEM staff member on site. Check with the PACEM staff worker if you are unsure if the individual is a PACEM guest. Only guests who have checked in during the afternoon are allowed to spend the night at PACEM.

Finally, have fun and be flexible.

Lead Volunteer Instructions

Contact other volunteers listed for your day

Contact other volunteers listed for your day

It is the responsibility of the lead volunteer to contact all the people signed up on their schedule (with the exception of the prayer volunteer) two or three days before their day of service. Make sure to call/coordinate with the Food Captain a few days in advance to remind them to call their cooks and also find out if he/she plans to stay help distribute the food to the servers after the food arrives. If the Food Captain *does* plan to stay and dispense the food, then the food captain can be a great complement to team, running the kitchen and serving operations, while the Lead can focus more on the men, volunteers, and PACEM staff when everyone is arriving. It's good for the Lead to be highly visible and interacting/orienting folks vs. working the preparation operation in the kitchen (and these things are typically happening at the same time).

If the Food Captain cannot stay, then the Lead might consider asking one of the Servers (in advance if possible) to be in charge of distributing the food to the servers.

The lead volunteer should remind other volunteers of their commitments and refer them to the parish website (www.incarnationparish.org) to access information on what is required of them in their respective positions. **This information is found under PACEM in the Social Justice link.**

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Pick up key

The lead volunteer can pick up a key from the lock box outside the PAC. The Lead volunteer coordinator will give the lock box code number to the Lead Volunteers. If the lead volunteer is uncomfortable using the lock box they may go to the parish office during office hours (9-2 M, 9-4:30 T-F) the day of his/her service. If the

lead volunteer has service on a Sat or Sun, he/she can pick up the key in the parish office on Friday.

Arrive at the PAC at 5:15

Upon arrival, the lead volunteer brews 50 cups of coffee in the silver coffeemaker (use 2 ½ cups of ground coffee, coffee is in the large can on the counter next to the sink) on the round beverage table in the corner. Review the names of the volunteers listed for your evening so you can greet them when they arrive. Sign in using the sign in sheets in the white binder on the counter in the kitchen.

There is a clip board in the kitchen with the smoke detector check sheet. Double check that the cleanup person has initialed check sheet that they are working. If not tested, check all three smoke alarms and initial the sheet if they are working.) There is a 3 foot dowel that can be used to check the alarms.

Dinner (Cooks) and Serving/Clean-up Crew arrive at 6:00

Please ask all volunteers to sign in, using the sign in sheets in the white binder. PACEM needs to keep track of how many volunteers participate. Greet the members of the dinner serving/clean-up crew when they arrive and invite them to make nametags (available in the drawer next to the sink).

Greet the food captains and inquire if any of the food needs to be warmed up. Food can be warmed in either the microwave or the oven. Please ensure that all food delivered in non-disposable containers be labeled with a masking tape with the person's name and phone number. Let food captains or cooks know that they can come by the following evening to pick up their pots/pans/containers with any leftovers.

Orient the members of the serving/clean-up crew in preparing to serve dinner.

MAIN DISH: The main dish (as well as side dishes like potatoes, bread, salad, veggies) will be served by volunteers at the long folding table.

DESSERT: Serving/clean-up volunteers will place a single serving of dessert (e.g. two cookies, a slice of pie, a piece of cake) on small paper plates which are to be placed on the long folding table. Guests are free to help themselves to whichever dessert they'd like.

DRINKS: Guests are free to help themselves to beverages. A yellow cooler filled with water, several gallons of milk, and coffee should be available on the round beverage table. We will be using real mugs and glasses (available in the cupboards around the sink) for beverages.

Before guests arrive, make sure enough plates and silverware (available in the cupboards and drawers around the sink) are set out on the serving table. Remember that between guests, volunteers and PACEM staff we may have 45 people eating each evening. Serving utensils can be found in the drawer to the left of the sink. Take a look at the round tables where guests will eat, and wipe the surfaces if necessary.

Guests arrive around 5:50-6:20

The PACEM guests and staff will arrive on a JAUNT bus between 5:40 and 6:20 each evening (depending on weather and traffic). Usually there are 2 or 3 vanloads, so they don't all arrive at the same time. The PACEM staff wear blue vests, please introduce yourself to the staff so they know who is lead volunteer that evening. When dinner is ready to be served, please gather the guests near the serving tables and ask for everyone's attention for a few announcements. Introduce yourself, have the dinner serving volunteers introduce themselves, welcome the guests, and make the following announcements:

Point out the exits in case of a fire or smoke alarm (gather in the parking lot near the main building – (new this year)

Laundry – we have **2** (check list to see how many are signed up) volunteers who will be arriving around 7 pm each night to take personal laundry. In most cases the laundry will not be returned tonight, but tomorrow evening. If you would like to have laundry done, please see me before 7 pm. We should encourage the men to do their laundry at the Haven. *We will do laundry for men who can get it done at the Haven but we have a limit of two bags /week.*

Showers – There is one shower in this building. There will be 12 15 minute shower slots available from 7 pm-10 pm tonight. To sign up for a shower, please write your first name and first letter of last name legibly on the sign up sheet on the wall behind the serving table.

Bathrooms – The bathrooms are next to the kitchen. Please note one bathroom is men's and one is unisex.

Phone – There is a phone in the kitchen that is available for guests' use. Please, limit your calls to 15 minutes and make local calls only. If you'd like to use the phone, please see the lead volunteer, one of the serving/clean-up volunteers or one of the overnight volunteers.

Smoking – Smoking is permitted only on the porch under the overhang outside the main entrance. If you go out to smoke, do not leave this area to enter the parking lot, the main building or any other place besides the porch. *No smoking is allowed after lights out at 11 pm.* Please place all cigarette butts in the containers, and do not throw cigarette butts on the ground or in the shrubs. Failure to comply with these rules will lead to smoking privileges being revoked for all PACEM guests.

Towels – There are 2 bins of clean towels next to the men's bathroom door. After your shower please place your towel in the laundry basket under the 'used towels' sign to be washed. Please do not keep the towel, and please do not place other laundry in the 'used towels' basket.

Clean-up – We're using real plates, cups and silverware. After dinner, please scrap your plate into the trash and bring your plate, silverware, and cup into the kitchen. You're welcome to help out with dish-washing or taking out the trash if you'd like, please talk to one of our dinner serving volunteers if you'd like to help clean up after dinner.

Invite one of the guests to say grace before dinner. After the grace, invite them to form a line at the serving table. Announce that they are welcome to come up for seconds after everyone has been served. Oversee the serving of the dinner and make sure there is enough milk, water, and dessert plates available. While the guests are eating, check in with the PACEM staff member about the number of guests arriving late who need a meal reserved. Plates for guests arriving late (because of work commitments or attending AA/NA meetings) can be kept in the kitchen and heated up in the microwave when the late guest(s) arrive. During the mealtime, feel free to have dinner and sit down with the guests.

Clean-up

When guests are finished eating, they should scrape their plates into the trash and place their plates/cups/silverware on the table in the kitchen. If the serving/clean-up volunteers need help, help them loading the dishwasher (detergent can be found in the cupboard under the sink). Clean-up volunteers are also free to wash dishes by hand if they prefer (dish soap is right by the sink). Leftovers should be placed in the "dinner" fridge. The overnight volunteer will dump leftover coffee. Clean-

up volunteers are to wipe down the serving table and the round tables with a wet rag (rags in bucket under sink). If necessary, they also sweep the kitchen floor. If the trash is full, trash is to be taken out to the dumpster behind the wooden fence (near the main building) in the parking lot – invite guests to help with taking out the trash. More trash bags can be found underneath the sink.

Showers

Oversee the shower procedure – this pretty much takes care of itself, but keep an eye on it to make sure things are moving along. There will be a signup sheet on the door.

Arrival of Laundry and Evening Activity Volunteers

Please note that not every night did someone sign up for evening activity or snack. On nights when there isn't a planned activity, Evening activity volunteers will arrive no later than 6:45, though some may arrive earlier to join the guests for dinner. When E.A. volunteers arrive, welcome them and invite them to put on a nametag. Snacks – sweets, fruit, or other items in the kitchen, can be put out on the table. However, generally since guests eat at about 6:45 pm and go to bed fairly early there is not a big need for lots of evening snacks. It is optional to set out juice with evening snack; kept in the “dinner” fridge. Snacks can be placed on the large folding table where dinner was served.

Laundry volunteers should arrive between 7-8 pm. When a guest approaches you to request to have personal laundry done, give them a brown paper bag (from the closet in the kitchen) in which to put their personal laundry. The lead volunteer writes the guest's name and cot number in large, legible letters on the bag and keeps it in a corner in the kitchen until a laundry volunteer comes to pick it up.

Arrival of Overnight Volunteers

The overnight volunteers should arrive no later than 9:00 pm. When the overnight volunteers arrive, welcome them and invite them to put on a nametag. The overnight will not be preparing lunches for the men this year. They will be eating lunches at the Haven. Remind the overnight volunteers to put away leftovers from snack (juice in dinner fridge). Orient the Overnight volunteers re breakfast: breakfast foods are in the breakfast fridge or on top of it. Disposable cups and lids for coffee are in the cupboard to the left of the stove. Give your key to one of the overnight volunteers and tell him/her to place it in the wooden drop box by the

main doors of the main church building (the office entrance) after locking up in the morning. Before leaving, make sure the kitchen is clean and check with the PACEM staff to make sure all is set for the night. Lead volunteer should be able to leave no later than 9:15, though you're welcome to stay and hang out with the guests if you'd like.

Miscellaneous information

Thermostat: The thermostat is on the far wall of the PAC. It should be set at 70 degrees the whole time guests are staying and there should be no need to adjust it.

Emergency Contact: In case of emergency, Tom Eckman's cell phone number is 604-6036 (home phone 295-3015).

Smoking: Guests are permitted to smoke in the area in front of the PAC main entrance under the overhang. There are receptacles there for cigarette butts – please announce to guests that smoking is only allowed in this area and stress that it is very important that they put their cigarette butts in the containers and not throw them in the bushes or on the ground. There is no smoking after 9 pm. If possible, the lead volunteer can keep an eye on the comings and goings of the smokers on the front porch to ensure that they are staying in the specified space and using the appropriate containers for cigarette butts.

First Aid Kit: There is a first aid kit in the cupboard underneath the sink. But the PACEM coordinator also has a first aid kit for our guests.

Cleaning supplies: Cleaning supplies can be found in the little closet next to the snack table in the kitchen. Plunger and toilet scrub brush can be found in the men's bathroom.

Laundry Volunteer Responsibilities

As a laundry volunteer, you wash the clothes of one individual guest. You are to arrive around 7 pm and find the lead volunteer (the person who called you to remind you that you signed up). Sign in using the sign in sheets in the white binder on the counter in the kitchen. The lead volunteer will have a brown paper bag with the laundry of one guest. You can take the laundry home to wash it at home or take it to a Laundromat. Laundry volunteers can either return the laundry the same night or return it the next evening. PACEM guidelines recommend that volunteers use gloves when handling guest laundry.

Towel Laundry Person

Pick up the towels sometime in the Morning on the day that you are scheduled. You can get the key for the PAC from the church office. Try to return the towels by 7:00 pm that same day.

Sandwich Volunteer Responsibilities

While the Emergency Food Bank provides food for lunches; our guests enjoy having fresh sandwiches. Please bring about 20 sandwiches, individually wrapped in sandwich bags, either turkey/cheese or ham/cheese or peanut butter/jelly. Don't include condiments like mayo, mustard, tomato, or lettuce - this will be provided separately so guests can add what they'd like. They should be placed in a paper bag and marked with the date that they were prepared. These can be dropped off during the day and put in the refrigerator in the PAC by obtaining a key from the office. In the evening, they can be brought directly to kitchen in the PAC between 6:00 pm and 9:00 pm. Sandwiches are to be brought on the day on which you sign up.

Hard-boiled Eggs Volunteer Responsibilities

Hard-boiled eggs are a favorite for breakfast for PACEM guests. This volunteer will bring two dozen hard-boiled, unpeeled eggs. Please make sure the hard-boiled eggs are delivered on the day you sign up. Please label the container with the date. Eggs can be put in the fridge in the Parish Hall or in the fridge in the PAC.

Orange Juice Volunteer Responsibilities

Orange Juice is served for breakfast and after dinner for PACEM guests and also used in the evening. Each volunteer will bring 2 gallons of orange juice on the day you signup the day you sign up.. The orange juice can be put in the Parish Hall refrigerator or in the fridge in the PAC.

Milk Volunteer Responsibilities

Milk is served for breakfast and after dinner for PACEM guests and also used in the evening. Each volunteer will bring 2 gallons of milk on the day you signup the day you sign up. The milk can be put in the Parish Hall refrigerator or in the fridge in the PAC.

Fresh Fruit Volunteer Responsibilities

Fresh fruit is served for breakfast for PACEM guests and is also available for

snacks in the evening and for their lunches. This volunteer will bring two dozen pieces of soft fruit (bananas or oranges). **Do not bring apples.** Soft fruit is preferable for the men.. Bring the fruit for the day you sign up. The fruit should be put in the PAC kitchen. A key can be obtained from the office if it is dropped off during the day.

Evening Activity/Snack Volunteer

(Please note: there isn't one every night.)

Sign in using the sign in sheets in the white binder on the counter in the kitchen. As an evening activity volunteer, it is your role to interact with the guests after dinner and before bed. If you have a specific activity (e.g. blood pressure testing, a game, a Bible study etc) announce it when you arrive and let the guests know where the activity will be held. Many guests are tired and go to bed shortly after dinner; don't feel discouraged if not many of the guests want to participate in a planned activity. Popular activities include card games, board games, or conversation. If you'd like to bring a movie to show, there is a TV/VCR available. Please show only G or PG movies, and be sensitive the volume is not too high as some guests will be trying to sleep. Don't try to force guests to interact if they want to be alone, but do initiate conversation.

In terms of the snack, items such as popcorn, pretzels, fruit (bananas or grapes), ice cream bars/sandwiches, or cheese and crackers are popular. Not all guests have an evening snack, so please bring enough for everyone but be prepared to take leftovers home. Snack can be set out on the dinner serving table. You need only bring food, but if you'd like to bring beverages (juice, tea, etc) that is an option. Overnight volunteers will see that snacks are put away.

Overnight Volunteer

It is essential that the overnight bring their own bedding—usually a sleeping bag and pad will work. Earplugs are also recommended. We will try to have a cot set up in the kitchen.

As the overnight volunteer you are to arrive no later than 9 pm. Sign in using the sign in sheets in the white binder on the counter in the kitchen. We will not be bagging prepared lunch this year. Please note if there are sandwiches made up in the fridge to put them out in the morning along with the soft fruit and hard-boiled eggs.

About 10 pm, put away any leftover food or beverages from evening snack (drinks in fridge, food on snack table or fridge as needed). Overnight volunteers are to sleep on a in a cot in the kitchen – you are welcome to bring a mat or air mattress if you like. You may want to bring earplugs – PACEM guests have been rumored to snore. Before going to sleep, let the overnight staff know when you would like to be awakened in the morning. Lights out at 11 pm. It is recommended that you get up at 4:15 to get coffee brewing so it can be ready at 5 am. Use the timer to start the coffee.

The coffee can be set up so that it only needs to be plugged in at 4:15 am. Use $\frac{1}{2}$ cup of coffee per 10 cups of coffee. Make about 40 cups worth.

The coffee takes 45 minutes to brew. In the morning, brew coffee (silver coffee pot is on the round beverage table, coffee is in the kitchen next to the sink, and disposable cups and lids are in the shelf to the left of the stove). In the morning, it is the overnight volunteer's task to set out food for cold breakfast. Set out food for a light breakfast: milk, juice and hard-boiled eggs are in the fridge. Cereal, bread for toast, granola bars and pastries are on top of the fridge. We will place a toasters on the table so the men can make their own toast. Hard-boiled eggs, milk and orange juice are in the fridges.

Also set out the home made sandwiches and plastic bags, as the men will take them if they need a lunch along with the hard boiled eggs. Disposable bowls and spoons for cereal are in the shelf to the left of the stove. Please keep an eye on the guests to make sure they are taken a reasonable amount of breakfast (e.g. no more than 2 or 3 granola bars or muffins) so there is enough to go around. Breakfast should be set out by 5:30am. Check with the PACEM representative as to when the 1st van leaves. (Usually at 6:00 AM) The guests should be woken up 45 minutes before

the Van arrives. Wake them by raising the lights on. Usually the lead PACEM representative wakes up the guests. Guests should leave the PAC by 6:30 am (7 am on Sat and Sun). After the guests leave, clean up from breakfast (dump coffee, put milk/juice back in fridge, wipe down table, empty the trash and lock up. Place the key in the lock box, which is outside the PAC around the corner where the men smoke.

On Saturday morning, November 18, the linens (sheets, linens, and pillow cases) may need to be taken off the cots and new linens put on the cots if the men want them to be changed. Therefore, the Friday night volunteer of Friday, November 18 should ask the PACEM volunteer to have the men do this before they leave. Someone will take the linens to the jail . On the morning of Nov 25, All the beds will be stripped and the dirty blankets will be bagged in plastic bags, the sheets and pillow cases will be put in black plastic bag together. These will be marked dirty and all the dirty laundry will be loaded into the truck. The men will break down the cots and add them to the truck. Then the clean laundry and pads will be added to the truck. The truck will be taken to the lext church and then the dirty laundry will be taken to the jail.

Food Captain and Cooks

As a food captain, you should call the people two days before you are scheduled to serve to remind them that they are scheduled to serve.

As the food captain, it is your role to ensure that dinner is brought to the PAC by 6 pm. Dinner consists of a main dish, dessert, and salad or vegetables. Incarnation will take care of providing beverages. Bear in mind that including guests, staff and volunteers, as many as 55 people a night could be dining with us. Please also bear in mind that some guests don't have good teeth and find chewy or crunchy food difficult to eat. Dinner can be brought warmed up (this is preferred) or if it is cold, please advise the lead volunteer and dinner serving/clean up volunteers on how to heat up the food – we have a stove, stovetop and microwave available for heating up food. We have ample serving utensils in the PAC kitchen, cooks need not bring serving utensils. If food is brought in non-disposable containers (pots, pans, trays, Tupperware, etc), please mark all containers with name and phone number with masking tape. If you are not staying to help with serving the meal, please plan on returning the following night to retrieve any leftovers and non-disposable containers. If non-disposable containers are not labeled, we cannot ensure they will be returned to you, therefore, please label them.

Dinner Serving/Clean up Volunteers

As DS/CV you are to arrive at the PAC by 6 pm.

Dinner Serving

You will be greeted by the lead volunteer. Please set out cups/mugs on the beverage table, and set out milk and ensure the yellow cooler has water in it and the coffee has been brewed. Please set out two stacks of plates on the large folding table, and set out forks/spoons/knives at each one of the places at the dining tables. Dessert is to be set out on small paper plates (available in the cupboard to the left of the stove) in single serving portions, e.g. a slice of pie, a piece of cake. Meet with the Food Captain when the dinner is dropped off to see if things need to be heated up or to get any other direction in terms of serving the food. Food should be set out and ready to go by 6:30pm after the guests have arrived and the lead volunteer has done the welcome and announcements. Ensure that food is saved and plates are set aside if there are guests arriving late – see the PACEM staff member about this. Serve the guests as they come through the line and invite them to take a plate of dessert. Guests are welcome to come back for seconds or thirds after everyone has been served. After all the guests have been served, sit down and eat with them. If there are too many servers, have volunteers sit and eat with the men and exercise the ministry of presence by spending time with them and not just talking among one another. We are trying not to have too many volunteers serving and have set a limit of 8 (4 people serving and 4 people with guests).

Clean up

After dinner, guests will scrape their plates and bring them to the kitchen. Load and run the dishwasher (detergent is under the sink). If you want to wash some dishes by hand, you can – dish soap is by the sink. Empty the dishwasher and place mugs/silverware/plates in the cupboards and drawers near the sink. Leftovers should be placed in the “dinner” fridge. Dump leftover coffee. Clean-up volunteers are to wipe down the serving table and the round tables with a wet rag. If necessary, sweep the kitchen floor. If the trash is full, trash is to be taken out to the dumpster behind the wooden fence (near the main building) in the parking lot – invite guests to help with taking out the trash. More trash bags can be found underneath the sink.

After cleaning up from dinner and ensuring that all leftovers have been put away, DS/CV are free to leave though they are welcome to stay longer and help with the evening activity, spend time with guests.

Daily Cleaning Volunteer

If you are doing daily cleaning on a day when the parish office is open, please make an effort to come clean during office hours (9-2 M, 9-4:30 T-F). If you are cleaning on a day the parish office is not open, or can't make it during Office hours, contact Tom Eckman or Kristen Schenk two or three days before to procure a key to the PAC. Please note that our regular church cleaning staff come to clean on Monday and Thursday, so less cleaning will need be done on these days.

Use your judgment; you don't have to do everything on the list, but if something needs to be done, do it.

- Vacuum the PAC (especially the side where dinner is served). The vacuum is located in the kitchen closet.
- Sweep the kitchen floor.
- In the bathrooms, disinfect the showers, clean the surfaces of the sinks and the toilets, and clean the toilet bowls. Toilet brush is found in the men's bathroom. Other cleaning supplies are in the closet next to the snack table. Sweep the bathrooms as needed.
- If surfaces in the kitchen are dirty, wipe them down with a damp rag (rags available under kitchen sink).
- If tables in the main room are dirty, wipe them down with a damp rag.
- If anything in the PAC appears damaged or broken, contact Tom Eckman 295-3015 or the parish office immediately, or call Tom's cell phone when the office is closed (604-6036).
- Dirty rags can be placed in yellow laundry basket to be washed.
- Prior to leaving the Cleaning volunteer will check that the three smoke detectors are working. This can be done by pushing the test button. The check sheet and the diagram showing the location of the alarms are on a clip board in the kitchen . Please put the initials on the check sheet if the detectors are working properly. Leave a note if they are not. There is a 3 foot dowel to enable pushing the alarm test button Thanks

PACEM Set-up Checklist

- Arrange for delivery. See PACEM schedule for contact for previous church.
- Vacuum if needed.
- Separate the main PAC spaces into a eating/social area and a sleeping area with the rolling bulletin boards.
- Set up rectangular tables and chairs for guests and volunteers to dine.
- Set up a table in the corner as a beverage table, and a long table as a serving table.
- Make purchases at Sam's club.
- Put out TV.
- Set up and number cots (50 for men) and make beds with sheets, a blanket, and a pillow with a pillowcase.
- Ensure the kitchen is clean and the cleaning supplies are stocked and locations of cleaning supplies, plates, cups, trash bags coffee supplies, etc. are labeled.
- Ensure the bathrooms are clean.
- Ensure there is an ample supply of cold breakfast food (milk, juice, hard boiled eggs, granola bars, cold cereal) in and on top of the fridge.
- Ensure that there is an ample supply of disposable spoons, napkins, coffee cups and lids, small dessert plates and disposable bowls in the cupboard by the oven.
- Set up shower sign-ups and Laundry signs.
- Set out brown paper bags in kitchen for laundry.
- Set out clean towels for showering.
- Set up beverage table with yellow cooler, coffee urn, mugs, cream, sugar, disposable and real mugs, glasses.

PACEM Take-Down Checklist

- On Thursday before the final move, contact the next church on the PACEM schedule and make arrangements for delivery.
- Remove sheets from cots and deliver dirty linens to Alb/Cville Regional Jail Saturday before noon. Deliver to main visitors' entrance, located off the side parking lot of the jail. Go down Avon St Extension, make a right onto Peregory Lane and then an immediate right into the side parking lot of the jail. Leave your name and phone number so that someone from the jail can contact you and you can pick up the clean linens of Sunday between 12:00 and 4:00 pm and deliver the clean linens to the next host site on Sunday.
- Fold up cots and deliver them to the next host site. See the location on the PACEM schedule, which is in the binder. You need to coordinate the drop off time with the lead for the next church on Thursday.
- Deliver clean towels (for bathing) to next host site.
- Ensure the kitchen is clean and the cleaning supplies are stocked.
- Ensure the bathrooms are clean.
- Give away any leftover food (nonperishable can go to the food bank, perishables can be sent home with volunteers) and ensure the refrigerators are clean.
- Sweep and mop the kitchen and bathroom floors.
- Vacuum the carpeted area.
- Take down all signage (for laundry, showers, etc.).
- Put rolling bulletin boards back into the Parish Hall.
- Put away tables and chairs.
- Open the doors to air out the space.

Sam's Club Shopping List

We have solicited donations from the parish for the following items

- 10 boxes cereal (Cheerios, etc.)
- 5 Cans of ground Coffee (regular)
- Packets of Powdered hot chocolate
- 1 box of microwave popcorn
- 1 bottle aspirin
- 5 Loaves of bread Toast
- 2 Jars of Jelly
- 2 Bottles Men's Multivitamins

Inventory the donated items and buy the need items from Sam's club

- Powdered hot cocoa
- Ground coffee
- Sugar (packets)
- Powdered Creamer
- Breakfast cereal (variety)
- Cans of vegetarian soup and vegetarian frozen dinners (for special diets)
- 4 gallons of whole milk
- Granola bars (soft, not crunchy)
- Rubber gloves and Clorox spray and wipes
- Margarine
- Bathroom cleaner
- Napkins
- Instant tea
- Ketchup
- Mustard
- Drum liners
- Mayonnaise
- Salty snacks

The Last Morning

A Half-Hour Later:

The transportation arrives ½ hour later on Saturday morning. Guests should use this time to help fold cots and blankets and to stack pillows.

Linen:

Used linens and towels should NOT be bundled in sheets but should be placed into used pillowcases or labeled heavy duty trash-can liners and separated from any unused linen. Please make sure unused pillows, linens, towels and any extra cots are brought out of storage and left with pillows, cots, clean linens and blankets for transfer.

Dirty Linens:

Dirty Linens

The Albemarle-Charlottesville Regional Jail launders PACEM linens at no cost. This is a work project on the weekends which they appreciate. As you drop off and pick up linens, please consider the structure of the jail. Know that it often requires 15-45 minutes or so for a supervisor to come through the security doors and meet you.

Please note: Linens should be cleaned once per week even if you are hosting two consecutive weeks.

- Bundle used linens and towels into pillowcases or heavy duty trash bags.
- Please drop off the linens on **Saturday before noon**.
- Deliver the linens to the Visitors' Entrance, which is located off the side parking lot of the jail.
- Directions to the Jail: go south on Avon Street away from downtown. Turn right onto Peregorry Lane and then make an immediate right into the side parking lot of the jail. Proceed to the **lower parking lot** and buzz at the main door.
- If there is a problem at the jail, call 977-6981, ex. 261 and ask for a Supervisor (Sergeant or Lieutenant) to locate the PACEM laundry.

Please note: Linens must be done once per week even if you are hosting two consecutive weeks. Take the linens as described above at the end of each week.

Cot Drop off Time:

You will need to coordinate this time with the next church/facility. The two key volunteers need to work out the arrangements. PLEASE have at least five volunteers present to help load.

List Of Items Transported By Host:

- **SHEETS** (all clean go with cots. Dirty go to jail and then next congregation; see above.)
- **COTS**
- **BLANKETS**
- **PILLOWS**
- **FIRST AID KIT BOX**
- **VOLUNTEER BOX**

Shelter Laundry Pick up from the Crossings

- Clean shelter laundry will now be picked up from The Crossings (401 4th Street Northwest) at the corner of 4th and Preston. Guests at The Crossings will be folding, organizing, drying, and packing the laundry (after receiving the clean laundry from the Albemarle-Charlottesville Regional Jail) as part of a work project this year. PACEM will raise funds to help support rent payments for the program participants.
- Please pick up the laundry the Wednesday prior to the Saturday your congregation begins to host the guests. Laundry should also be picked up the Wednesday of the second week if you are hosting for two weeks.
Please pick up the laundry before 8:00 p.m. Wednesday night.
- Coming from Preston Avenue, turn onto 4th Street. The Crossings will be on your right across from Wendy's. Take a right at the edge of The Crossings toward the city yard and then an immediate right into the parking lot. Park in that lot, and you can use either door. You'll need to be buzzed in by staff. Just tell them you're with PACEM, and you're picking up the laundry. The shelter laundry will be located in the basement at The Crossings, which can be reached by phone at (434) 989-0089.
- Even the shelter laundry for the women's site will not all fit in one car, so volunteers must have multiple vehicles that have room to transport the full load. At the request of congregational volunteers, shelter laundry will be packaged in smaller amounts per bag to make it easier to carry (therefore resulting in more bags).
- This laundry will be stored in the storage area of the PAC. The key for the PAC is stored in the Lock Box and the code is 7894 . Be sure to put the key back in the Lock Box.

Dirty Linens Drop off at the Jail

The Albemarle-Charlottesville Regional Jail launders PACEM linens at no cost. This is a work project on the weekends which they appreciate. As you drop off and pick up linens, please consider the structure of the jail. Know that it often requires 15-45 minutes or so for a supervisor to come through the security doors and meet you.

Please note: Linens should be cleaned once per week even if you are hosting two consecutive weeks.

- Bundle used linens and towels into pillowcases or heavy duty trash bags.
- Please drop off the linens on **Saturday before noon**.
- Deliver the linens to the Visitors' Entrance, which is located off the side parking lot of the jail.
- Directions to the Jail: go south on Avon Street away from downtown. Turn right onto Peregorry Lane and then make an immediate right into the side parking lot of the jail. Proceed to **the lower parking lot** and buzz at the main door.
- If there is a problem at the jail, call 977-6981, ex. 261 and ask for a Supervisor (Sergeant or Lieutenant) to locate the PACEM laundry.
- **Please note: Linens must be done once per week** even if you are hosting two consecutive weeks. Take the linens as described above at the end of each week. This will be done of Saturday mornings

General Guidelines For Volunteers From PACEM

VOLUNTEER/STAFF RELATIONS

Many volunteers are highly skilled and can provide invaluable assistance to the PACEM Staff. However, the Staff has a better knowledge of most of the guests. Also, staff members are trained in the rules and operating policies of PACEM and generally have more immediate access to resources. For these reasons, all volunteers should defer to PACEM Staff in the following instances:

- Verbal or physical conflicts involving guests.
- Any discussion of a gift or financial contribution to a guest.
- Any acute medical condition of a guest (unless you are a Paramedic, R.N., L.P.N. or M.D.).
- The admittance of late guests.
- Removal of guests from your property.
- Assignment of cots or sleeping space.
- Passing out extra blankets/clean linen (insuring proper use by guests).
- Anything involving a violation of PACEM policy.

In these situations, the assistance of volunteers may be needed and greatly appreciated, but the PACEM Staff should take charge. If you feel there is a

problem in the performance of a Staff, please inform the Key Volunteer and the Executive Director as soon as possible.

VOLUNTEER/GUEST RELATIONS

Your week of PACEM should be an enjoyable time for both volunteers and guests. It is important for each to feel respected and safe. Listed below are some tips that may help:

- Consult with staff before giving a guest special attention.
- DO NOT allow guests into your site during the day for any reason, without prior approval from PACEM's Shelter Director.
- Never take guests home and do not give out any personal information. Store extra congregational directories away from the PACEM area.
- Avoid touching guests without their consent.
- Try to use guests' names or respectful titles (Mr., Ms., Sir, Ma'am).
- Be respectful of different personality types (introvert, extrovert).
- Be sensitive to many guests' desire not to have their picture taken. Never take pictures of guests without their written permission.
- Practice a "ministry of presence," making yourself available to your guests, not just talking among yourselves.
- Avoid taking sides in conflicts between guests.
- Volunteers may help prevent conflict by talking to individuals separately before any physical confrontation happens. Even so, always alert PACEM Staff so proper attention and follow-up can be provided.
- Be clear, precise and simple with regard to any expectations or rules and then consistent and firm in enacting them. Please help PACEM Staff members to understand and enforce the rules at your particular site. Help our needy guests avoid temptation by keeping any valuables (purses, coats, etc.) in a separate, secure room. Do not leave videotapes unattended.

APPROACHING A PACEM GUEST

Many volunteers have little difficulty in unfamiliar social situations and need no guidance in matters of initiating conversation. However, an equal number of us do not share this gift. For us, it may be good to bear in mind that beyond racial, economic and social boundaries we are all as equal as we are unique; we are all both gifted and ordinary; and all likely to both fail and succeed at some point in

life's journey. Our guests are people with hopes, dreams, and fears just like you and me.

DO:

- Introduce yourself to initiate conversation
- Be warm, friendly, and available
- Share your experiences, strengths, and hopes
- Let guests know you care and why
- Talk about sports, weather, movies, etc.
- Listen
- Ask, "How was your day?"
- Watch TV with a guest... which may open a door to broader topics
- Observe guest actions and body language for clues about approaching that person: Have a cold or illness? Look down & out of sorts? In an upbeat mood? Quiet and reserved? Closed off and unresponsive?
- Continue to be available to reserved/unresponsive guests

DON'T:

- Try too hard. Just be yourself
- Dig for personal information e.g. "Why are you homeless?"
- Ask a lot of questions
- Ask if a guest has children, is married/divorced.... and other personal questions
- Take it personally if a guest is non-responsive or does not want to talk
- Push religion or politics
- Try to read between the lines. When in doubt...ask PACEM Staff for guidance.

VOLUNTEERS PLEASE NOTE

- PLEASE DO NOT LET ANYONE IN YOUR BUILDING UNLESS THEY ARE KNOWN TO YOU.
- PLEASE CHECK WITH THE PACEM STAFF IF YOU ARE UNSURE IF AN INDIVIDUAL IS A PACEM GUEST.
- CURRENT GUESTS MAY ONLY ENTER YOUR SITE WHEN THE PACEM STAFF IS PRESENT.
- TERMINATED GUESTS MAY NOT ENTER A PACEM SITE INCLUDING THE HOST CONGREGATION SITE FOR ANY REASON.
- FRIENDS AND EXTENDED FAMILY OF GUESTS MAY NOT ENTER A PACEM SITE INCLUDING THE HOST CONGREGATION SITE.

Smoke Detector Daily Check Log

Date	day	Smoke detector 1 (Kitchen above door)	Smoke Detector 2 (Outside shower door main hall)	Smoke Detector 3 Front ceiling right of main door
15-				
Nov	Saturday			
16-				
Nov	Sunday			
17-				
Nov	Monday			
18-				
Nov	Tuesday			
19-				
Nov	Wednesday			
20-				
Nov	Thursday			
21-				
Nov	Friday			
22-				
Nov	Saturday			
23-				
Nov	Sunday			
24-				
Nov	Monday			
25-				
Nov	Tuesday			
26-				
Nov	Wednesday			
27-				
Nov	Thursday			
28-				
Nov	Friday			
29-				
Nov	Saturday			

Initial if OK for each detector

(Cleaning Volunteer will check by using the 3 ft dow rod to push alarm button)

(Lead volunteer will check the log to make sure the alarms have been checked)



