

Church of the Incarnation/PACEM Guidelines

Thank you for signing up to participate in PACEM.

PACEM Hosting Dates: November 11 - 25 , 2017

PACEM Training & Potluck:, **Thursday Nov. 9** ,
2017 6:30pm, Activities Center

PACEM and Church of the Incarnation Guidelines

VOLUNTEER/STAFF RELATIONS

PACEM Shelter Staff Members will always be present when the PACEM guests are in the PAC. The PACEM Shelter Staff are trained and have experience dealing with guests who are in the crisis of homelessness. The staff members are also trained on operating policies of PACEM, in order to maintain a peaceful and safe shelter environment. Incarnation volunteers should always defer to PACEM staff members in the following instances:

- Verbal or physical conflicts involving guests
- Any discussion of any 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.)
- Assignment of cots or sleeping space
- Passing out extra blankets or clean linens

In the above situations, the assistance of volunteers may be needed and greatly appreciated; however, **the PACEM staff members should take charge**. If you feel there is any problem within the performance of a PACEM staff member, please inform the lead volunteer, Tom Eckman (Incarnation-PACEM Chairman), or Sheila Herlihy (Incarnation Coordinator of Justice & Charity).

Volunteers, Please Note:

- PLEASE CHECK WITH THE PACEM STAFF IF YOU ARE UNSURE WHETHER AN INDIVIDUAL IS A PACEM GUEST.
- CURRENT GUESTS MAY ONLY ENTER THE PAC WHEN PACEM STAFF IS PRESENT.
- FRIENDS AND EXTENDED FAMILY OF GUESTS MAY NOT ENTER THE PAC UNLESS APPROVED BY A PACEM STAFF MEMBER.

VOLUNTEER/GUEST RELATIONS

In order to make these weeks an enjoyable time for both volunteers and guests, it is important for each person to feel respected, safe, and comfortable. Listed below are some tips that may help:

- **All children under the age of 14** must be accompanied by a parent/guardian/teacher and supervised **AT ALL TIMES**.
- Children will not be allowed to leave the building without being accompanied by a parent/guardian/teacher.
- When youth groups are present, a ratio of one adult for every four youth is required. Adults must know which youth they are responsible for supervising.
- All volunteers should wear modest clothing.
- Two volunteers should be present when accessing the storage room, kitchen, or enclosed rooms, other than the main area. DO NOT allow PACEM guests in the storage room.
- DO NOT give any guest special treatment which might cause conflicts with other guests.
- Never take guests home, and do not give out any personal information.
- Avoid touching guests without their consent.
- Try to use guests' names or respectful titles (Mr., Sir).
- Be respectful of different personality types (introvert, extrovert).
- Never take pictures of guests without their written permission.
- Practice a "ministry of presence", making yourself available to our guests.
- Avoid taking sides in conflicts between guests.
- Be clear and precise with expectations or rules and then consistent and firm in enacting them. Please help PACEM staff members to understand rules specific to Incarnation.
- Help our needy guests avoid temptation by keeping valuables (purses, coats, etc.) in a separate, secure place (i.e. kitchen or your vehicle).

APPROACHING PACEM GUESTS

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 we are 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 us.

DO:

- Introduce yourself to initiate conversation
- Be warm, friendly, and available
- Share your experiences, strengths, and hopes in a very considerate and loving manner
- 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 a guest's 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
- Dig for personal information (i.e. why he is homeless, if he has children, if he is married or divorced)
- Ask a lot of questions
- Take it personally if a guest is non-responsive or does not want to talk
- Push religion or politics