

## **PACEM/Church of the Incarnation Guidelines**

*Thank you for participating in PACEM!*

PACEM Hosting Dates:

December 31, 2022 – January 13, 2023

PACEM Training Date:

December 28, 2022

6:30 PM, Parish Activities Center

This training is important for Leads, Overnight Volunteers, and Food Captains. All volunteers are welcome and encouraged to attend.

# PACEM/Church of the Incarnation Guidelines

Please Note: PACEM is **COED** this year. Incarnation will be hosting up to five women in addition to our male guests. The Women's Restroom will only be used by women and the Men's Restroom will only be used by men. The women will not have access to showers as the shower is in the Men's Restroom. The women's sleeping area will be a separate area accessible from the common dining area.

## **VOLUNTEER/STAFF RELATIONS**

PACEM Shelter Staff Members will always be present when the PACEM guests are in the PAC. The PACEM Staff are trained on interacting with guests who are in the crisis of homelessness and are familiar with the operating procedures of PACEM. Incarnation Volunteers shall defer to the PACEM Staff 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, however, **the PACEM Staff Members should take charge**. Please inform the lead volunteer, Tom Eckman (Incarnation-PACEM Chairman), or Marta Daley (Incarnation Coordinator of Charity) of concerns/questions regarding PACEM Staff Members.

### **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

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 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.
- All volunteers are required to wear masks for the protection of our guests.
- 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., Mrs., Sir or Ma'am).
- 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 (e.g. 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/she is homeless, if he/she has children, if he/she is married or divorced)
- Ask lots of questions
- Take it personally if a guest is non-responsive or does not want to talk
- Push religion or politics