

CHURCH OF THE INCARNATION

# PACEM Volunteer Manual 2025

*January 11, 2025 – January 25, 2025*

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



*“To be homeless is to lack roots, ties to place, and a sense of belonging. Extending hospitality re-establishes this connection.”*

**Richard Hopkins**

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# PACEM History

## HISTORY AND PHILOSOPHY OF PACEM

In 2003, Charlottesville clergy and homeless advocates created PACEM. This was after members of the Downtown Ministerial Alliance (DMA) shared the experience of regularly showing up for work in the morning and finding our homeless neighbors sleeping in the doorways.

The 2004 Homeless Census – now conducted annually by the Thomas Jefferson Area Coalition for the Homeless (TJACH) – supported the experience of the downtown clergy. Dozens of individuals were living in the streets, in the woods, in their cars, in abandoned buildings, behind garbage dumpsters, and/or around churches in the middle of winter.

With a pressing need for shelter, the DMA and TJACH joined together. They gave their grassroots initiative the name PACEM: an acronym for *People and Congregations Engaged in Ministry*, and a Latin word used in several denominational liturgies that means ‘peace’.

Based on a rotating shelter model from Richmond, PACEM opened during the winter of 2004. Having concluded our 19th season in 2022-2023, PACEM has provided more than 192,000 nights of congregate shelter for more than 1,800 of our neighbors who have experienced homelessness.

Along the way, we have learned that homelessness is not simply “house”-lessness. To be homeless is to lack roots, ties to place, and a sense of belonging. Extending hospitality re-establishes this connection.

## PACEM GUIDEPOSTS (2022)

**Mission:** PACEM provides emergency overnight shelter and services during the winter. This is done in partnership with local faith organizations and the surrounding community.

**Core Ideology:** PACEM alleviates the challenges of homelessness through compassionate support, relationship building, and facilitation of services.

**Core Value:** *Respect.* Treat everyone with dignity, compassion, and empathy.

## CORE PHILOSOPHIES

### Being a Low-Barrier Shelter of Last Resort

PACEM is one small part of a larger community safety net, and our guests come from every walk of life. Some of our guests are working and some cannot find jobs. Some of our guests have serious mental illnesses. Some of our guests have given up hope and have turned to drugs and alcohol to try to escape. About 36% of our guests are chronically homeless. The others are in a place of transition and crisis.

It is important to remember that PACEM is a **low barrier shelter of last resort**. We accept people with a criminal record including registered sex offenders, people who are intoxicated, and people who have no place else to go. It is important to remember that when a person comes to us, we are offering shelter and compassionate support. We may need to, at times, suspend someone due to their behavior, but we must always show compassion for the pain that someone is going through during this point in their life.

## **Harm Reduction**

PACEM does not seek to regulate or dictate guests' substance use; we simply ask everyone to abide by community guidelines that support everyone's safety and health. While guests are not allowed to participate in illegal activities on the property, we do not breathalyze, random drug test, or otherwise punish individuals simply for appearing under the influence of drugs or alcohol. Instead, we promote the concept of **harm reduction**, "an umbrella term for interventions aiming to reduce the problematic effects of behaviors."

"At its core," write Logan and Marlatt, "harm reduction supports any steps in the right direction." Harm reduction eliminates the stigma of substance use, emphasizes the relationship instead, and commits to evaluating the systemic factors leading to the cause of the harmful decision-making.

## **Housing Focused Case Management**

Housing is the immediate solution to homelessness. Effective housing-focused case managers possess in-depth knowledge of community services, mixed with genuine empathy and respect for the guests seeking their assistance. Case managers use this expertise and empathy to help guests address the behaviors and patterns that have affected their ability to secure and maintain housing.

Basic goals can include housing, income from benefits and/or employment, money management, stabilization and improvement of physical and/or mental health, and treatment for substance use disorders. PACEM strives in particular to build independence and self-reliance by helping each guest develop relationships with partners in the larger social service system and community.

Likewise, effective housing-focused case managers work to build the organization's ability to link guests to the greater support system and community. PACEM strives to engage landlords, program leads, and others in discussion about housing barriers and ways to balance market or business needs with Guest needs for stable housing. This may include exploration of tenant screening processes, and of housing financial assistance program requirements and eligibility qualifications.

# Prayer for PACEM

A Prayer Volunteer can commit to praying 20 minutes each day for our PACEM guests, staff, and Incarnation parishioners. You can pray any time, anywhere, any way. As we prepare to serve as a host congregation for PACEM, we are counting on the prayer support of our community.

In your prayers, please remember:

- ❖ *All parish volunteers.* Those who will be cleaning, cooking, serving, visiting, washing and folding 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 be strengthened, blessed, and guided in their ministry.
- ❖ *Financial support,* through grants, individual, and/or congregational donations, for the continuation of PACEM next year.
- ❖ *For all of 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 the Charlottesville/ Albemarle area.
- ❖ *For all PACEM guests,* that they feel love and compassion during their time at PACEM. Pray especially for the guests who struggle with addiction and/or mental illness, that they may 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. Pray they receive protection from their abusers.
- ❖ *For agencies,* such as MACAA, the Salvation Army, CARES, On Our Own, and all of the other groups that work to support people dealing with homelessness, poverty, mental illness, addiction, and other concerns. May their staff and volunteers 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 their experiences raise 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.

# Activists on Social Justice

"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 whom 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 Guidelines

Remember that this is a low barrier emergency shelter of last resort. We do not know the backgrounds of our guests. *Children should be supervised by adults at all times and a single adult should never be left in a room alone with a guest.*

## **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, RN, LPN, or MD).
- Assignment of cots or sleeping space.
- Passing out extra blankets or clean linens.

In these situations, the assistance of volunteers may be needed and greatly appreciated, but the PACEM staff should take charge. Please inform the Lead Volunteer, Tom Eckman (Incarnation-PACEM Chairman), or Marta Daley (Incarnation Coordinator of Charity) of any questions or concerns regarding PACEM staff and operation.

### **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 the PAC when 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 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:

- **According to the Diocese, all children under the age of 18** 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.
- **Masks will be optional (subject to change).**
- Two volunteers should be present when accessing the storage room, kitchen, or any enclosed room, other than the main area. DO NOT allow PACEM guests in the storage room.
- DO NOT give any guest special treatment, this can 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. Just be yourself.
- Dig for personal information or ask a lot of questions. For example, "Why are you homeless?" "Do you have children?" "Are you divorced?" and etc.
- Take it personally if a guest is non-responsive or does not want to talk.
- Push religion or politics.

### *FINALLY,*

- Have fun and be flexible.

# Lead Volunteer Instructions/Nightly Schedule

*The schedule for the Lead's date will be put in an envelope with instructions. Please pick it up from the PACEM table.*

## 1. Contact the volunteers listed for your day.

- It is the responsibility of the Lead Volunteer to contact all the people signed up on their schedule (except for the Prayer Volunteer) two or three days before their day of service.
  - The Lead Volunteer should remind the other volunteers for their date of their commitments.
- Make sure to call/coordinate with the Food Captain a few days in advance to 1.) remind them to contact their cooks and 2.) find out if they plan to stay to 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 valuable asset 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 preferable for the Lead to be highly visible and interacting/orienting folks vs. working the preparation operation in the kitchen (both typically happen 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.

## 2. Pick up keys from the lockbox.

- The Lead Volunteer can get the keys from a secure lockbox located on the outside of the PAC building. Lead Volunteers will get the lockbox code from the Lead Volunteer Coordinator.
- If the Lead Volunteer needs assistance with using the lockbox, they may go to the Parish Office between the hours of 8:30AM – 4:30PM, Monday through Friday.

## 3. Arrive at the PAC at 5:00PM.

- Upon arrival, the Lead Volunteer will **brew 50 cups of coffee** in the silver coffeemaker.
  - Use 2 ½ cups of ground coffee.
  - The coffee is in the large can on the counter next to the sink and the coffee maker is on the round beverage table in the corner.
- While the coffee is brewing, 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.
- Check the smoke detectors. There is a smoke detector check sheet on a clipboard in the kitchen. Double check that the cleanup person has initialed for checking them earlier. 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.)

#### 4. Greet the dinner crew and get set up to serve dinner.

- The Cooks and Dinner Serving/Clean-up Volunteers will arrive at 5:45PM.
- Please ask **all volunteers to sign-in**, using the sign-in sheets in the white binder near the side door, and get a name tag. PACEM needs to keep track of how many volunteers participate.
- 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 is delivered in non-disposable containers and is labeled with the owner's name and phone number. You will need to let the Food Captains or Cooks know that they can come by the following evening to pick up their pots/pans/containers with any leftovers.
- Before guests arrive, make sure enough plates and silverware are set out on the serving table (available in the cupboards and drawers around the sink).
  - Remember that between guests, volunteers, and PACEM staff, we may have as many as 35 people eating each evening.
  - Serving utensils can be found in the drawer to the left of the sink.
- Take a look at the tables where guests will eat and wipe the surfaces if necessary.

#### **The dinner set-up for serving should be as follows:**

**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:** Dinner 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. Fill a pitcher with water, and make several pitchers of iced tea or lemonade. Coffee should be available on the round beverage table. There is milk if someone wants it but some is needed for breakfast. We will be using real mugs and glasses for beverages.

#### 5. Greet the PACEM guests and make the nightly announcements.

- Guests arrive around 5:20-6:30PM (**exact time is TBD**).
  - The PACEM guests and staff will arrive by CAT Bus or by walking.
  - **The guests will be signed in by PACEM staff** between 5:15PM and 6:20PM each evening (depending on weather and traffic). The guests don't all arrive at the same time.
  - On Sundays, Incarnation will provide van transportation.
- Please introduce yourself to the staff so they know who is the Lead Volunteer for that evening. The PACEM staff wear easily identifiable clothing (usually a blue vest).
- 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/Clean-up Volunteers introduce themselves, welcome the PACEM guests, and **make the following announcements:**

## ANNOUNCEMENTS:

- Point out the building's emergency exits. In the case of a fire, all guests will gather in the parking lot near the main church building.**
- Laundry**: We have ~2 (check the list to see how many are signed up) volunteers who will be arriving around 7:00-7:30PM each night to take personal laundry. In most cases, the laundry will be returned the following evening. Ask the guests to place their laundry on the bench before 7:00PM for pick up. ***There is a laundry limit of 6 bags/night.*** Guests should also be encouraged to do their laundry at the Haven.
- Showers**: There is one shower in this building. There will be twelve 15 minute shower slots available from 7:00-10:00PM each night. Please ask the male guests to sign-up on the sheet on the wall behind the towel table.
- Bathrooms**: The bathrooms are next to the kitchen. Both are available for use.
- Phone**: There is a phone in the kitchen that is available for use. Please, limit your calls to 10 minutes and make local calls only. If you'd like to use the phone, please see the Lead or Overnight Volunteer.
- 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 11:00PM.*** 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. Do not place other laundry in the 'used towels' basket.
- Clean-up**: We're using real plates, cups, and silverware. After dinner, please scrape your plate into the trash and **put your plate, silverware, and cup on the cart near the kitchen.**
- Invite one of the guests to say grace before dinner.**

## 6. Serve dinner.

- After grace, invite the PACEM guests 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 are enough drinks and dessert plates available.
- While the guests are eating, check in with the PACEM staff about the number of guests arriving late and needing 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 sit down and have dinner with the guests.**

## 7. Clean-up.

- When guests are finished eating, they should scrape their plates into the trash and place their plates/cups/silverware on the cart near the kitchen.
- If the Serving/Clean-up Volunteers need help, help them with 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, 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.

## 8. Oversee the showers.

- **Only the men will be allowed to shower.**
- This process pretty much takes care of itself but keep an eye on it to make sure things are moving along.
- There will be a sign-up sheet on the door.

## 9. Greet the Laundry and Evening Activity Volunteers.

- Please note that there is not an evening activity every night.
- On nights when there is a planned activity, Evening Activity Volunteers will arrive no later than 6:45PM, though some may arrive earlier to join the guests for dinner.
- When E.A. Volunteers arrive, please 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 most guests go to bed early, there is not a big need for lots of evening snacks.
  - It is optional to set out juice with the evening snack, it is kept in the “dinner” fridge.
  - Snacks can be placed on the large folding table where dinner was served.

- Laundry volunteers should arrive between 7:00-8:00PM.
- 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 clothing items.
- The Lead Volunteer will write the guest's name and cot number in large, legible letters on the bag and keep it in a corner in the kitchen until a Laundry Volunteer comes to pick it up.

#### 10. Greet the Overnight Volunteers.

- **The Overnight Volunteers should arrive no later than 9:00PM.**
- When the Overnight Volunteers arrive, welcome them, and invite them to put on a nametag.
- The overnight will not be preparing lunches for the guests this year as they will be eating lunches at the Haven.
- Remind the Overnight Volunteers to put away leftovers from evening snack (juice goes in the dinner fridge).
- Orient the Overnight volunteers regarding breakfast.
  - Breakfast foods are either inside 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 if you didn't put it back in the lock box.
- Before leaving, make sure that the kitchen is clean and check in with the PACEM staff to make sure all is set for the night.
- The Lead Volunteer should be able to leave no later than 9:15PM, though you're welcome to stay and hang out with the guests later if you'd like.

# Overnight Volunteer Instructions

*The schedule for the Overnight's date will be put in an envelope with instructions. Please pick it up from the PACEM table.*

## 1. Arrive at 9:00PM.

- Sign-in using the sign-in sheets in the white binder on the counter in the kitchen.

## 2. Clean-up evening snack & get ready for bed.

- About 10:00PM, put away any leftover food or beverages from the evening snack (drinks in fridge, food on snack table or fridge as needed).
- Overnight Volunteers will sleep in the kitchen.
  - **A cot and blanket will be provided. The overnight is welcome to bring extra bedding such as a sleeping bag/mat or pillow.**
  - Earplugs are also recommended – PACEM guests have been rumored to snore.
- **Lights out is at 11:00PM.**
  - Before going to sleep, let the Overnight PACEM staff know when you would like to be awakened in the morning.

## 3. Make the morning coffee by 5:00AM.

- It is recommended that you get up at 4:15AM. The coffee takes 45 minutes to brew.
- The coffee can be set up the night before so that it only needs to be plugged in.
- Use ½ cup of coffee per 10 cups of coffee. **Make about 40 cups worth.**
  - The silver coffee pot is on the round beverage table, the coffee is in the kitchen next to the sink, and disposable cups/lids are on the shelf to the left of the stove.

## 4. Set out breakfast by 5:30AM.

- Set out food for a light breakfast.
  - Milk, orange 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 toaster on the table so the guests can make their own toast.
  - Disposable bowls and spoons for cereal are on the shelf to the left of the stove.
- Set out the home-made sandwiches and plastic bags.
- Please keep an eye on the guests to make sure they are taking a reasonable amount of breakfast (e.g. no more than 2 or 3 granola bars or muffins), so there is enough to go around.

## 5. Guests wake-up & departure.

- **Monday through Friday, the guests will be getting up around 5:45AM.**
  - Wake them by raising the lights on. Usually, the lead PACEM representative wakes up the guests.
- Guests should leave the PAC by 6:30AM (7:00AM on Saturday and Sunday).
- After the guests leave, clean-up from breakfast.
  - Dump coffee, put milk/juice back in the fridge, wipe down the table, empty the trash and lock up.
- Place the key in the lock box.

# Food Captain & Cook Instructions

*The menu for the Food Captain's date will be put in an envelope with instructions. Please pick it up from the PACEM table.*

As a Food Captain, you are to call and remind folks that they are scheduled to serve at least 2 days before your volunteer date.

- **Ensure that all dinner foods are brought to the PAC by 6:00PM.**
  - 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 35 people a night could be dining with us.
  - Please also consider that some guests don't have good teeth and might 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.
- Cooks-Do not bring serving utensils, there are plenty in the PAC kitchen, Cooks do not need to bring them.
- If food is brought in non-disposable containers (pots, pans, trays, tupperware, etc), please mark all containers with a last name and phone number with masking tape.
  - If non-disposable containers are not labeled, we cannot ensure they will be returned to you, therefore, please label them.
- 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.



# Dinner Serving/Clean-up Volunteer Instructions

*Dinner Serving/Clean-up Volunteers are to arrive at the PAC by 5:45PM.*

## DINNER SERVING

- You will be greeted by the Lead Volunteer. Please sign-in and get a nametag.
- Please set out cups/mugs on the beverage cart with 1 gallon of milk. Ensure that the water pitcher is full and that the coffee has been brewed.
- Set out two stacks of plates on the large folding table (at least 35) and put silverware (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.**
- Dinner service will start after the majority of the PACEM guests have arrived, the Lead Volunteer has done the welcome and announcements, and grace has been said.
  - 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 5 (3 people serving and 2 people with guests and doing dishes).

## CLEAN UP

- After dinner, PACEM guests will scrape their plates and put them in the cart.
- 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.
- 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, Dinner Serving/Clean-up Volunteers are free to leave, though they are welcome to stay longer and help with the evening activity, or spend time with guests.

# Daily Cleaning Volunteers

If you are doing daily cleaning on a day when the Parish Office is open, please try to clean during office hours (Mon-Fri from 8:30AM-4:30PM).

If you are cleaning on weekend when the Parish Office is not open, or can't make it during office hours, please contact Tom Eckman for the code to the lockbox.

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

## CLEANING LIST:

- Mop the PAC (especially the side where dinner is served). The mop for the floors is in the kitchen.
- Sweep the kitchen floor.
- Vacuum rugs at the doorway. The vacuum is in the back closet.
- In the bathrooms, disinfect the showers, clean the surfaces of the sinks and the toilets, and clean the toilet bowls. Sweep the bathrooms as needed.
  - A toilet brush is located in the men's bathroom. Other cleaning supplies are in the kitchen closet next to the snack table.
- If surfaces in the kitchen are dirty, wipe them down with a damp rag (rags available underneath the kitchen sink).
- If tables in the main room are dirty, wipe them down with a damp rag.
- Dirty rags can be placed in the yellow laundry basket to be washed.
- If anything in the PAC appears to be damaged or broken, please contact the Parish Office (434-973-4381) immediately and then call Tom Eckman's cell phone at (434-604-6036).

**Prior to leaving, the Daily Cleaning Volunteer will check the three smoke detectors.**

This can be done by pushing the test button. The daily log and the diagram showing the location of the alarms are on a clipboard in the kitchen. **Please initial the check sheet if the detectors are working properly.** *Leave a note if they are not.* There is a 3-foot dowel that you will use to push the alarm test button.

# Laundry Volunteer Responsibilities

*As a laundry volunteer, you wash the clothes of one individual guest.*

- You are to arrive at the PAC around 7:00PM and find the Lead Volunteer.
- 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 Volunteer

- Pick up the towels in the morning on the day that you are scheduled.
- You can get the key for the PAC from the Parish Office during regular office hours (Mon-Fri from 8:30AM-4:30PM).
- The towels should be returned by 7:00PM that same day.

## Wednesday & Saturday Laundry Procedure:

*The linens (sheets and pillowcases) will be changed according to the guests's preferences. Additionally, they will be changed if a guest has an accident or if a new guest comes to stay.*

**Therefore, laundry will be taken to the designated laundromat on Wednesdays and Saturdays.**

On the 2nd Saturday, an announcement will be made asking guests if they would like their linens to be changed. If yes, they should do this before they leave on Saturday morning.

On the 3rd and last Saturday, **all** of the laundry will be taken according to the Last Morning/Transfer procedure.

# Sandwich, Egg & Drink Volunteers

*Each of these items is to be brought on the date signed-up for.*

## **LABEL YOUR ITEMS!**

- If this is a cooked item, please put the date that they were prepared (ex. Prepped-1/5/24).
- All items should be labeled with the date they are to be served on (ex. Serve-1/6/24).
- All items should be labeled with the volunteers LAST NAME.

*Drop-off during the day:* These items can be put in the refrigerator in the Parish Hall during office hours (Monday-Friday between 8:30AM-4:30PM).

## **Sandwich Volunteer Responsibilities**

- Our guests enjoy having fresh sandwiches.
- The volunteer is to 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 the guests can add according to their preferences.
- Sandwiches should be placed in a paper bag and marked with the date that they were prepared.

## **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 label the container with the date that they were cooked.

## **Orange Juice Volunteer Responsibilities**

- Orange juice is served for breakfast, after dinner, and occasionally in the evening.
- Each volunteer will bring 2 gallons of orange juice.

## **Milk Volunteer Responsibilities**

- PACEM guests will have milk with breakfast, after dinner, and in the evening.
- Each volunteer will bring 2 gallons of milk.

## Evening Activity/Snack Volunteer

*As an Evening Activity Volunteer, it is your role to interact with the guests after dinner and before bed. **Providing a snack is optional.** (Please note there isn't an EA/SV every night.)*

- Sign-in using the sign-in sheets in the white binder on the counter in the kitchen.
- **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.
  - 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 make sure that the volume is not too high (as some guests will be trying to sleep).
  - Please be aware that many guests will be tired and go to bed shortly after dinner.
    - Don't feel discouraged if only a few of the guests want to participate in a planned activity.
    - Don't try to force guests to interact if they want to be alone.
- **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.
  - The 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.

# Guest Transportation

This year PACEM guests will be using the City Bus service to get to and from the PAC. They can use Bus 11 and Bus 5. Bus services are offered starting at 6:00AM Monday – Saturday.

*There is no bus service on Sundays.* We are planning to provide van transportation to bring the guests downtown and therefore, will need a driver to make several trips on Sunday morning. We are also planning to pick up the guests on Sunday evenings at the HAVEN to transport them back to the PAC. This is a big change from our last hosting. We will need Van Drivers on Sunday.

## Sunday Van Driver Responsibilities

*The Lead Volunteer will work with the Van Driver to provide instructions regarding the vehicle.  
\*Masks will be optional.\**

### SUNDAY MORNING

- **Arrive at the PAC at 5:45AM.**
- The overnight PACEM staff member will assist in gathering the guests for the van.
- Load the van up to capacity and then drive guests to the Haven.
- Drop them off at the front of the Haven and then return to the PAC to pick up another group.
- Repeat this process until there are no more guests that require transportation.

### SUNDAY EVENING

- **Arrive at the PAC at 4:30PM.**
- Drive to the Haven to pick up your first group.
- Load the van up to capacity and return to the PAC.
- Drop the guests off at the front porch.
- Go back to the Haven and pick up another group. Inquire about whether another trip is required.
- Return to the PAC and drop the PACEM guests off.
- Repeat this process if a third trip is required.

## **PACEM Set-up Checklist**

- Arrange for the arrival of cots. See PACEM schedule for contact for previous church.
- Vacuum if needed.
- Separate the main PAC spaces into an 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 total) and make each bed with sheets, a blanket, and a pillow with a pillowcase.
- Ensure that the kitchen is clean and that 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) inside and on top of the fridge.
- Ensure that there is an ample supply of 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 the kitchen for laundry.
- Set out clean towels for showering.
- Set up the beverage table with the yellow cooler, coffee urn, mugs, cream, sugar, disposable and real mugs, and drinking glasses.

## **PACEM Break-down Checklist**

- On Thursday before the final move, contact the next church on the PACEM schedule and plan for delivery.
- Remove sheets from cots and deliver dirty linens to the laundromat.
- 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 the next host site.
- Ensure the kitchen is clean and the cleaning supplies are stocked.
- Clean the bathrooms.
- Give away any leftover food (nonperishable can go to the food bank, perishables can be sent home with volunteers) and clean the refrigerators.
- 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 asked the parish to donate the following items:

- 10 boxes of cereal (Cheerios, etc.)
- 5 cans of ground coffee (regular)
- Packets of powdered hot cocoa
- 1 box of microwave popcorn
- 1 bottle aspirin
- 5 loaves of bread for toast
- 2 jars of jelly
- 2 bottles of men's multivitamins

After an inventory the donated items is taken, the needed items will be bought from Sam's Club:

- Powdered hot cocoa
- Instant tea
- 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)
- Salty snacks
- Margarine
- Ketchup
- Mustard
- Mayonnaise
- Napkins
- Drum liners
- Rubber gloves, Clorox spray and wipes
- Bathroom cleaner

# The Last Morning/Transfer to the Next Host

**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.

*Please have at least 5 volunteers present to help load.*

**Clean Linens & Cots:** Please make sure that any unused pillows, sheets, towels, and extra cots are brought out of storage and left ready for transfer. 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.

**Dirty Linens:** Dirty/used linens and towels should stay separate from clean laundry. Instead, place it into used pillowcases or labeled, heavy duty trash-can liners. Do not bundle dirty laundry in sheets. All of the dirty linens will be taken to the laundromat for cleaning.

**Cot Drop Off:** The timing will be coordinated with the next hosting church/facility. The truck will first be taken to the next church to drop off the cots/clean laundry. Then the dirty laundry will be taken back to the laundromat.

## List of Items to be Transported by the Host:

- Sheets
- Cots
- Blankets
- Towels
- Pillows
- First Aid Kit Box
- Volunteer Box

# Miscellaneous Information

**Emergency Contact:** In case of emergency, please call Tom Eckman.

Cell (434-604-6036) Home (434-295-3015)

**Thermostat:** The thermostat is on the far wall of the PAC. It should be set at 70 degrees, there should be no need to adjust it.

**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, they should not throw them in the bushes or on the ground. There is no smoking after 9:00PM. 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 kitchen cupboard underneath the sink. 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. A plunger and toilet scrub brush can be found in the men's bathroom.

# Lockbox Instructions

The lockbox is at the bottom part of the wooden door that is located on the front left-hand side of the PAC. The lockbox contains a set of keys that open the PAC.

This is how the box works:

- Lower the black cover to expose the 4 numbered tumblers.
- Move them to the code position. Make sure they are even horizontally.
- Then pull down the dark bar left of the numbers and the box should open.
- Take out the keys.
- Close the box.
- **Mix up the numbers.**
- Raise the black cover.

*Only the Lead and Overnight Volunteers will have this code.*

The Lead will get the keys from the lockbox and give it to the Overnight Volunteer. It is the Overnight Volunteer's responsibility to put the keys back in the lockbox. Tom Eckman will check every morning to make sure that the key is in the lockbox.

The Cleaning Volunteers will get a copy of the key from the Parish Office during normal operating hours. If it is on a weekend, please contact Tom Eckman.

# Smoke Detector Daily Log

Date	Day	Smoke Detector #1	Smoke Detector #2	Smoke Detector #3
		(Kitchen above door)	(Outside shower door main hall)	(Front ceiling – right of main door)
Jan 6	Saturday			
Jan 7	Sunday			
Jan 8	Monday			
Jan 9	Tuesday			
Jan 10	Wednesday			
Jan 11	Thursday			
Jan 12	Friday			
Jan 13	Saturday			
Jan 14	Sunday			
Jan 15	Monday			
Jan 16	Tuesday			
Jan 17	Wednesday			
Jan 18	Thursday			
Jan 19	Friday			

**If OK, initial for each detector.**

- The Cleaning Volunteer will check by using the 3 ft. dowel rod to push the alarm button.
- The Lead Volunteer will check the log to make sure the alarms have been checked.

# Smoke Detector Locations

