

Compassionate Encounters, A Workshop for Volunteers

March 6, 2020

Presenter, Tim Welsh, LCSW

Engagement Handout, adaptable for specific needs

Introduce

“Hello, my name is _____. (Give them choice to introduce themselves or not.) I am a church member/Volunteer here. “

Ask

“Are you in need of any help?”

“Are you experiencing homelessness? (or Are you without housing right now?) How long have you been homeless? Have you been assessed by the Common Assessment Team?”

Provide & Educate

Be clear with what you can and cannot help with

“Would it be alright if I gave you some resource information?” (Provide them with resource information. Preferably tailored to their needs)

Or if the person appears to not be able to manage to follow directions, ie not familiar with downtown or the shelters you could see if they would be open to talking with an outreach worker:

“Are you familiar with Saint John’s outreach team (Tiny?) I can see if they could come and meet with you.”

“I am sorry but we cannot let anyone stay here on Church property. You are welcome to come to our church services on X Y Z. “

Final Steps

- If the person leaves but returns at another time in the future, remind them again of policies and ask if they need any other additional help.
- If the person is resistant to going, “We do not want to call the police, so please go ahead and leave.”
- 911 if person is unsafe, or having medical emergency.

Remember: Consistency and follow through are essential