

## **Guidelines for Assisting the Homeless and Persons with Significant Needs**

### INTRODUCTION

Occasionally, homeless persons and persons with significant needs stop by the church for assistance and help. We wish to be responsive to their needs to the extent of our time and financial resources. While each situation will be slightly different, the following guidelines are provided to assist members who are first contacts.

#### A. Inquiries

1. Inquire about their needs and how we might help.
2. If they are interested in a Bible Study Class, take them to the class; introduce them to the teacher, etc.
3. If you are unable to immediately respond to their needs, contact a member of the staff for assistance.

#### B. Requests for money/financial assistance

1. Instead of giving homeless money (except in very rare circumstances) direct them to various agencies such as
  - a) AIM 972-1704
  - b) LoveINC 977-7777
  - c) Salvation Army 295-4058
2. Occasionally, out of town persons are stranded in Charlottesville without funds.
  - a) If the request of the individual seems authentic, try to find someone to take them to the bus station and purchase a one-way ticket for them.
    - i. The church will provide reimbursement for modest bus ticket expenses when said expense is approved by a member of the church staff.
    - ii. Ticket should be purchased with a credit card, if practical, to eliminate the possibility of an exchange of the ticket for cash.

#### C. Requests to use UBC facilities

1. Remain with the person and do not let them wander around the building. If one of the ministers is not available, contact an usher for assistance.
2. If the person seeks to use one of the church rest rooms, direct them appropriately and remain outside in order to make certain they do not wander around the building alone. We need to be sensitive to the safety of our environment at all times.
3. Our shower facilities are available on the Ground Floor and may be used, with the concurrence of a member of the staff, when no other services being held in the building.