

# Proposal for Future Design of Helping Hands and Good Samaritan

## Community Ministries Team

Draft: March 25, 2021

Proposal: We propose that the Helping Hands ministry and the Good Samaritan Ministry be integrated into one local outreach ministry and be located together in the basement. This integrated ministry would focus on the needs of people who are unhoused or of low income. We propose the location of this ministry be in the parlor, the Hyland room, and one office, the office by the tunnel door. The Parlor would house the Helping Hand client room, the Hyland room would serve as the Helping Hand sorting room, and the office would serve as the Good Samaritan conversation room. The possible name for this integrated ministry might be "Helping Hearts".

Rationale for the Proposal:

- The Helping Hands and Good Samaritan ministries for the most part serve the same people. Often people come into the HH room and after getting their socks (etc.) ask for a "bus pass" or begin to share a problem they are hoping HH people can help them resolve and HH workers then direct them upstairs to GS. And often people speaking with GS workers ask for a blanket or socks and they are referred to HH. The needs of the people HH and GS serve are often intertwined.
- The present location of the HH ministry is in a small room which cannot accommodate the number of people who come to get help from the HH resources. The cramped quarters make movement around the room very difficult. The restriction of movement sets up problems of people bumping into each other, or having to wait until another person leaves a particular aisle before they can walk to the clothes they are seeking, or people stopping at the door and upon seeing the "crowd" bunched together turning around and leaving. Moving around in this crowded space often escalates into frustration, tensions, and sometimes lashing out at others.
- The present location of the GS ministry is in the church office area. This often brings a constant flow of people coming into the church office to get help from the GS workers. This puts a big burden upon church office workers who have to stop the work to which they are attending to respond to people coming in to meet with GS. Such interruptions are hindering the office workers from getting their work done.

Processes for Serving:

- People will come into the building through the tunnel door and be met as they come for check in
- Upon entry persons will be asked what they are seeking and then be directed to either the clothing room or to a GS worker (or both) given their needs
- People will exit through the South door during hours of both HH and GS opening and will exit through the tunnel door during hours of only GS opening
- Rest room door will be blocked and not open for use
- On days or hours when only GS is open two to three people from the GS/HH team will be present in the basement area, at least one of them being a security person. If only one person can be present, GS will not open.

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This proposal addresses a new framework for HH and GS. It does not name or fully explain the normal practices which will continue in the future, practices like: outside safety monitor, number of people in the room, check in and check out processes, limits on items taken, record keeping of persons served, etc. In addition the use of Room 101 and the East Dining Room would continue as storage for toiletries, clothing waiting for placement in the client "store", and for 4 months of the year, the Christmas program.

The need for safety both for volunteers and clients requires some modification of the office space along with these uses of the corner basement area:

- Installation of two windows into the office; one in the wall between the office and the hallway into the parlor and one in the wall between the office and the parlor
- Locking of the door by the stairway to the upstairs when GS is open and HH is closed
- During the hours in which both HH and GS are open people will be exiting through the South door so blocking off the driveway alongside the church during that time would be a strong safety move
- The safety person is outside the tunnel door when HH and GS are both open and is inside the building when only GS is open to answer the door and help people in the waiting area

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Postscript:

This proposal addresses the work of HH and GS when we are able to open after the Covid crisis. In this post-Covid setting if masks and social distancing are still required they will be operative in this ministry.