



# OUTREACH PARTICIPANT HANDBOOK

VOL. 2 — MARCH 18, 2023

# CONTENTS

<b>CONTENTS</b>	<b>2</b>
<b>1. Introduction</b>	<b>3</b>
<b>2. Missional Theology</b>	<b>4</b>
<b>3. Programs</b>	<b>5</b>
The Asbury First Community Outreach Center	5
Hot Meals	5
Groceries	5
Community Garden	5
Healthcare	5
Clothing & Essential Items	5
Social Work	5
Off-Campus Organizations We Support	6
Help Me Read	6
Miracle Garden	6
Project Chacocente	6
Family Promise	6
Keeping Our Promise	6
Cameron Ministries	6
Habitat for Humanity	7
<b>4. Opportunities</b>	<b>8</b>
<b>5. Covenant</b>	<b>10</b>
VALUES	10
GUIDELINES	11
COMMITMENTS	11
<b>APPENDICES</b>	<b>13</b>
<b>A. What To Do When...</b>	<b>13</b>
<b>B. Staff Contacts</b>	<b>14</b>
<b>C. Emergency Response</b>	<b>15</b>

## **1. Introduction**

Grace & Peace!

Thank you so much for your interest in serving with the outreach ministries of Asbury First United Methodist Church. All of our outreach programs depend on volunteer time, energy and labor. We would not be able to offer our neighborhood the same kind of hospitality, solidarity and compassion without our dedicated community of servant-leaders.

The following materials are intended to help you prepare to serve as a volunteer in our various outreach ministries. Our volunteer opportunities are varied and numerous. Most of the practical training happens “on the job,” but this handbook outlines our different programs, our motivations for doing this work, the covenant and commitments we share as a community, and important safety information. We ask that every volunteer read this document, paying particular attention to the Volunteer Covenant which will need to be signed and returned or submitted online. This covenant holds us accountable to our neighbors, to each other and to our vision of the Kingdom of Heaven on Earth.

In addition to this handbook, periodic volunteer orientations will be offered at the Asbury First Community Outreach Center (1010 East Avenue). All active volunteers are required to attend one of these orientations within their first year of volunteering. We will advertise dates and times of these orientations as they are scheduled.

We are grateful for your willingness to give of yourself to our community. As Methodists, we believe that the daily action and practices of our faith are means of grace through which God works in us. May we each be transformed as we seek to join God in transforming the world!

In Hope,

Rev. Pat Dupont

Minister for Outreach & Director of the Community Outreach Center

## 2. Missional Theology

As followers of Christ, we believe that we are called to participate in God's building of the Kingdom of Heaven on Earth. The example of Jesus Christ shows us that the Kingdom of Heaven is a place where the hungry are fed, the sick are made well, the homeless are sheltered, and the naked are clothed. It is a place where the imprisoned are set free, where debts are forgiven, and where all oppression will cease. We participate in the building of this Kingdom through **works of compassion & justice**.

**Works of compassion** are efforts designed to directly meet the immediate needs of victims of poverty and oppression such as offering meals, clothing, and medical care to anyone and everyone without cost.

**Works of justice** are efforts designed to address the ongoing existence of poverty and oppression in our world such as grassroots organizing, advocating for policy change, challenging unjust systems and structures that keep people poor, and creating just alternative communities and systems.

The distinction between works of compassion & justice is of course not hard and fast. These concepts necessarily overlap. We recognize that historically even the most well-intentioned charitable efforts have often failed to sufficiently consider the reality of systemic injustice, sometimes upholding or even strengthening imbalances of power rather than challenging them. For this reason, we seek to ground our outreach in an ethic of **solidarity**. We are called to stand alongside those whom we serve, to cultivate relationships and partnerships, to treat every person with respect and dignity. We are called to recognize that the well-being of our community is inextricably bound with the well-being of every individual person within it – especially those who have been most marginalized.

### **3. Programs**

*All of our outreach programs are made possible by the labor of dedicated volunteers. There are a number of ways to support our outreach work varying from hands-on staffing to behind the scenes support. Below is a list of the different ways we aim to live out our missional theology on and off our East Avenue campus. Please feel free to reach out for more information about a specific program.*

#### **The Asbury First Community Outreach Center**

##### **Hot Meals**

We provide hot breakfasts on certain weekdays and a hot lunch on Sundays. Alongside the meals there are also various opportunities for members of our community to take showers, launder clothing, receive haircuts, and have bicycles repaired.

##### **Groceries**

Our Grocery Program is a partnership with other city churches to deliver around 80 grocery bags/month in a grassroots and neighborhood-focused way. The program also supplies monthly deliveries of groceries to refugee families through a partnership with *Keeping Our Promise*.

##### **Community Garden**

Volunteers tend our garden and deliver fresh produce to food programs both on and off the Asbury First campus. This allows us to increase access in the community to fresh quality healthy foods.

##### **Healthcare**

Our UR Well Clinic is a partnership with the University of Rochester that gives medical students hands-on clinical experience and provides free primary care visits to anyone in the community.

##### **Clothing & Essential Items**

Our Storehouse provides clothing, household goods, and essential items to thousands of individuals and families a year. Our 'Customer Choice' model allows our neighbors to select their own items for themselves and their families.

##### **Social Work**

Our social worker helps to refer guests to other agencies should they have needs that we cannot directly meet. When funding is available, our social worker also receives and processes requests for emergency financial assistance to cover rent and utilities.

## **Off-Campus Organizations We Support**

### **Help Me Read**

The Help Me Read program provides a one-on-one approach to helping children in grades 1 – 6 read and maximize their academic pursuits. Asbury First volunteers collaborate with Help Me Read staff at School #17.

### **Miracle Garden**

Miracle Garden was founded to provide a home for children orphaned by the 2004 tsunami in Theethipalayam, India. Today, Miracle Garden houses more than 38 orphans who often have been victims of violence or trauma. Children study at the Miracle Garden Christian School on site and are joined by many children from area villages.

### **Project Chacocente**

Founded in 2003 by United Methodist missionary Cheryl Avery in response to the pleas of a visiting group of youth from the Upper NY Conference, Project Chacocente originally formed a contract with ten families living in the Managua city dump. After relocating to nearby farmland, the families built a Christian community and now own homes they themselves built. Due to government restrictions, Project Chacocente now works with Acts 1:8 continuing to meet the immediate needs of the Chacocente community and other Nicaraguans living in poverty.

### **Family Promise**

Family Promise of Greater Rochester (formerly RAIHN), is a non-profit, non-denominational group of faith communities in Rochester who help homeless families achieve sustainable independence. Pre-Pandemic, Asbury First would host families on our campus. As Family Promise's model has shifted away from congregational hosting, our volunteers continue to support the program and families in new ways.

### **Keeping Our Promise**

Keeping Our Promise, Inc. is the most comprehensive resettlement program for Afghan, Iraqi and Kurdish interpreters and support personnel in the United States today. Based in Rochester, NY, they assist with initial visa applications under the Special Immigrant Visa Program. Once visas are granted, they find and furnish our allies' first apartments, and help with finding employment. We help with a modest vehicle to get to work. Caring Circles help fully integrate families into their new lives so they can quickly become contributing members of the Rochester, NY community.

### **Cameron Ministries**

Cameron Community Ministries is an outreach community center in the Lyell-Otis neighborhood of Rochester, NY. For over 35 years, Cameron has been offering many programs to support families and children in the area. As an extension of Cameron's current youth programming, the Teen Center serves teens from 7–9th grade and provides field trips to college campuses, regular tutoring, social emotional learning curriculum, etiquette skills, personal health and hygiene skills, inspirational/motivational speakers, financial literacy, physical recreation, and much more.

**Habitat for Humanity**

Since 2005, Asbury First, in conjunction with the Harvest Home coalition of churches, has completed seven homes in the JOSANA neighborhood. The congregation has generously provided both volunteer hours and financial support to help transform the lives of families in the community.

## **4. Opportunities**

*The following is **not an exhaustive list** of ways to volunteer in the Community Outreach Center. It is a broad overview of consistent volunteer opportunities designed to give people an idea of the many different ways they might be able to support the work of the Center.*

<b>Dining &amp; Caring Center</b>	Greeting
	Dining Room
	Hairdresser
	Showers & Laundry
	Bicycle Repair
	Kitchen
<b>Storehouse</b>	Sorter
	Receptionist
	Shopper Assistant
	Greeting
<b>Grocery Bag Ministry</b>	Grocery Packing
	Pick-ups & Deliveries
<b>UR Well Clinic</b>	Greeting
	PPD Reading
<b>Community Garden</b>	Gardening
	Pick-ups & Deliveries
<b>Center-wide</b>	Greeting/reception



	Volunteer engagement & coordination
	Resource development
	Flower bed Gardening
	Emptying donation building

## 5. Covenant

*Note: While Asbury First United Methodist Church is a practicing Christian community in the Methodist tradition, volunteers do not need to profess Methodist faith, Christian faith, or any faith. The values stated below reflect our Christian identity, but are not intended to exclude non-Christian volunteers. We are grateful for our diverse volunteer population!*

### VALUES

*The Outreach ministries of Asbury First U.M.C. seek to embody these values:*

<b>Love</b>	All our actions testify to our love for God and for all people.
<b>Community</b>	We welcome a sense of community and partnership with everyone. The safety and wellbeing of all of our neighbors is important to us.
<b>Sharing</b>	God has bestowed gifts upon us and others; we share these through fellowship, hospitality, and service.
<b>Faith in Christ</b>	As disciples of Jesus Christ, we model our lives on his words and deeds.
<b>Justice</b>	We believe all people are equal, deserving of having their immediate needs met with dignity and their injustices and inequities addressed righteously.
<b>Stewardship</b>	We are called to be good caretakers of ourselves, our resources, and the world God created for us all.
<b>Joy</b>	We share and experience the promised joy of life.

### GUIDELINES

*The work of our programs is directed by the following guidelines:*

<b>Ambassadors of God</b>	<i>“Do not forget to show hospitality to strangers, for by so doing some people have shown hospitality to angels without knowing it” (Hebrews 13:2)</i>  We believe that our neighbors who come as guests of our programs are ‘Ambassadors of God.’
<b>Personalism</b>	People know their own wants and needs better than we do. We will not infantilize others or assume that we know what is best for someone better than they do.

<b>Stewardship</b>	The goods and services that we provide do not belong to us. We are only stewards and have a responsibility to share them with our community.
<b>Abundance</b>	We reject scarcity-thinking that suggests that resources must be hoarded, protected, or frugally rationed and instead embrace a mentality of abundance. We believe that there is enough for everyone and trust that empty storerooms will fill up again.
<b>Education</b>	We are all students. Through service in community we learn about God, humanity, poverty, injustice, others and ourselves. We do not have all the answers.

## COMMITMENTS

*Participants in the Outreach ministry of Asbury First U.M.C. commit themselves to:*

<b>Humility</b>	<p><i>“The way to Christ is first through humility, second through humility, and third through humility.” – St. Augustine</i></p> <p>None of us is perfect. We all have blind spots. In living into the Kingdom of God, we make ourselves vulnerable to having this reality made apparent for all to see. We commit ourselves to humility knowing that we have much to learn from our neighbors and celebrating the opportunity to do so. Part of engaging in transformative action is opening ourselves up to being transformed.</p>
<b>Respect</b>	We commit ourselves to treating every person with dignity and respect. We will refrain from judgment of the perspectives or experiences of others. We will be mindful of the autonomy of others and will neither undermine nor take over their contributions to the community. Language and actions that are discriminatory, racist, sexist, or otherwise harmful will not be tolerated.
<b>Commitment</b>	We will be dependable and take seriously the commitments that we make, recognizing that we all rely upon each other. We will be careful to <i>“let our ‘yes’ mean ‘yes’”</i> (Matthew 5:37).
<b>Flexibility</b>	We will ask leaders, <i>“Where is my help needed most?”</i> In our discernment of our calls to participate, we will listen for and value input as to where our time and energy would be most beneficial to the community.
<b>Authenticity</b>	We commit to doing our best to simply be ourselves -- authenticity is always better received than attempts at being something we are not.
<b>Boundaries</b>	We will maintain appropriate boundaries in our interactions with others. We will maintain confidentiality of information that is not ours to share and will not gossip. We will respect the boundaries set by others. We will also maintain appropriate boundaries in our balancing of work and rest.

I have read and understand the Values, Guidelines, & Commitments of the Outreach ministries of Asbury First United Methodist Church and will do my best to embody them as a volunteer.

Print Name \_\_\_\_\_

Sign \_\_\_\_\_

Date \_\_\_\_\_



## **APPENDICES**

### **A. What To Do When...**

#### **Someone asks you for money/a ride/assistance that is outside the regular purview of our ministries**

You can always refer the individual to the Minister for Outreach or the Social Worker. Asbury First has policies in place to address these kinds of requests to the best of our ability. We also recognize that we cannot address every need that exists in our community.

If you are comfortable giving out money and do so, be aware that you will likely continue to be asked. If you are uncomfortable turning down requests for money, you might consider simply not carrying any money on your person while volunteering.

#### **Someone asks me for my contact information**

As in any other time or place, be discerning about whom you choose to give your email address and/or phone number.

#### **Someone is acting inappropriately**

Calmly remind them of the policy that is being violated, recalling that these policies are in place to maintain the safety and security of everyone. If this is ineffective, contact a volunteer leader or staff person. Remember that being made uncomfortable by someone's behavior or presence is not the same as being threatened by them.

#### **Someone is acting belligerent, agitated or aggressive**

Refrain from using condescending or patronizing language. Remain calm and assess your own emotions, being careful not to impose your feelings on someone else. Attempt to understand and alleviate the issue at hand to the best of your ability. If this is ineffective, contact a volunteer leader or staff person. Again, remember that being made uncomfortable by someone's behavior or presence is not the same as being threatened by them.

#### **You have a conflict with someone else**

Follow the process outlined in Matthew 18:

First, speak directly to the person with whom there is a conflict in a spirit of reconciliation. If this is ineffective, have a conversation with the other person in the presence of a volunteer leader or staff member. If this is also ineffective, bring the conflict to the Minister for Outreach to initiate a more formal community conflict resolution process.

## **B. Staff Contacts**

Rev. Pat Dupont  
Minister for Outreach  
pdupont@asburyfirst.org  
585-271-1050 x136 (call)  
585-504-2476 (text)

Robin Manley, LMSW  
Social Worker  
rmanley@asburyfirst.org  
585-271-1050 x138

On-Duty Sexton  
585-271-1050 x139



**CRISIS RESPONSE PLAN – BUILDING 1010**

I am at Asbury First COC, 1010 East Ave, Rochester, NY 14607

**IMPORTANT PHONE NUMBERS**  
 Church Office: 585-271-1050 (Mon-Fri)  
 Sr. Minister Office: 585-271-1050 x117 or 585-746-1333  
 Police, Fire & Ambulance: 911  
 Life Line (Crisis & Suicide Prevention): 211

Asbury UR Well Clinic: 585-271-1050 x126  
 Property Caretaker: 585-271-1050 x139  
 Church Administrator: 585-271-1050 x110 or 585-752-6417  
 Fire (non emergency): 585-428-7037  
 COC Social Worker: 585-271-1050 x138 or 585-820-8766

**FIRE ALARM**

**See Floorplan for location of fire alarm pulls and fire extinguishers.**

Fire alarms are monitored by Doyle Security, who first call the property care staff member on duty.

**R: Rescue** persons in immediate danger if possible.

**A: Activate** fire alarms by pulling nearest fire alarm pull station.

**C: Contain** fire and smoke by closing as many doors as possible.

**E: Evacuate** immediately all persons to East lawn of 1050 (Children to 1050 porch). Sanctuary evacuation announced by a minister. Do not use elevator.

Do not use your cars to avoid interference with emergency vehicles.

Extinguish with portable fire extinguisher **ONLY** if fire department has already been called, you do not put yourself or others in danger, the fire is very small and contained AND you have been trained on how to operate a fire extinguisher.

**SHELTER-IN-PLACE**

Shelter-in-place is used when a threat to a building requires sheltering, or staying put, or moving to large group areas. Potential threats include: an immediate and/or potential threat to the building population because of a person whose behavior endangers or signals the possibility of danger to the population; weather issues; medical emergency.

**If you identify a person with a weapon, a volatile person or a person you believe will become volatile, CALL 911.**

**THREATENING TRESPASSER**

Identified as anyone who fits the following:

- Has verbally or physically threatened someone.
- Exhibits erratic behavior.
- Has been disruptive.
- Has threatened use of a weapon.

**RESPONSE**

- Try to remain calm and call 911 or 211.
- Enlist help – do not try to handle on your own.
- Try to isolate the person.
- Do not touch the person as this may agitate them.
- Do not give money or assistance.
- Notify Property Caretaker to lock all exterior doors.
- Congregation/bystanders move away from the threat to a locked/secure area if possible.
- If an act of violence occurs while in the sanctuary, get on the floor and/or hide under pews.
- If you are in a locked/secure area, remain there until police instruct otherwise.
- After issue is resolved, complete an Incident Report.

**NON-THREATENING TRESPASSER** (does not necessarily require a 911 call)

- Identified as anyone who fits the following:
- Is not participating or is loitering.
- Is approaching people asking for assistance or money.

**RESPONSE**

- Enlist help – do not try to handle on your own.
- Invite the person to fully participate in the event.
- Do not offer money or assistance.
- After issue is resolved, complete an Incident Report.

**C. Emergency Response**

The First Responder on the scene should call 911 if there is any doubt about victim's condition.

Any person who observes a medical emergency should notify the Director of the Community Outreach Center (Pat Dupont, 585-271-1050 x136 or 585-732-9071) and Church Administrator (David Strong, 585-271-1050 x110 or 585-752-6417) who then in turn will notify the minister(s) at the first opportunity. Help should be sought from available medical personnel (physicians and nurses) when possible.

**MEDICAL EMERGENCY**

**LOCATION OF MEDICAL EQUIPMENT**

AED (Automated External Defibrillator) **See floorplan for location of these AEDS**

**FIRST AID KITS**

- Lower Level Kitchen Storage
- 1st Floor Volunteer Break Room
- 1st Floor Laundry Room
- 2nd Floor Storeroom 2
- 2nd Floor Social Worker Office

**WHEELCHAIR(S)**

## CRISIS RESPONSE PLAN — BUILDING 1010

PAGE 2



I am at Asbury First COC, 1010 East Ave, Rochester, NY 14607

### IMPORTANT PHONE NUMBERS

Church Office: 585-271-1050 (Mon-Fri)

Sr. Minister Office: 585-271-1050 x117 or 585-746-1333

Police, Fire & Ambulance: 911

Life Line (Crisis & Suicide Prevention): 211

Asbury UR Well Clinic: 585-271-1050 x126

Property Caretaker: 585-271-1050 x139

Church Administrator: 585-271-1050 x110 or 585-752-6417

Fire (non emergency): 585-428-7037

COC Social Worker: 585-271-1050 x138 or 585-820-8766

## COMMAND STRUCTURE

1. The first staff member on the scene immediately becomes the “Person in Command” (PIC).
2. Once a member of church leadership OR a first responder arrives that person becomes the PIC.
3. The PIC or designee will communicate directly with first responders.
4. The Church Administrator or designee will be the contact communication person for all media in the event of an emergency.

## INITIATING A RESPONSE

Whenever possible, initiate a response to a potential threat by calling the Church Administrator. The exceptions to this are witnessing a violent intruder, a large-scale threat to safety, or a life-threatening medical emergency. In that case dial 911 immediately.

When a threat is received, Administration will gather an Emergency Response Team as time allows to assess the threat.

At that time, you are encouraged to take action to protect yourself, patients, and staff. Basic order of response is:

1. **MOVE** — to a safe area
2. **HIDE** — in a locked room if possible
3. **FIGHT** — as a last resort

## ORDER A RESPONSE

- Study emergency procedures
- Learn evacuation routes
- Store essential information in easily accessible location
- Learn the line of site areas in your assigned rooms
- Locate fire extinguishers and A.E.D.S
- Update First Aid and CPR Certifications
- **Please remember to remain calm. Whether or not you're professionally trained to respond to a particular crisis, others will be looking to you for leadership. If you remain calm, then it is likely they will remain calm.**

## BE PREPARED

## BASIC THREAT ASSESSMENT

*Designate Threat Assessment Team/Coordinator*

### Level I Monitor

- No immediate threat
- Minor incident

### Level II Standby

- Real potential
- Prepare to react

### Level III Emergency

- Serious danger exists
- Coordination of response is needed in order to provide safety