

**Takin' it to the Streets Policy Manual**  
By: Ensley First Baptist Church

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## **Appreciation from the Pastor**

### **To the “Streets” family:**

Hey friends, this is Pastor Jeff.

I want to thank you for your service; I praise Jesus for you!

Over the years, Jesus has sent many of His servants to love and help the “least of these” (Matthew 25:40). It has been an awesome blessing serving our Savior together. To each person God has sent to hug a neck, cook a meal, sing a song, hand out clothes, clean a bathroom, and most importantly, share the gospel message of Jesus Christ, I thank you!

**You are the hands and feet of Jesus.** Every act of love in Jesus’ name is making a huge difference in the lives of those we serve.

God is so faithful; He continues to supply resources and servants. To those who have served and moved on, and to those who currently serve at Streets, know that your work for Jesus is noticed and appreciated by the pastor of Ensley First Baptist Church.

**Let’s stay the course for Jesus!**

I pray we are serving Him when He returns.

<sup>46</sup> Blessed is that servant, whom his lord  
when he cometh, shall find so doing.

<sup>47</sup> Verily I say unto you,  
that he shall make him ruler over all his goods.

**Matthew 24:46-47 King James Version (KJV)**

## Mission of Love

*Takin' It to the Streets* ("Streets") is a mission of Ensley First Baptist Church (EFBC).

At *Streets*, our mission and vision is to live out the following Bible passages:

### Mark 2:15-17 (KJV)

<sup>15</sup> And it came to pass, that, as Jesus sat at meat in his house, many publicans and sinners sat also together with Jesus and his disciples: for there were many, and they followed him.

<sup>16</sup> And when the scribes and Pharisees saw him eat with publicans and sinners, they said unto his disciples, How is it that he eateth and drinketh with publicans and sinners?

<sup>17</sup> When Jesus heard it, he saith unto them, They that are whole have no need of the physician, but they that are sick: I came not to call the righteous, but sinners to repentance.

### Luke 14:21-23 (KJV)

<sup>21</sup> So that servant came, and shewed his lord these things. Then the master of the house being angry said to his servant, Go out quickly into the streets and lanes of the city, and bring in hither the poor, and the maimed, and the halt, and the blind.

<sup>22</sup> And the servant said, Lord, it is done as thou hast commanded, and yet there is room.

<sup>23</sup> And the lord said unto the servant, Go out into the highways and hedges, and compel them to come in, that my house may be filled.

### Matthew 25:31-40 (KJV)

<sup>31</sup> When the Son of man shall come in his glory, and all the holy angels with him, then shall he sit upon the throne of his glory:

<sup>32</sup> And before him shall be gathered all nations: and he shall separate them one from another, as a shepherd divideth his sheep from the goats:

<sup>33</sup> And he shall set the sheep on his right hand, but the goats on the left.

<sup>34</sup> Then shall the King say unto them on his right hand, Come, ye blessed of my Father, inherit the kingdom prepared for you from the foundation of the world:

<sup>35</sup> For I was an hungred, and ye gave me meat: I was thirsty, and ye gave me drink: I was a stranger, and ye took me in:

<sup>36</sup> Naked, and ye clothed me: I was sick, and ye visited me: I was in prison, and ye came unto me.

<sup>37</sup> Then shall the righteous answer him, saying, Lord, when saw we thee an hungred, and fed thee? or thirsty, and gave thee drink?

<sup>38</sup> When saw we thee a stranger, and took thee in? or naked, and clothed thee?

<sup>39</sup> Or when saw we thee sick, or in prison, and came unto thee?

<sup>40</sup> And the King shall answer and say unto them, Verily I say unto you, Inasmuch as ye have done it unto one of the least of these my brethren, ye have done it unto me.

### **Matthew 28:18-20 (KJV)**

<sup>18</sup> And Jesus came and spake unto them, saying, All power is given unto me in heaven and in earth.

<sup>19</sup> Go ye therefore, and teach all nations, baptizing them in the name of the Father, and of the Son, and of the Holy Ghost:

<sup>20</sup> Teaching them to observe all things whatsoever I have commanded you: and, lo, I am with you always, even unto the end of the world. Amen.

### **James 2:15-17 (KJV)**

<sup>15</sup> If a brother or sister be naked, and destitute of daily food,

<sup>16</sup> And one of you say unto them, Depart in peace, be ye warmed and filled; notwithstanding ye give them not those things which are needful to the body; what doth it profit?

<sup>17</sup> Even so faith, if it hath not works, is dead, being alone.

See also **Proverbs 14:31, 19:17, Matthew 5:42, and Hebrews 13:16.**

At *Takin' it to the Streets*, we strive to meet **emergency needs**, thus opening a door to share the **gospel**. See also **John 3: 16-21** and **Romans 3:23, 6:23, 10: 9-10; 13.**



## Abbreviations and Definitions

Please review *Table 1* for abbreviations that may appear throughout this text and *Figures 1 and 2*

Name	Abbreviation	Definition
Ensley First Baptist Church	EFBC	501c3 Southern Baptist Church in Escambia County
Takin' it to the Streets	Streets	Ministry serving the homeless in Escambia County
Chit	NA	A document that is filled out by guests to request certain items or services
Pastor	NA	Under-shepherd and spiritual leader over every aspect and ministry of EFBC
Ministry Manager	MM	Lead manager of “Streets”
Operations Officers	OPS Officers	On-site manager that leads daily operations
Service Point Manager	SPM	Manager of sign-in and data collection/recording
Clothing Manager	CM	In charge of clothing closet: collection and distribution
Transportation Manager	TM	In charge of all transportation and vehicle maintenance
Shower Director	SD	In charge of shower operations
Kitchen Manager	KM	In charge of all kitchen scheduling and activities
Security Officer	SO	In charge of security and safety during operations
Outreach Chaplain	OC	Ministers in the Streets (Evangelism and discipleship)
Women's/Children's Cold Weather Shelter	WCCWS	Emergency weather relief
Building 1	NA	Sanctuary for worship and clothing closet (See Figures 1 and 2)
Building 2	NA	Showers, kitchen, eating area, restrooms, supply (See Figures 1 and 2)

to become familiar with the church buildings.

**Table 1.** Abbreviations and Definitions

*Note:* As volunteers fluctuate, please refer Streets questions to Pastor Jeff-850-530-2429

**Figure 1:** Diagram of EFBC Land and Buildings



*Note: **Building 1** houses the sanctuary and clothing closet. **Building 2** houses the kitchen and dining areas, showers, restrooms, and supply closet. Photo retrieved from Google Earth 2017.*

**Figure 2:** Aerial View of Land and Buildings



*Note: EFBC is located on West Johnson Avenue, between Vance Avenue and Dudley Avenue. Photo retrieved from Google Earth 2017.*

### **Photographs of Current Officers:**



Pastor Jeff

## Days and Hours of Operation

### Tuesday Morning Breakfast and Bible Study

- The doors open at 7:00 a.m. for walk-ins.
- While breakfast is being prepared, guests are asked to remain outside of the kitchen area. As guests arrive, they are asked to sign in with intake worker. Signing-in is **not** a requirement to be served.
- Adults that bring children are responsible for their own children and their children's belongings. There is no childcare available on Tuesday mornings.
- The shower ministry will be in operation on Tuesday mornings. The OPS officer will be in charge of shower use. (See shower policy on page 24). It is helpful if the shower is taken prior to 8:00 a.m., but not a requirement. The last shower should be completed by 8:45 a.m. The OPS officer can make judgment calls for unusual circumstances.
- The prayer before the meal will begin at 8:00 a.m., and breakfast will be served between 8:00 a.m. and 9:00 a.m.
- Bible study will begin at 9:00 a.m. and conclude at approximately 9:30 a.m.
- The clothing closet is not in operation on Tuesday mornings.
- Hygiene items request forms will be available at check-in. Please do not give out hygiene supplies without taking a hygiene chit to the OPS officer. The OPS officer will initial the chit for authorization. This process will help us continue to be good stewards with what God provides and help us to ration the supplies out fairly. This process also helps us maintain inventory awareness. (Unfortunately, we have had guests that have gained access to unauthorized areas and removed excessive amounts of supplies. We have also had guests become contentious when they see some clients with excessive amounts of items, when they received very little.) See **Genesis 41**.

### Sunday Operations

- The OPS officer of the day can open the building as early as 2:00 p.m. to prepare the building and allow assigned workers access. Guests should not enter for check-in until 2:30 p.m. Early guests can hang out on the outdoor stage to stay out of the weather.
- Guests are asked to sign-in with intake leader. Signing in is **not** a requirement to receive services. Sign-in will be on the Service Point sign-in sheet. On the sign-in sheet, the guest is asked for the last four digits of their SSN. The guest is **not** required to divulge that information to receive services. The last four digits of the SSN allow the Service Point manager to access the correct client information.
- Requests for available services will be identified by the intake leader on the Service Point sign-in sheet. At sign-in, the guest can fill out a clothing/hygiene chit(s) that will be passed on to the OPS officer. Once the guest has signed in (or declined to sign in), the intake leader can answer any questions the client may have.
- At that time, the intake leader can point the guest to the shower table, identify the smoking area in the yard, and inform the guest of the schedule and format. (See shower policy on page 24 for further details).

- When the worship team (musicians, singers, etc.) and speaker arrive at the church, the OPS officer will let them into Building 1. They must be let in as soon as they arrive. Please do not attempt to operate the sound equipment without training from an approved operator. Seek approval from the pastor or the MM before operating the equipment. There may or may not be a sound person available. This is dependent upon availability. Worship teams and speakers must be prepared to serve with or without sound. (See guest speaker agreement on page 31 and worship leader agreement on page 32 for further details).
- The worship service should begin at 3:30 p.m. The pastor, MM, or the OPS officer will open the service with announcements and prayer. Tactfully and lovingly, remind guests where the restrooms are located and that they should not go beyond the restrooms. Also, encourage everyone attending to turn cell phones off. During announcements, the musicians, singers, speaker, and the organization they represent are to be introduced. Then, pray and turn the service over to the ministry team. All speakers and worship teams must be pre-approved by the pastor of the church. During the service (3:30-4:30 p.m.) only the OPS officer and other approved staff (i.e., kitchen crew) are to remain in the Building 2. Everyone is encouraged to attend the service. The OPS officer should attend service if possible, for security reasons. Building 2 should be locked and secured during this time. If a guest is resistant to enter the worship service, the guest is welcome to stay on the property outside. At that point, the pastor or MM will be contacted to counsel with said guest.
- After the announcements and prayer, the worship team speaker will be given 45 minutes for the worship and devotion service, with an additional 15 minutes for an altar call. In cases where extra prayer is needed, the service can be extended. (See guest speaker agreement on page 31 and worship leader agreement on page 32 for further details).
- After the service is over and while the guests are still in the sanctuary, the OPS officer (or someone appointed by the OPS officer) should pray for God to bless the food they are about to receive. Then dismiss the guests out the north sanctuary door, so that they may go back to Building 2 for a meal.
- During operating hours (2:30-5:30 p.m.), only staff and authorized personnel are permitted in the EFBC education and office building. It is very important that the security of the staff is maintained at all times. It is also important that the church property is secure from theft.
- During the meal, only the designated kitchen team will be in the kitchen. If the assigned team desires extra help, they certainly can seek it from other volunteers. Volunteers not with the scheduled kitchen staff and wanting to help in the kitchen, should check with the OPS officer to see if there is a need for help in the kitchen. Kitchen teams are scheduled at least one month in advance (See kitchen policy on page 23 for further details).
- After all guests have completed their meal and as they depart the recreation building, a donation of bread will be given to each guest. Clothing and hygiene items are distributed before bread. All clothes and hygiene items must be distributed by 5:00 p.m. At 5:15 p.m., an announcement will be made by the OPS officer to load the bus. The bus should

be in motion no later than 5:30 p.m. The bus will not make special stops. It will follow its approved pick-up and drop-off route. (See bus policy on page 18 for further details).

- The OPS officer will be responsible for securing and closing both buildings. Once everything is secure, please text the pastor that the day's mission is complete. (850) 530-2429
- Additional services for the homeless may be considered outside of operating hours. Requested services may be provided based on staff availability, the circumstances, and pastoral case evaluation. *Streets* cannot meet all needs.

## **Leadership Requirements**

### **Pastor**

- The pastor of EFBC is the ministry leader of *Streets* and overseer of all aspects of the ministry.
- The pastor is to seek God's will regarding all aspects of *Streets*.
- The Bible and sharing the gospel of Jesus Christ will be his mission and priority.
- The pastor's biblical input and spiritual direction will be sought on all ministry changes.

### **Ministry Manager (MM)**

- Must be approved by the pastor.
- Must be known to the pastor as a humble servant of Jesus Christ.
- Must humbly lead every operational aspect of *Streets* ministry.
- Will direct and coach all operational officers.
- Will serve with tact and love as he directs volunteers, workers, and guests.
- Will have the ability to make operational decisions.
- Will deal with conflicts by applying the fruit of the Spirit.
- Will report to the pastor regarding all aspects of *Streets*.

## Operations Officers (OPS officers)

- Will report to the MM.
- May be qualified men from any evangelical church.
- Must be a mature Christian, recommended by his church for service.
- Must work well with challenges and challenging people.
- Must have a love for the “least of these.”
- Will have the ability to make operational decisions.
- Will be responsible for security and ensuring that parents are attending to their children.
- Will be responsible for opening and securing the facilities.
- Will have the authority to deescalate conflict. (See discipline policy on page 22).
- Will lead and monitor bus operations of guests and all flow of ministry operations.
- Will direct all key carriers and personnel allowed in storage areas.
- Will work under the leadership of the MM.

All volunteers should trust God; they should liberally and equitably, give to the least of these.

**Matthew 25:40.** Please do not “lord over” the ministry; always err on the side of grace if in doubt about “giving” items to our guests. At the same time remain aware of any “hoarding” of items that may be taking place by our guests that limits supplies to bless others. Tactfully and lovingly serve the workers and the guests. At the same time, lovingly maintain order. Lean on the *Streets* protocol when making decisions. The protocol has been prayed over and points to the scriptures in its application. Always apply grace and mercy as our Savior does with us.

Retain each hygiene/clothing chit(s) and submit them to the Service Point manager (SPM) at the end of the ministry day.

Remember, we are in God’s business of *emergency care* to point our guests to the *gospel*.

The pastor trusts all OPS managers to manage the ministry well.

## **Biblical Principles for Leadership**

### **1 Corinthians 14:40 (KJV)**

<sup>40</sup> Let all things be done decently and in order.

### **Colossians 3:23 (KJV)**

<sup>23</sup> And whatsoever ye do, do it heartily, as to the Lord, and not unto men;

### **Deuteronomy 15:9-10 (KJV)**

<sup>9</sup> Beware that there be not a thought in thy wicked heart, saying, The seventh year, the year of release, is at hand; and thine eye be evil against thy poor brother, and thou givest him nought; and he cry unto the LORD against thee, and it be sin unto thee.

<sup>10</sup> Thou shalt surely give him, and thine heart shall not be grieved when thou givest unto him: because that for this thing the LORD thy God shall bless thee in all thy works, and in all that thou puttest thine hand unto.

Servants on the *Streets* team must interact with guests with gentleness and love.

Please see the kitchen, shower and disciplinary policies for further instructions.

### **1 Corinthians 14:33 (KJV)**

<sup>33</sup> For God is not the author of confusion, but of peace, as in all churches of the saints.

### **Galatians 5:22-23 (KJV)**

<sup>22</sup> But the fruit of the Spirit is love, joy, peace, longsuffering, gentleness, goodness, faith,

<sup>23</sup> Meekness, temperance: against such there is no law.



## **Opportunities to Serve**

These opportunities may be filled by teams from EFBC and/or other churches.

### **Providing Meals**

Teams can provide a meal for the homeless. At *Streets*, we provide two meals a week. If you would like to be scheduled to feed the homeless, please contact EFBC. (See kitchen policy on page 23 for details of kitchen service).

Your team can make sack lunches to be delivered to the homeless. You can deliver sandwiches to the homeless. Please contact the MM or the pastor for details.

### **Donating Clothing**

*Streets* provides only emergency clothing needs for the homeless. (See clothing policy on page 20 for details).

### **Stocking Supply Closet**

Your team may donate hygiene items, towels, wash cloths, camping gear (tents, tarps, and sleeping bags), laundry detergent, bleach, dryer sheets, water, and canned goods.

### **Leading Worship**

See worship leader policy on page 32.

### **Sharing a Testimony or Devotion**

See guest speaker policy on page 31.

### **Offering Miscellaneous Services**

There are many ways to offer your services. For example, your team members may train to run the sound board, help set up and clean up the facility, or train to be one of our drivers.

### **Donating Financially**

We praise God for those that have given in the past and those that give on a monthly basis. EFBC, a 501c3 organization, is a ministry that is totally dependent upon the tithes and offerings of the church family and the love offerings of others. Ultimately, we are dependent on God. If you would like to help financially support the ministry, please contact EFBC (contact information below).

For PayPal donations, please visit [www.ensleyfbc.org](http://www.ensleyfbc.org).

*Streets* assists with community service opportunities.

## **Contact Information**

To serve and/or join the *Streets* team, you may:

- Call EFBC (850) 476-2221  
Leave a message with your contact information.
- Email us at [ensleyfbc@yahoo.com](mailto:ensleyfbc@yahoo.com)
- Contact us through our web page [www.ensleyfbc.org](http://www.ensleyfbc.org)
- Contact us on Facebook <https://www.facebook.com/pensacolahomeless/>

Mailing Address:

Ensley First Baptist Church  
50 West Johnson Ave.  
Pensacola, Florida 32534

## **Bus and Van Operations**

The EFBC van and the *Streets* bus are used to transport the homeless to EFBC.

Those individuals desiring to transport the homeless as a driver with the *Streets* ministry, must have the appropriate driver's license with a good driving record. Driving the bus will require a CDL with a passenger endorsement. Drivers will be trained and approved by Pastor Jeff. Copies of driver's licenses will be placed on file. They will watch the attached training videos and do a test drive with one of the already approved drivers. After approved, a driver will be added to the church's insurance.

### **Pre-trip Inspection and Instruction**

- Check tires, fluids, lights, brake lights, turn signals, air brakes, and fuel level. Make sure air brakes are working properly.
- Fuel will be topped off by the driver when fuel level is at one-half tank. The fuel will be paid for using the church credit card; all gas receipts must be turned in to the OPS manager.

See OPS manager of the day or MM for pre-trip document. Additional copies may be found online at <http://www.cdlstudy.com/pti5679sb/Pre-Trip%20Inspection%20School%20Bus.pdf>.

Turn document in to SPM (Sally Dutcher) at the end of the day.

### **Bus Safety**

- Do not overload the bus. No more than two people are allowed in a seat at a time. The van cannot hold more than 12 passengers including the driver.
- Do not allow passengers to stand while the bus is in motion.
- Do not back up the bus/van without a spotter. Do not move the bus/van until the spotter (in the back of the bus/van) gives the all clear.
- Do not stop at unscheduled stops.

- Do not take the bus/van under low objects, bridges, or any unsafe passage. If unsure, stop the bus and safely turn around. Find a safe route.
- Do not break traffic laws.
- Do not move the bus/van until all vehicles, people, and *especially children* are outside of a 50-yard radius. This will exclude the spotter that will give the all clear for the bus to back up or move forward.
- Do not allow smoking on the bus.
- Do not allow windows to be opened on the bus. Use heat and AC as needed.
- Do not allow passengers in the driver's seat at any time.
- Make sure wheelchairs are secured.
- Make sure air brakes are working properly. Check gauge.
- The driver must wear a seat belt. Passengers are not required to wear seat belts but are strongly encouraged to do so.

## Bus/Van Security

Do not allow any person who is confrontational, angry, or appears to be a threat to enter the bus. If such an individual enters the bus/van and refuses to leave when asked, turn the bus/van off. Then, remove the key and get out of the bus/van. Call 911; then call Pastor Jeff at (850) 530-2429. Do not move the bus/van until the unruly passenger is safely removed by law enforcement or complies with his dismissal and leaves on his own.

Note the name of the unruly passenger if possible. Bring the name of the unruly individual to the OPS officer for a disciplinary ban. If a passenger becomes unruly while the bus/van is moving, immediately find a safe place to pull over and follow the above procedures.

It is critically important that the driver and spotter are evaluating passengers as they board the bus. Quickly identify a potential threat.

*Note:* Seek to calmly and softly deescalate the situation. All drivers are asked to carry a mobile phone. If an unruly passenger will not leave the bus/van, have all passengers get off of the bus and stand in a safe place until law enforcement removes the passenger.

On the bus/van, *illegal* weapons of any kind are prohibited. Immediately call 911 if a threat arises. *Legal* concealed carry license (CCL) is supported by the ministry for drivers and spotters but is not mandatory.

Do not allow drugs or alcohol on the bus/van under any circumstances. If it is revealed that any passenger has drugs or alcohol on the bus/van, secure the bus/van and ask the person to leave the bus. Then, call 911 if the person refuses and follow the instructions above for unruly guests.

*Streets* is a ministry that seeks to help those struggling to overcome drugs and alcohol through the power of Jesus Christ. Many of our guests are drug addicts or alcoholics. Those that are under the influence *will* be permitted to ride on the bus if they are not unruly. The driver and spotter will determine if a passenger is fit to ride. The *Streets* leadership will support the discretion of the driver.

## Pick-up and Drop-off Schedules

Table 2 displays the current bus schedule. Drivers, please do not make special stops. Let's stick to this route. If there is an emergency and a guest needs to go to the hospital, call 911.

Table 2. Bus Schedule

Location	Pick-up Time (p.m.)	Drop-Off Time (p.m.)
The Forest	1:45	6:15
Beggs Lane	2:00	6:00
Brentwood Park	2:10	5:50
Brent Lane Home Depot	2:20	5:40
Behind Olive Baptist	2:30	5:30

## Bus Training Videos

All drivers, please watch these short videos.

<https://www.youtube.com/watch?v=M5hMIgV0LaM>

<https://www.youtube.com/watch?v=FMJJ4mATWQk>

<https://youtu.be/hxv2yioiw90>

<https://www.youtube.com/watch?v=059eyCj8F80>

Van training videos:

<https://www.youtube.com/watch?v=fjYv3550XH0>

## Clothing Closet

### General Information

All clothing operations will be under the leadership of the Clothing Manager (CM), OPS manager of the week, and the MM. Clothing request chits are to be filled out at intake. Sorting and filling of request will be directed by the CM.

The CM is in charge of choosing assistants. No guests or unauthorized person are to be in the clothing closet. If one of our guests seeks to enter the room, the CM will ask the person to please leave the room. If the person is resistant, the CM should call or text the OPS manager for assistance. For safety, at least two volunteers should stay together while working in the clothing closet.

### Donating Clothes

EFBC encourages those donating clothes to do so during the hours of *Streets* services (3:00–5:00 p.m. on Sundays). Appointments can be made for drop-offs by calling the church (850) 476-2221. Please turn donations over to the OPS manager.

Please do not drop off clothing outside of the given scope and parameters. This request will be communicated to the community through signage on the doors, the EFBC website, and the policy manual.

We are seeking to provide emergency clothing to individuals that are homeless. We are not staffed or equipped to store and move bulk inventory as a bargain center does. Therefore, please see the donation list below as you consider ways to help the *Streets* clothing mission.

We praise Jesus for your desire to clothe the least of these. **Matthew 25:40**

#### Everyday Items for Men, Women, and Children:

- New or nearly new jeans
- New or nearly new t-shirts
- New socks
- New underwear
- New or nearly new gym shoes
- New or nearly new belts

#### Winter Items for Men, Women, and Children:

- Sweatshirts
- Hoodies
- Winter Coats
- Gloves
- Hats

### **Clothing Disbursement**

Clothing will be distributed in bags after the *Streets* meal. Clothing is not guaranteed. (Workers, please don't make promises). *Streets* clothing ministry can only provide from what has been donated.

The guests can request their sizes on the clothing chit. Requests for specific brands, types, styles, colors, etc. is not a functional possibility. There is not adequate staff, and time constraints would hinder the flow and the order of the process. Also, allowing for specific selection by clients would set a precedent that would lead to complaints, unfairness, and unrealistic expectations. Remember, we only provide *emergency* clothing support. The CM and assistant will fill orders and select the clothes. If a guest is disgruntled with blessings given, those working in the clothing ministry should refer the disgruntled guest to the OPS officer.

Please do not bring clothes into the recreation area to allow for guest to sort through. This will lead to potential disorder and conflict among the guests.

## **Discipline Policy**

### **Awareness of Dangers**

All volunteers that serve at *Streets* are asked to be alert and look for potential problems and threats to the overall safety and security of the mission operation. Please do not hesitate to report any activity that seems to be suspect or a threat.

### **Chain of Order**

Know the leaders in charge. When you come to serve at *Streets*, ask about and identify the OPS officer of the day. His name will be on a white board on the wall. He will be your first point of contact when reporting an incident.

Mark Motes is the MM. Do not hesitate to report suspicious activity or threats to Mark. Do not hesitate to call Pastor Jeff at (850) 530-2429 to report a threat. If an emergency or a threat happens, call 911 first. Then, contact one of the lead staff mentioned above.

### **Prohibited Activities**

Report all prohibited activities to the OPS officer immediately. Any and all insubordination or disregard for *Streets* policies should be reported to the OPS officer, the MM, or the pastor. Disciplinary actions will be handled by the MM and the pastor.

- No smoking, including vaping, in the facility. There is a smoking area outside.
- No drug use, no drugs on church property. Zero tolerance.
- No alcohol on the church property. Zero tolerance.
- No verbal threats or intimidating behavior.
- No fighting or placing hands on another person.
- No expletives (i.e., cursing or arguing with guests or staff).
- No disrespect in any way to staff or visiting missionaries.
- No disruptive verbal or other outbursts during the worship service.

- No manipulation of staff or missionaries to gain supplies, favors, or influence.
- No asking staff for money, rides, or special favors.
- No sexual contact of any kind on church property. Zero tolerance.
- No profiteering.
- No taking of supplies or property without going through the orderly process.
- No vandalism.
- No weapons or anything that could appear to be a weapon.
- No illegal activities of any kind.

Emergency? Call 911.

If you're coming to serve, please learn these policies and have a good overview before you serve. As we serve Jesus Christ, we want to lead by example, so let's practice the policies we are guided by. Let's be living Bibles, serving with the love, grace, and the discipline of Jesus.

## **Sexual Harassment**

EFBC/*Streets* takes allegations of sexual harassment very seriously. Sexual harassment of any form is strictly forbidden.

Sexual harassment includes, but is not limited to, "unwanted sexual advances, demands for sexual favors in exchange for favorable treatment, repeated sexual jokes, advances or propositions; verbal abuse of a sexual nature; obscene comments or gestures; or the display of sexually suggestive objects or pictures". Sexual harassment may include individuals of the same, or different, genders.

This policy applies to all volunteers and guests.

Individuals who believe they have experienced sexual harassment while attending a *Streets* gathering must immediately notify the MM and/or Pastor Jeff. The accusation will be investigated by the MM or Pastor Jeff; investigators will keep the individual notified of the status of the investigation and the result. All complaints, no matter how trivial, will be investigated.

Confidentiality will be maintained throughout the process as much as possible.

Volunteers or guests found in violation of this policy will be subject to disciplinary action by EFBC leadership.

If any investigation reveals that an individual knowingly reported a false sexual harassment complaint that individual will be subject to disciplinary action by EFBC leadership. Individuals will not be disciplined for complaints that prove to be false, as long as the complaint was made in good faith (Employment Law Information Network, 2017).

A copy of the sexual harassment policy will be posted in Building 2. Approximately once per month, Pastor Jeff or the OPS manager will remind guests that the policy is available to read.

## **Kitchen Policy**

Our goal is to provide meals during *Streets* operations. We encourage all teams that bring a meal for the homeless, or cook meals on site, to keep it simple and nutritious. Contact the MM for ideas and the amount of food to bring. Meals are currently served on Sunday afternoons from 4:30 - 5:00 p.m. and Tuesday mornings from 8:00-8:30 a.m.

- The MM currently schedules kitchen teams on a monthly calendar.
- Teams should arrive by 3:30 p.m. to set up and prepare to serve. Building 2 will be secure for your use from 3:30-4:20 p.m.
- Other than *Streets* management and the team that is scheduled for that day, access to the kitchen is prohibited during *Streets* operating hours.
- Please do not give out second plates unless there is enough for everyone.
- Please do not serve to-go plates.
- Bread that has been donated will be given out at the end of the meal.
- Please clean the kitchen area before departing for the day.
- If there is a complaint from a guest regarding the meal, please refer that guest to the OPS officer.

At *Streets*, we seek to serve and restore dignity. Therefore, we believe it is important to serve the guests at their table.

## **Shower Policy**

### **General Information**

We give Jesus praise for providing six private showers for the homeless to use. After intake check-in, guests will be directed to the shower table. There, they can read the shower rules and sign a waiting list to get a shower on a first come-first served basis. Showers will be open from 2:30-3:25 p.m. If necessary, and with the approval of the OPS officer, showers can be taken after the worship service between 4:30 and 5:00 p.m.

OPS officers, please turn the hot water heater on when you arrive on campus and supply the workers with the supplies they need.

Guests will be assigned a stall number by the shower staff. Guests are given a maximum of 10 minutes to get a shower. This time will be adjusted based upon the number of guests seeking showers. If the guest is not done in 5 minutes, the shower staff will give a courtesy knock. If the guest does not exit after 10 minutes, the shower staff must alert the OPS officer.

### **Emergencies in Shower Area**

If there is an emergency, the OPS officer must contact 911. If there is an emergency need to enter the shower with the universal key, the OPS officer must voice his intention to enter. Only enter if the guest is unconscious or there is no verbal response.

A male OPS officer can only enter if the unresponsive guest is a man. If it is a woman, then a female staff member should enter. If the guest is in the shower past allotted time and is simply



non-compliant, contact the OPS officer, the MM, or the pastor. Strive always to protect the safety and privacy of the guests.

## **Hygiene Items**

The following items will be provided to guests:

- Towels
- Wash Cloths
- Soap
- Shampoo

## **Shower Rules**

- Guests are to lock the doors.
- Guests will be fully dressed before exiting the shower stalls.
- Guests will clean up the shower and the dressing area before exiting. Trash cans are provided in each stall.
- Under no circumstances are two people allowed to enter a shower stall. Zero tolerance.
- After the guest is finished and fully dressed, they should exit the shower stall. The guest should leave the curtain and door open.
- Reserve the handicap shower for handicap only.
- Guests will be responsible for all personal belongings.
- Shower staff, please do not hold items for any guest.
- Showers will be inspected by shower staff after each person exits.

At the end of the day, the OPS officer will secure the shower area and hot water heater, and make sure that all showers have been cleaned.

## **Rules for Volunteers**

### **Information Meetings**

To represent the *Streets* team by distributing food, water, and supplies, and sharing the gospel of Jesus Christ, it is vitally important to attend monthly safety and training meetings. Please see the calendar located on the EFBC web page for meeting information.

Meetings will be uploaded via a Facebook video for church teams that cannot attend the meetings.

## Prohibited Activities

*Streets* is not responsible for any unsafe actions of volunteers or guests.

If there is any doubt about actions to be taken, contact Pastor Jeff at (850) 530-2329.

The following activities are strictly prohibited while representing *Streets*:

- Going into a homeless camp without the instruction and training of *Streets* leadership.
- Entering a homeless camp without being invited into the camp.
- Going into a homeless camp alone.
- Entering a homeless person's tent or make-shift shelter.
- Petting or interacting with a homeless person's dog.
- Engaging a homeless person of the opposite gender while you are alone.
- Bringing a homeless person into your vehicle or your home.
- Giving a homeless person cash or promises of cash.
- Giving a homeless person your credit card, debit card, or a blank check.
- Give a homeless person access to your social security number.
- Taking a homeless person to your home, or giving out your address.
- Engaging in street drama.
- Engaging in verbal or physical altercations. Contact the police and move on.
- Making promises.
- Speaking on behalf of the pastor or *Streets* leadership.
- Engaging in physical or inappropriate contact with the homeless.
- Putting yourself in any dangerous or life-threatening situation.

These policies for “street service” are intended to help and protect those that hand out lunches and supplies under the ministry and leadership of *Streets* (EFBC). Outside of the ministry, we support the rights of those helping the homeless to proceed as they deem appropriate. Those that are scheduled or asked to take food to the “Street Homeless” by the pastor or MM are considered serving under the leadership and banner of *Streets*.

The work we do on the streets is meant to meet food needs and to share the gospel of Jesus Christ. We strive to do this in a safe and loving way. When working under the banner of *Streets*, it is critically important that that you serve within policy guidelines.

Be aware of manipulation. Many of our friends on the street are very skilled and willing to take advantage of well-meaning Christians. Also consider that many of those we help have criminal backgrounds and some struggle with mental health issues.

If you have questions about a situation, contact the pastor at (850) 530-2429. It is important that you say *no* when a request is outside of the scope and mission of *Streets*. God can use the word *no*, to help our friends learn to make better decisions (i.e., God decisions).

## Referrals to Other Agencies

Guests requesting services that are not provided by *Streets* should be referred to the appropriate local agencies. Volunteers are encouraged to learn about the other homeless agencies in our area by consulting the ECOH survival guide or by contacting the pastor. Please do not promise services that *Streets* does not provide.

We are grateful that God has other agencies that serve the homeless in Escambia County. *Streets* is only one part of God's plan. We are a part of His team. So, we encourage our "street" missionaries to refer the homeless to other agencies that might be able to help them with their needs.

The goal of the street work is to minister to the physical needs of guests, share the gospel, and to love like Jesus loves.

## Street Work Scriptural Guide

### 1 Thessalonians 5:22 (KJV)

<sup>22</sup> Abstain from all appearance of evil.

### James 4:7 (KJV)

<sup>7</sup> Submit yourselves therefore to God. Resist the devil, and he will flee from you.

### Matthew 28:18-20 (KJV)

<sup>18</sup> And Jesus came and spake unto them, saying, All power is given unto me in heaven and in earth.

<sup>19</sup> Go ye therefore, and teach all nations, baptizing them in the name of the Father, and of the Son, and of the Holy Ghost:

<sup>20</sup> Teaching them to observe all things whatsoever I have commanded you: and, lo, I am with you always, even unto the end of the world. Amen.

### Mark 6:7 (KJV)

<sup>7</sup> And he called unto him the twelve, and began to send them forth by two and two; and gave them power over unclean spirits;

### **1 Thessalonians 5:17 (KJV)**

<sup>17</sup> Pray without ceasing.

### **Matthew 10:16 (KJV)**

<sup>16</sup> Behold, I send you forth as sheep in the midst of wolves: be ye therefore wise as serpents, and harmless as doves.

### **Galatians 5:22-26 (KJV)**

<sup>22</sup> But the fruit of the Spirit is love, joy, peace, longsuffering, gentleness, goodness, faith,

<sup>23</sup> Meekness, temperance: against such there is no law.

<sup>24</sup> And they that are Christ's have crucified the flesh with the affections and lusts.

<sup>25</sup> If we live in the Spirit, let us also walk in the Spirit.

<sup>26</sup> Let us not be desirous of vain glory, provoking one another, envying one another.

## **Supply Closet**

The OPS officer is in charge of the supply closet during operational hours. The intake person will have a supply of chits in the *Streets* three-ring binder. After signing in, a guest can circle the items on the supply chit. No item is guaranteed. The request will be met if the item(s) are in stock. The chits will be handed to the OPS officer. He will then fill the orders and have the items given in a bag after the meal is over.

### **Prohibited Actions**

Please do not allow guests, staff, or anyone else in the supply closet during operational hours. Only the OPS officer, MM, and the pastor should be in the supply closet during operational hours. We are striving to be gracious and at the same time good stewards with the supplies God has provided us.

We have learned that if we open the supply locker for one, then many others feel at ease to enter. This creates congestion, abuse, hoarding, and disorder. We must be good stewards with all that God supplies. We give freely, in an orderly manner.

Do not give supply closet keys to unauthorized personnel.

## **Building and Grounds Stewardship**

Please help us maintain and preserve God's facility at EFBC. While serving at *Streets*, we encourage you to help clean as the ministry is in operation. If you see someone damaging the property, please contact the OPS officer.

### **Key Holders**

Volunteers must be affiliated with EFBC/*Streets* for **one year** prior to becoming **key holders**.

### **Smoking**

Please instruct all cigarette smokers to smoke in the designated smoking area near the northwest corner of the property. Please ask smokers to put their cigarette butts in the cans that are in the smoking area. Smoking is prohibited around or in the buildings at EFBC.

### **Guests with Pets**

At *Streets*, we appreciate and understand that many homeless individuals have pets. Pets are welcome on the church property, but not in the buildings. An exception will be made for service animals. Pets need to be secured at all times by the owner. A pet that is aggressive or is prone to harm another person in any way is prohibited. Pet owners must immediately clean up any pet feces or vomit.

### **Eating and Drinking**

Eating and drinking is allowed in Building 2 and on church property. Please ask guests, if they are able, to clean up after themselves. Trash receptacles should be provided in Building 2. Eating and drinking in Building 1 is prohibited. As an exception, water will be offered to the speakers and the worship teams.

### **Cleanliness**

Please make sure all bathroom supplies are present in the bathrooms. Please report any bathroom mishaps to the OPS officer.

The overall cleanliness and care of God's property will require a team effort by all his servants.

## **Child Care**

Currently at *Streets*, childcare is not provided. It is critically important that parents are notified that they should have absolute care, control, and responsibility of their children during the operation of *Streets*. If it is determined that parents are not monitoring their child(ren), please notify the OPS officer, MM, or the pastor. Leadership must handle the situation with grace, wisdom, and firmness.

All baby and children's supplies will be provided by the parents. If a parent is in need of baby supplies, bring the situation to the attention of the OPS officer. If *Streets* supplies exist for children, then the OPS officer should give the needed supplies to the parents in need. Do this by filling out a supply/clothing chit.

A cry room is provided during the worship service. The cry room is located at the back of the sanctuary. The guest speaker should mention the cry room at the beginning of the service. Signage will also be displayed in the sanctuary to help guests locate the cry room.

*Note to OPS officer:* When children are on the premises, monitor the situation with extreme caution. Do not allow any guest to handle or hold a child. The parents need to be notified that guest interaction with the children on church property is prohibited. Watch guest and children behaviors. Be sure to delegate staff members to monitor the parking lot while children are there. Protect children from movement of vehicles. Ensure that only parents escort their children to the restroom. Pray for all children and their safety.

*Streets* and EFBC are not responsible for children's belongings. We ask all parents to keep their children nearby and their belongings in sight.

Our goal is to share the gospel with children and teenagers, while satisfying their basic needs.

## **Data Entry**

### **Service Point (SP)**

*Streets* records all information in HMIS (Service Point). The purpose of SP is to:

- Collect data for grant requests.
- Monitor incoming and outgoing inventory.
- Record services rendered to our guests on a weekly basis.
- Learn important data from partnering agencies.
- Record incidents.
- Record case notes.

### **SPM Responsibilities**

The SPM is responsible for the check-in of guests. The SPM can assign and train those qualified to assist with check in. Assistants will preferably be individuals serving from a church. They should be polite and courteous servants with good penmanship.

The SPM is responsible for distributing supply and clothing chits, explaining to guests what is available and what is not, and explaining that there are no guarantees.

The SPM should assess and record each available “service” need of every guest and upload this information into the Service Point database.

The following data should be collected at check-in:

- Bathing Facilities
- Camping Gear
- Christian Study Group
- Clothing
- Emergency Food
- Meals
- Personal Grooming Supplies
- Worship services

The SPM should place a note in SP when items that are rationed on a 6-month allotment are given to guests (i.e., one tent every six months). The SPM should report all incidents and bans in SP. At no time should anyone be granted access to SP other than the SPM, MM, and the pastor.

## **Health Concerns and First Aid**

The first response in all health and medical emergencies is to call 911.

The OPS officer should observe guests as they enter, and quickly identify possible health concerns.

First aid kits will be fully supplied in both buildings. Basic first aid and CPR training is recommended for all OPS officers. Training will be provided annually by the church.

Don’t attempt to medicate any of our guests. Refer all sick guests to Sacred Heart Hospital or Hope and Health Clinic. The mission team at *Streets* does not give medical advice, and will call 911 for guests with contagious medical conditions.

Medical exam gloves are required when cleaning up blood or body fluids. Hand sanitizer should be readily available and guests should be encouraged to wash their hands.

Pray for all that are sick and have health issues.

## Guest Speaker Agreement

### Overview

Thank you for your desire to serve Jesus Christ at *Streets*. Every person requesting an opportunity to speak at *Streets* must be approved by the pastor. Speakers must sign a Speaker Agreement form, located in Appendix A, prior to speaking from the pulpit at *Streets*. Please read this document carefully and prayerfully.

### Goal

Our goal is for all speakers at *Streets* to simply share a biblical, gospel-centered devotion or testimony, and provide the opportunity for our guests to receive Jesus Christ as Lord and Savior. As you pray and prepare, please consider the circumstances of our guests.

### Format

We certainly believe in the power of biblical sermons at *Streets*. With that in mind, we want to be respectful of the time restraints of our volunteers. Many of our volunteers have their own church obligations and family responsibilities they need to return to after the ministry concludes. Please comply with the format.

Please arrive at EFBC 30 minutes before the service begins to allow necessary time for prayer and preparation. The service currently starts at 3:30 p.m. at 50 West Johnson Avenue Pensacola, Florida 32534. The OPS officer of the day will be your contact point for access to the Building 1. The service will begin promptly at 3:30 p.m. with announcements and prayer by a *Streets* team leader, church deacon, or the pastor. A scheduled worship leader(s) will lead in worship until 3:45 p.m. After the worship leader(s) concludes, the speaker will be introduced. Please plan for a 20-minute devotion/testimony with an invitation to follow. During the invitation, the worship leader(s) will lead with an invitation song.

Please be prepared to lead lost souls to the saving knowledge of Jesus Christ and to pray for all situations and circumstances. After the invitation, please thank our guests from coming and pray that God would bless the food they are about to receive. The speaker is encouraged to spend time with any guests that need follow-up prayer and encouragement.

### Sound Equipment

A sound equipment person may or may not be provided, depending upon availability. Please be prepared to speak without sound equipment. Please do not operate the equipment. Sound persons from ministries other than EFBC will need to be approved by the church music director or the pastor.

### Our Ministry Approach

*Streets* adheres to the biblical views of EFBC and the Southern Baptist Convention (SBC). If, after reading this document, you determine that your beliefs are not consistent with those of *Streets*, or you do not agree with the format and time schedule, we respectfully and lovingly



understand. *Streets* partners with all evangelical Christians. Controversial topics that have historically brought denominational division are not helpful to the purpose and goal of the ministry. Please share the salvation redemption that is only gained in Jesus Christ our Lord.

Examples: **John 3:16, John 14:6, Romans 3:23, Romans 6:23, Romans 10:9-10, Romans 13.**

## Requirements

Speakers will either need to be an ordained pastor, or a layperson that can present a letter of recommendation from an evangelical pastor. Lay speakers will need to be affiliated with the *Streets* ministry for at least one year. Exceptions may be permitted for recognized evangelists, authors, chaplains, and other evangelical ministry leaders.

## Worship Leader Agreement

### Overview

Thank you for your desire to serve Jesus Christ at *Streets*. Every person requesting to lead worship at *Streets* must be approved by the pastor. Worship leaders must sign a Worship Leader Agreement form, located in Appendix A, prior to leading worship at *Streets*. Please read this document carefully and prayerfully.

### Goal

Our goal for all worship at *Streets* is to exalt and praise Jesus Christ, to lead our guests into His gates with thanksgiving and into His courts with praise, be thankful unto Him, and bless His name. See **Psalm 29:2, Psalm 95:1-5, and Psalm 96:9.**

We enjoy all genres of Christian music at *Streets*. We do expect that all music played will be supported by the Holy Bible. Please, do not use secular music. If a worship team has any questions about a specific song, please contact Pastor Jeff at (850) 530-2429.

### Format

Please arrive at EFBC 60 minutes before the service begins to allow necessary time for prayer and preparation. The service currently starts at 3:30 p.m. at 50 West Johnson Avenue Pensacola, Florida 32534. The OPS officer of the day will be your contact point for access to Building 1. The OPS officer name will be identified on the dry erase board in Building 2. The service will begin promptly at 3:30 p.m., with announcements and prayer by a *Streets* team leader, church deacon, or the pastor. The scheduled worship leader(s) will lead in worship until 3:45 p.m. After the worship leader(s) concludes, the speaker will be introduced. The worship leader(s) will play an invitation song at the end. Please have two or three extra songs prepared in case the invitation is extended.

### Sound Equipment

A sound equipment person may or may not be provided, depending upon availability. Please be prepared to sing without sound equipment, although this would be a rare occurrence.

Please do not operate the equipment. Sound persons from ministries other than EFBC will need to be approved by the church music director or the pastor.

## **Women's and Children's Cold Weather Shelter (CWS)**

### **Announcing:**

Cold Weather Shelter for Women and Children

### **Hosted by:**

Ensley First Baptist Church

50 W. Johnson Ave.

Pensacola, FL 32534

**December 1-March 1**

Open overnight when temperatures drop below 40 degrees

Women/Children Only

### **Current Needs:**

Kitchen Team

Check-in Team

Overnight Team

### **Volunteer Requirements:**

- Love Jesus and Love Others
- Be willing to undergo, and be able to pass, a background check (required for care of children).
- Be flexible in availability for designated "team" as weather dictates

This is a non-denominational outreach to serve the homeless/heatless women and children in Escambia County, and to share the love of Jesus to our community.

Will you prayerfully consider helping women and children in need of shelter from the cold?

Do you know a woman who desires to serve?

Call Pastor Jeff (850) 530-2429 or E-mail [pastorjeff8502@yahoo.com](mailto:pastorjeff8502@yahoo.com)

## Daily Schedule

- EFBC's CWS will begin the season on **December 1 and operate thru March 1** when the local forecast (use weather forecast on EFBC website) is below 40 deg.  
**Check-in 6pm, Check-out 7am**
- The CWS is for **women and children who are homeless/heatless, can care for themselves, and are not a risk to themselves or others.** \*\*No women will be admitted to the shelter if they are under the influence of alcohol or drugs to the point that they are unaware of their surroundings or unable to walk without assistance. In this case, the security team will call police/ambulance to secure help for the woman.
- **The meal should be ready to serve starting at 6pm** to keep the check in process fluid. Some women may want to eat immediately after signing in or may prefer to shower first. That is an individual decision. Check-in and Kitchen teams please work together to serve and clean up the kitchen prior to lights out.
- The showers are available between 6:00pm and 9:00pm **Guests with children must supervise and accompany their children at all times.** A hygiene kit/shower items may be provided, with one towel per guest.
- Quiet time along with reduced lighting will begin at 9:30 p.m.
- **At 10:00 p.m., all lights will be turned off in the sleeping area.** (Lighting for staff as directed).
- Guests are not permitted to enter the shelter after 8:30 pm (Only when a Law Enforcement Officer contacts Pastor Jeff for arrangements, will a late arrival be allowed. Pastor Jeff will contact volunteers on duty and volunteers working will have to search belongings of the late arrival).
- **All lights are to be turned on at 6:00 am** as guests begin to prepare to leave by 7am. Breakfast items will be available for guests prior to leaving. The building should be locked at 7am after all guests have left.

## Bed Linens

Give each NEW guest one blanket. Each guest may keep their blanket as their own and take it with them the following morning.

## Cot Assignments

Cots are positioned in the desired location. Cots are not to be moved by shelter guests. If cots need to be moved by volunteers or coordinators, they are to be placed as far from neighboring cots as possible, to provide privacy (exception: women with children occupying a neighboring cot). Please assign cots to women with children using the designated area. Do not block emergency exits or walkways at any time.

## **Belongings**

- EFBC's CWS is not responsible for the safety and security of any personal belongings at the shelter.
- Personal belongings may be inspected at any time for drugs, alcohol, or weapons by the shelter staff or law enforcement.
- Belongings are to be placed under the cots at all times for privacy and safety. Belongings are not allowed on top of the cot and/or covered with a blanket. Belongings cannot be left at any other location within the shelter. PLEASE, no exceptions.
- If weather is forecast to remain below 40 degrees, guests will make their cots and place a name badge on the bed for use the next night. If the shelter is expected to close, the guests may take their blanket with them. Guests should strip their own bedding and place in the designated laundry basket.

## **Safekeeping for Small Items**

- No medications are to be kept for guests, no exceptions.
- For other small items, such as a pocket knife, use a brown envelope. On the outside of the envelope, write the guest's name and identify the item going inside. HAVE THE GUEST SIGN IT.
- The shelter is alcohol and drug-free. If drug or alcohol use is suspected or witnessed in the shelter, ALWAYS call 911 FIRST. Then, call Pastor Jeff or a designated contact. The safety of everyone is the priority.

## **Telephone**

A designated shelter phone and number will be available for volunteer use only. Do not let guests use shelter phone and do not give out the phone number.

## **Smoking**

EFBC/CWS is a non-smoking facility. No readmittance if a guest chooses to leave to smoke.

## **Socializing**

Staff must regularly circulate, provide monitoring of shelter, shower area, and restrooms. No romantic interactions are allowed in the shelter.

Guests are not permitted to have outside visitors inside the shelter, unless that person is identified as their social worker, community resource person, parole officer, etc.

## **Restricted Areas**

Guests are limited to the designated open shelter area, shower, and restroom only. No exceptions. Women with children must provide supervision and accompany their child(ren) at all times.

## **First Aid**

- First aid supplies, including bandages, Tylenol, feminine products, and cough drops can be found in the designated box. Please mark on guest log if supplies are given out.
- Only individually wrapped Tylenol and cough drops can be given to guests and volunteers. One packet of Tylenol is allowed per guest, for appropriate dosage.
- If a guest is cut, they should care for the wound themselves, using the first aid supplies given to them by the volunteer or staff. If the cut is severe, they should be sent to the ER (call 911).
- *Universal Precautions* is a standardized approach to prevent transmission of potentially infectious agents between individuals. ALL persons may have potentially infectious agents in their blood or body substances.
- Treat all blood and body substances as if it is contaminated. Always use gloves in the first aid kit

## **Emergency Protocol**

**For medical or security emergencies-dial 911 and request ambulance/police as necessary**

- Upon securing the situation, the shelter host should call Pastor Jeff (after 911 is notified).
- Fill out an incident report, noting the actions taken.
- Do not give out phone numbers of shelter hosts or other individuals providing services to homeless guests.
- Do not confirm the presence of any current or previous homeless guest over the phone. If someone identifies themselves as a police officer or public official, please refer them to Pastor Jeff.

## **Our Beliefs**

### **The Scriptures**

The Holy Bible was written by men, divinely inspired, and is God's revelation of Himself to man. It is a perfect treasure of divine instruction. It has God for its author, salvation for its end, and truth, without any mixture of error, for its matter. Therefore, all Scripture is totally true and trustworthy. It reveals the principles by which God judges us, and therefore is, and will remain to the end of the world the true center of Christian union, and the supreme standard by which all human conduct, creeds, and religious opinions should be tried. All Scripture is a testimony to Christ, who is Himself the focus of divine revelation.

### **God**

There is one, and only one, living and true God. The eternal triune God reveals Himself to us as Father, Son, and Holy Ghost, with distinct personal attributes, but without division of nature, essence, or being.

### **God the Father**

God as Father reigns with providential care over His universe, His creatures, and the flow of the stream of human history according to the purposes of His grace. God is Father in truth to those who become children of God through faith in Jesus Christ.

### **God the Son**

Christ is the eternal Son of God. In His incarnation as Jesus Christ, He was conceived of the Holy Spirit and born of the Virgin Mary. He honored the divine law by His personal obedience, and in His substitutionary death on the cross, He made provision for the redemption of men from sin.

### **God the Holy Spirit**

The Holy Spirit is the Spirit of God, fully divine; He exalts Christ. He convicts men of sin, of righteousness and of judgment; He enlightens and empowers the believer and the church in worship, evangelism, and service.

### **Man**

Man is the special creation of God, in His own image. He created them male and female as the crowning work of His creation. By his free choice, man sinned against God and brought sin into the human race. The sacredness of human personality is evident in that God created man in His own image, and in that Christ died for man; therefore, every person of every race possesses dignity and is worthy of respect and Christian love.

## **Salvation**

Salvation involves the redemption of the whole man and is offered freely to all who accept Jesus Christ as Lord and Savior, who by His own blood obtained eternal redemption for the believer. In its broadest sense, salvation includes regeneration, justification, sanctification, and glorification.

## **God's Purpose of Grace**

Election is the gracious purpose of God, according to which He regenerates, justifies, sanctifies, and glorifies sinners. All true believers endure to the end. Those whom God has accepted in Christ and sanctified by His Spirit will never fall away from the state of grace but shall persevere to the end.

## **The Church**

A New Testament church of the Lord Jesus Christ is an autonomous local congregation of baptized believers, associated by covenant in the faith and fellowship of the gospel, observing the two ordinances of Christ, governed by His laws, exercising the gifts, rights, and privileges invested in them by His Word, and seeking to extend the gospel to the ends of the earth. Each congregation operates under the Lordship of Christ through democratic processes. In such a congregation, each member is responsible and accountable to Christ as Lord. Its scriptural officers are pastors and deacons. While both men and women are gifted for service in the church, the office of pastor is limited to men, as qualified by Scripture.

## **Baptism & the Lord's Supper**

Christian baptism is the immersion of a believer in water. It is an act of obedience, symbolizing the believer's faith in a crucified, buried, and risen Savior, the believer's death to sin, the burial of the old life, and the resurrection to walk in newness of life in Christ Jesus.

The Lord's Supper is a symbolic act of obedience whereby members memorialize the death of the Redeemer and anticipate His second coming.

## **Evangelism & Missions**

It is the duty and privilege of every follower of Christ and every church of the Lord Jesus Christ to endeavor to make disciples of all nations, to seek constantly to win the lost to Christ by verbal witness undergirded by a Christian lifestyle, and by other methods in harmony with the gospel of Christ.

## **The Lord's Day**

The first day of the week is the Lord's Day. It commemorates the resurrection of Christ from the dead and should be employed in exercises of worship and spiritual devotion.

## **Last Things**

God, in His own time and in His own way, will bring the world to its appropriate end. Jesus Christ will return personally and visibly. The dead will be raised; and Christ will judge all men in righteousness. The unrighteous will be consigned to Hell. The righteous will receive their reward and will dwell forever in Heaven with the Lord (Southern Baptist Convention, 2017)

\*This *Streets* policy manual is effective September 29, 2020. It applies to all volunteers and guests of *Streets*. If any section of this policy is found to be incorrect, it will have no effect on any other section. If further clarification is needed on any topic, please contact Pastor Jeff.



## References

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## **Appendix A**

## **Driver Agreement**

I have read and understand the bus/van policies and watched the training videos. I agree to support and apply all of the policies above. I will follow all safety and security policies.

Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_

Pastor's Signature \_\_\_\_\_

Phone Number \_\_\_\_\_

## Guest Speaker Agreement

I have read, understand, and agree to the *Streets* guest speaker policy. I desire to join the *Streets* team, and request the opportunity to share the gospel and speak to the guests at *Streets*.

Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_

Pastor's Signature \_\_\_\_\_

## Worship Leader Agreement

I have read, understand, and agree to the expectations set forth in the *Streets* worship leader(s) policy. I desire to join the *Streets* team, and request the opportunity to be a worship leader at *Streets*.

Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_

Pastor's Signature \_\_\_\_\_

## **New Volunteer Agreement**

I have read, understand, and agree to *all* expectations set forth in this policy manual, including the sexual harassment policy.

Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_

Pastor's Signature \_\_\_\_\_

## Guest Shelter Rules

Welcome to EFBC's Cold Weather Shelter for Women and Children!

**Please note the following rules**

*You may bring **ONE** bag with you into the shelter; it will be searched by the security team prior to admittance and is subject to search by CWS staff if a need arises*

- 1. Absolutely no illicit drugs, prescription narcotics/muscle relaxers, alcohol, or weapons allowed in the shelter**
2. Violence or hostility toward volunteers or other guests is ground for immediate dismissal from the shelter, and law enforcement may be called
3. Smoking and/or vaping is prohibited
4. No visitors are allowed in the shelter. After you have checked in and gone through security, you may leave but will not be readmitted the same night. ***\*Do not enter shelter until you are ready to stay inside.***
5. Be respectful of other guests. Quiet time and reduced lighting will begin at 9:30pm (*please be through with eating and showering*). At 10pm, lights will be turned off for sleeping. At 6am-lights will be turned on as you prepare to exit the shelter at 7am.
6. Only shelter guests and volunteers may have a vehicle parked on church property. Family and friends may not park outside the shelter or on church grounds for any reason. Law enforcement will be called to have them escorted off property. ***\*Be sure to register your vehicle at check-in***
7. If you have children with you, a designated sleeping area will be provided for your family. ***\*Children must never be left unattended\**** Shelter volunteers are not allowed to watch your children for any reason. Please accompany your children to the restroom and/or shower
8. Keep all belongings secured, under your cot, and do not leave them out for other guests to have access ***\*EFBC and volunteers of the CWS are not responsible for any personal items brought to the shelter***

**By signing below, I agree to follow all posted rules and to follow the direction of EFBC's CWS staff**

**If I fail to follow these rules or fail to follow the directions of the EFBC CWS staff, I forfeit the right to stay in the shelter and to use the resources available.**

**Signature:** \_\_\_\_\_ **Date** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

