



Care Walk-in Protocol Guide

CARE NETWORK

General Guidelines

- Guests who select the “Speak with a pastor” option on the Envoy system will be prompted for their contact information and a summary of their need.
- Designated Care staff member(s) will be notified by text and email and will consult to triage the situation (look them up in Rock, Trello, One Need, gather resources, etc.) and determine an appropriate response.
- You may be asked to meet with the individual with another staff member.
- The Operations team and the Pastors office will also be notified via a text thread of a Care walk-in and should be available to consult and/or meet with the individual with a Care team member.
- **Staff are NOT to meet with any walk-in without another staff member present!**
- Remain calm. You set the tone for the interaction, not the situation.
- In the event of a situation that requires immediate police assistance, please use the emergency button in the linen room on the wall by the light switch to contact Alpharetta police.
- Remember, your role in the situation is LOG! Listen, Offer to pray, Give a next step.

Listen (assess the need):

- Introduce yourself and establish a rapport. Help them feel heard and cared for.
- Listen carefully without distraction. Give the person 100% of your attention.
- Ask relevant, clarifying questions. **“What brought you here today?”** or **“How can I help you today?”**
- There may be multiple needs, but remain focused on their immediate need for today.

Offer to pray:

- Ask the person if you can pray for them. Ask if there is anything specific they would like prayer for.
- Pray aloud with them for their needs.
- You can excuse yourself after praying with them to step away to formulate an action plan, gather next steps, consult with another staff member, etc.

Give a next step:

- **Kits are available to give to an individual or family that is homeless.**
 - Bags include basic items (snacks, a gift card for food, bottled water, toiletries, etc.) and a resource card with information about local shelters, food pantries and other resources.
 - If needed, give them a copy of the United Way Critical Needs Guide for resources outside our area.
- **North Point does not provide emergency financial assistance.**
 - If the person does not attend North Point, please refer them to North Fulton Community Charities.
 - If the person attends North Point, please refer them to the MoneyWise contact person to set up an appointment to talk about their specific situation and how we may be able to assist them.
- **Death in the family or hospital visit:**
 - During business hours — contact [designated Care staff person] at 678-892-XXXX.
 - After business hours or weekends — contact the emergency answering service at 678-892-XXXX.
- **Counseling:** Instruct them to visit [counselingreferrals.org](https://www.counselingreferrals.org) to obtain a personalized referral.
- Refer them to our website: northpoint.org/care for a list of the services/ministries we offer.

LISTEN (ASSESS THE NEED)

- ✓ Remain calm.
- ✓ Meet in a public spot or with more than one staff or volunteer.
- ✓ You may not be able to meet all the needs.
- ✓ Help them feel heard and cared for.
- ✓ Ask relevant, clarifying questions.
- ✓ *How may I help you today?*
- ✓ *Do you attend North Point?*
- ✓ Focus on the immediate need.



OFFER TO PRAY

- ✓ Ask if you can pray for them.
- ✓ Ask for specific prayer requests.
- ✓ Pray aloud for their needs.
- ✓ Step away to formulate action plan, consult with another staff member, gather next steps, etc.



GIVE A NEXT STEP

- ✓ Currently homeless?
 - ✓ Give homeless kit with resource card.
 - ✓ If needed, give a copy of the United Way Critical Needs Guide.
- ✓ Financial need?
 - ✓ Attends NPCC? Contact MoneyWise at moneywise@northpoint.org to set up an appointment.
 - ✓ Doesn't attend NPCC? Contact North Fulton Community Charities, nfcchelp.org or 770-640-0399.
- ✓ Death in the family? Hospital visit?
 - ✓ During business hours? Contact [designated Care staff person] at 678-892-XXXX.
 - ✓ After business hours/weekends? Emergency Answering Service (678-892-XXXX)
- ✓ Counseling?
 - ✓ Visit counselingreferrals.org for a personalized referral to a licensed Christian counselor.
- ✓ Other Care needs (spiritual/prayer, marriage/divorce, addiction, etc.)?
 - ✓ Care staff are available by appointment to talk or meet with anyone with a care need.
 - ✓ Refer to the person to the appropriate staff member to set up an appointment.
 - ✓ Direct the person to northnorthpoint.org/care for a list of the services and ministries offered.