

Benevolence During the Week and Weekends

PASTOR ON CALL DURING OFFICE HOURS:

If you receive phone calls during the day for assistance, ALL benevolence cases must fill out a Benevolent Recipient Form. These are located at the receptionist desk or in the benevolence office. The person requesting help can either pick up the form in person or we can mail it to them. Either way, they must fill out the form at home and call to make an appointment with the Staff Liaison. These appointments are usually made for Wednesday or Thursday afternoons. There is no immediate assistance given when a person either calls or walks into the office requesting help. The ONLY exception to this is when the Pastor On Call after office hours puts a family in the Comfort Inn for one night or approves \$10 worth of gas from the Fillin' Station.

When assisting a transient(s), the first step the pastor on call takes is to ask for identification from all individuals in the party. Identification means either a valid driver's license or state issued ID. If the person(s) does not have either a valid DL or state issued ID, no assistance will be given. No ID means there is a reason why he/she has no ID. Possibly their DL has been suspended or revoked and they could have outstanding criminal warrants on them. If IDs are available from everyone in the party, make copies of them and have the individual(s) requesting help fill out a Traveler's Benevolence Application. This form can also be obtained either at the receptionist desk or in the benevolence office. If Danny Berryhill or Jo Carter is available, please give a copy of the ID(s) to them for a criminal background check.

If everything is in order go ahead and try to assist the person(s) by either giving them a box of food from the food pantry or giving them \$10 worth of gas from the Fillin' Station across the street. If you need access to the food pantry, contact Jo Carter or the Operations Crew.

The policy stated above protects us from giving assistance to those persons who are either wanted by law enforcement agencies or who just make a living from scamming churches. If you do not feel comfortable dealing with a walk-in benevolence case or transient case alone, please feel free to call Danny Berryhill and if he is in the office, he will come and assist you.

PASTOR WITH BEEPER - DURING THE EVENING OR ON THE WEEKENDS YOU MAY RECEIVE A REQUEST FOR ASSISTANCE.

1. If it is a FAMILY needing a place to stay, you can approve (WITHOUT PAPERWORK) one night's stay at the Comfort Inn in Collierville. You would need to call them and set it up. Tell the person at the Comfort Inn who you are and have them charge it to GBC, and give them the name of the person who will be checking in. Also tell the person at the Comfort Inn that this is supposed to be a family. If someone other than a family checks in, have the person at the Comfort Inn call you back. Comfort Inn number is 853-1235. ***WE DO NOT PUT SINGLE MEN IN HOTELS***. Direct men to the Calvary Rescue Mission at 960 S. Third. Their number is xxxx-xxxx. Please let Danny B. or Jo C. know the next business day if you put a family in the Comfort Inn. Remember, the Pastor On Call can only approve (WITHOUT PAPERWORK) ONE night's stay.

2. If it is a family needing food, we really have no way of dealing with the situation after office hours. Refer them to one of the shelters available. A list of these shelters is available upon request. See Danny or Jo. We advise you NOT to meet anyone to try and give assistance as this is not safe.

3. If the need is for gas, we do have a benevolence account at the Fillin' Station across the street. You do need to set up the charge by calling and giving them your name, and the name of the person getting the gas. Also, please give them a description of the vehicle. We only give

out \$10 worth of gas per time. Fillin' Station number is 737-1894. YOU DO NOT NEED PAPERWORK FOR THIS IF IT IS AFTER OFFICE HOURS. Please let Danny Berryhill or Jo Carter know the next business day if you approve a gas charge for someone.

Obviously there is not a lot we can do for transients after hours. For your safety, the Benevolence Office recommends you DO NOT meet anyone anywhere who is requesting help. It just isn't safe. These items are to assist you when you are on call. Please attempt to share the Gospel on the phone.