

Benevolence Policy

Benevolence Program Procedures

All Benevolent needs should be handled by the Senior Pastor, phone calls may be handled by the Church Secretary. Church Staff that may come in contact with someone requesting assistance should be made aware of this policy (Receptionist, Pastors, Security, Maintenance. . .) Usually the person in need will call the church first, but occasionally, there are people who will stop by the church requesting some type of assistance (i.e., money, food, shelter). Often, those who 'walk in' are not associated with the church in any way, and it is possible that individuals in this situation may have other behavioral, emotional, and physical issues that must be addressed as well. HBC will partner with local organizations who can conduct proper interviews to ascertain the person's needs and provide a course of action to help this person and provide a long-term answer to their needs.

Procedure for assisting a walk-in benevolent request

1. Contact the Church office and Security (when available).
2. If a person is not a member or regular attendee, give them information of local agencies that may be able to assist them. A card has been prepared with local agencies and phone numbers.
3. For those that 'walk in', for safety and to avoid a scene, it is best to ask the individual to walk outside (male staff member only during office hours) or away from any areas where there may be people gathered. (Stay in an open place, do not go into a hallway or room alone with this person).
4. If the person seems to be questionable (inappropriate language, aggressive, loitering, too inquisitive, scammer, etc.) or does not accept your direction, then contact security or dial 9-1-1 immediately. Male staff member should escort this person away from a public location and ask the person to leave and/or see to it that they have information needed to contact a local agency.
5. If at all possible, never deal with an individual alone. Ask someone to accompany you. Male staff members should always help female staff members who may be approached first.
6. NEVER give cash. Doing this may start a string of 'walk-in's that could become unmanageable and any cash given may be misused. If you have access to water and/or food, you may assist in this way if you feel it is appropriate.
7. When female staff members are alone in the Church, all doors are to remain locked. Answering the doorbell should only be for delivery drivers in uniform with identification badges after verifying they are not accompanied by others.

Procedure for assisting callers with financial needs

1. All calls regarding financial assistance should be directed to the Church Office.
2. First assess whether or not the person is member or attendee at the church.
3. Generally, if the person is not active within the church, give them information to local agencies that may be able to help.
4. If the person is active within the church, get all of their current contact information. Pastoral Staff will direct this person to a financial counselor within HBC.